



CUSTOMER ENGAGEMENT REIMAGINED

CSS Corp Corporate Brochure

We can pivot like a startup but **Deliver like a pro**

About CSS Corp

For over 20 years, our customers have known us for our "Technology DNA", as we have worked with some of the most innovative technology companies on the planet. We have now metamorphosed into a new age services company that leverages technologies, such as artificial intelligence, smart analytics, intelligent automation, digital, and cloud to deliver outcomes for our customers. With a global presence across five continents, we are well-positioned to provide multilingual and omnichannel services that drive business impact. We partner with some of the best-in-class product companies, and we are owned by Partners Group, a global PE firm managing a portfolio of \$91 billion.

CSS Corp at a Glance



Founded
1996



Employees
6,400+



Clients
125+



Headquartered
Milpitas, CA



Delivery
Locations **18**



Languages
Supported **25**



Industries

Telecom, Media, Technology, BFSI,
Healthcare, Retail, and CPG

What Do We Offer

Customer Experience Management

- ▶ Customer Acquisition
- ▶ Technical Support
- ▶ Customer Service
- ▶ Account Management

Enterprise Support Services

- ▶ Customer Care
- ▶ Technical Support (TAC)
- ▶ Professional Services
- ▶ Customer Success

Network Services

- ▶ Network Consulting
- ▶ Network Engineering
- ▶ Network Deployment and Migrations
- ▶ Network Support Services

Cloud and Infrastructure Services

- ▶ Cloud Migration
- ▶ Infrastructure Operations
- ▶ Intelligent Service Desk
- ▶ Managed Security Services

Digital Engineering Services

- ▶ Application Modernization
- ▶ Digital Marketing
- ▶ Cognitive Analytics
- ▶ Chatbots/Virtual Assistance

Geospatial Technology Services

- ▶ Geospatial Consulting
- ▶ Data Acquisition Services
- ▶ Spatial Analytics and Insights
- ▶ Custom Application and Development

CSS Corp Innovation Labs

Our Award-winning, Home-Grown Solutions



Global Industry Awards

25+ International Awards in the last 2 Years



Stevie Award

Gold Winner for Best **Technical Support Solution** by **International Business Awards**



Golden Bridge Award

Won **Golden Bridge Gold Award** for **Innovation in Technology**

NASSCOM®

Customer Service Excellence Award

Won the **Customer Service Excellence Award** for **Transformation Services**



Dream Companies to work for in India Award

Ranked as one of the **best employers in India** in the **IT & Software category**



Golden Globe Tigers Award

Won the **Golden Globe Tigers Award** for **Contelli Solution** in the **Business Innovation category**



Incite Customer Services Award

Won the **Solution Provider of the Year: People's Choice Award** for **Cognitive CX portfolio**.



Global Analyst Accreditations

90+ Analyst Recognitions in the last 2 years



Digital Excellence

Recognized Among Top 25 Digital Transformation Case Studies by ISG



Application Modernization

Recognized by Forrester as a "Key Player" in NowTech: Application Modernization and Management



Digital Customer Experience

Positioned as 'Leader' in Digital Customer Experience Services



IT Operations

Positioned as 'Leader' in Cognitive Infrastructure Services



Cognitive Assistant Services

Ranked #7 in HFS Research Cognitive Assistant Service Providers Report



Telecom Operations

Recognized in "Winner's Circle" by HFS Research in Telecom Operations Services

Client Portfolio

We partner with some of the most reputed names in the industry



30 of Top 50 **Telecom Companies** Globally



6 of the Top 10 **Networking Companies**



World's No.1 **Internet Technology Company**



World's most **Valuable Company**



World's most **Valuable Startup**



World's 2nd Largest **FMCG company**

Our Global Delivery Footprint



“Thinking Different, Thinking Smart, Thinking Together”

Let's Talk About Your Needs

Scan this QR code and send us your query.
We will get in touch with you shortly.



www.csscorp.com

