

CGS® SUPPORTS HEALTHCARE, PHARMA & BIOTECH

CGS has 35+ years of expertise providing customer care, help desk, technical support and learning services to leading pharmaceutical and biotech companies, hospitals and healthcare providers and medical device firms. Our global team has worked as a long-term partner to the industry and leverage our expertise across 20+ languages and locations to improve processes, reduce costs and keep your medical staff, operations, manufacturing and quality teams focused on providing the highest levels of care and health outcomes.

WHAT WE DO

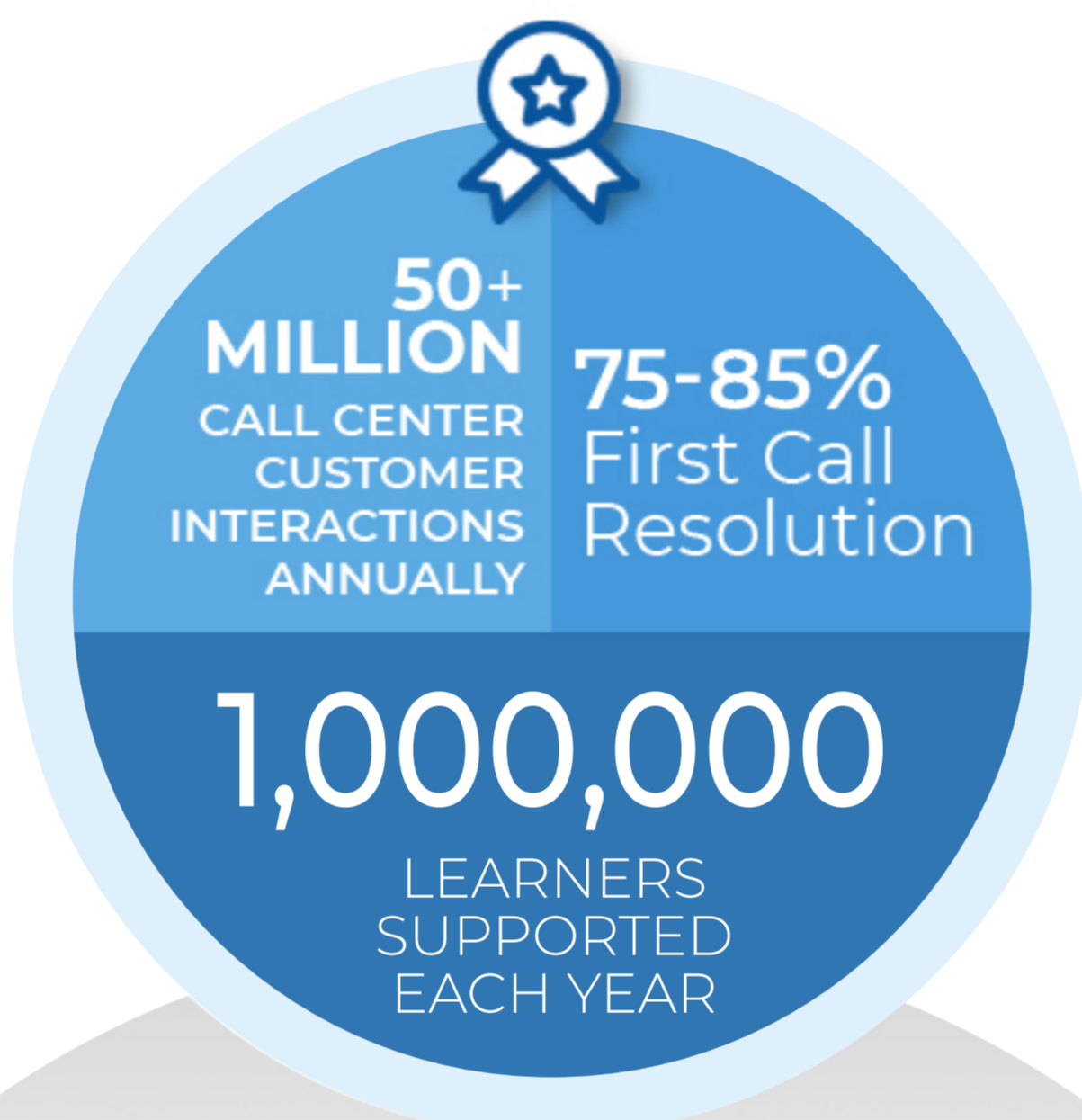
- Agent & Digital Patient Care
- Technical Support & Help Desk
- Managed Training Services
- Global Medical Sales Training
- Time-to-Proficiency Systems Training
- Global Call Centers
- Deskless Worker Learning
- Employee Onboarding
- Instructional Design of Medical Content
- AR-Enabled Training/Remote Guidance/Assistance
- Back Office Support for Research
- Claims Management & Payment Reminders
- Program Enrollments
- Preventative & Follow-up Care Outreach



2019 Market Guide
Key Customer Mgmt.
BPO Service Providers

CRM Vendor Guide
"Major Provider" Business
Process Outsourcing

"Midsize Provider"
for Customer Mgmt.
BPO Services in
Competitive Landscape



CGS ranks in TOP 14
Worldwide Contact
Center Vendors

IDC MarketScape Worldwide
Customer Care BPO Services
Vendor Assessment



CGS in Europe
Contact Center
Outsourcing
Buyer's Guide

95%
Customer
retention rate

9+
Years of client
tenure

SOC 2
Type 2 Certified
facilities

70+
Built and deployed
manufacturing processes training
courses for one of the top three
largest pharmaceutical

50,000,000
Interactions our agents manage per year
across multiple channels – phone, email,
chat, web and social media

1-3 TIER
CGS agents are experts at tier 1-3 and
issue resolution for systems, hardware
troubleshooting, software and custom
application support

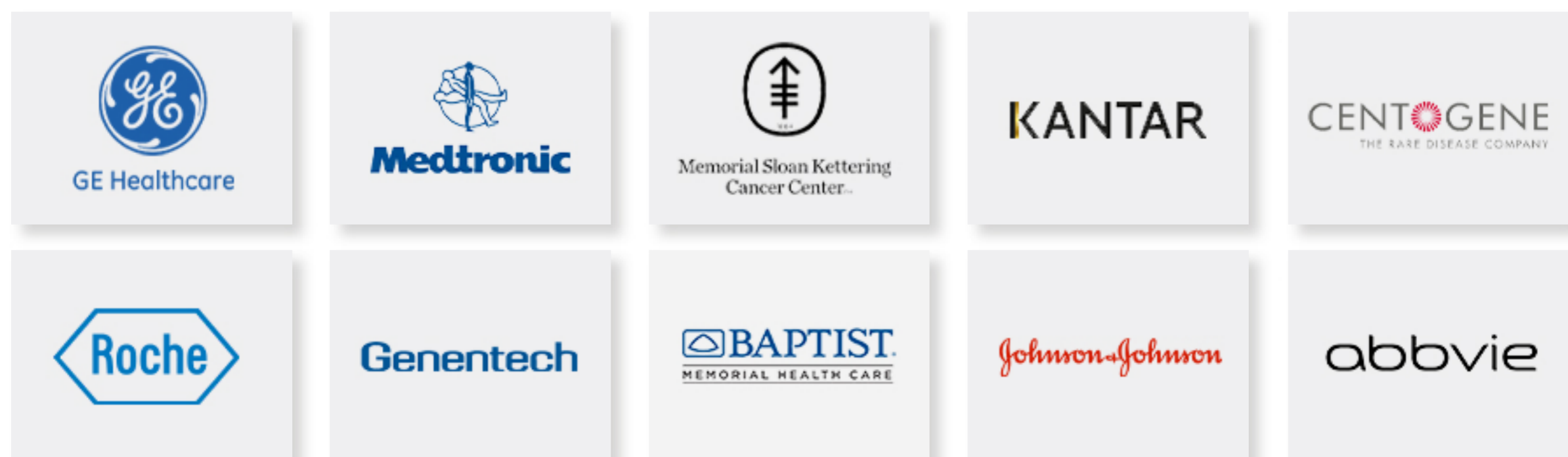
20+ LANGUAGES SUPPORTED

- ENGLISH
- FRENCH
- GERMAN
- HUNGARIAN
- ITALIAN
- MAPUDUNGÚN (CHILEAN)
- ROMANIAN
- SPANISH

INDUSTRY AWARDS AND CERTIFICATIONS



CUSTOMERS



Visit www.cgsinc.com or contact us at info@cgsinc.com or +1(202) 408-3800