

Customer Engagement Reimagined



FLAGSHIP SOLUTIONS

- Yodaa - Cognitive Assistant Platform
- Active Insights - Cognitive Intelligence Platform
- Contelli - Cognitive Automation for Network Management
- CloudMAP - Cloud Portfolio Assessment
- CloudPATH - Industrialized Cloud Migration
- GADET - Mobile Solution for Customer Engagement and Self-help

QUICK SNAPSHOT



5600
EMPLOYEES



150
CLIENTS



16
GLOBAL LOCATIONS



MILPITAS, CALIFORNIA
Headquarters



CORE INDUSTRIES
Hi-Tech, Telecom, Media, Retail, FMCG, Healthcare and Education

CORE DIFFERENTIATORS

CSS Corp can help you accelerate your businesses, simplify operations and reimagine customer engagements by transforming your core. We partner with you to offer technology solutions that will position you for change.



Customer Experience (CX) Transformation



AI in Tech Support Operations



Context Driven Network and Support Operations



Cognitive A³ - AI, Analytics and Automation



Outcome Based Pricing Models

A NEW PARADIGM FOR AGILITY, GROWTH AND PROFITABILITY

As a new age company, we harness the power of AI, Analytics, Automation to address specific customer engagement needs. We act as a catalyst for growth by enabling enterprises to transform from traditional models to new age service models and help them identify new revenue streams.

SERVICE OFFERINGS



Customer Experience Services
Customer Care, Customer Acquisition & Consumer Tech Support



Enterprise Support Services
Professional Services, L1/L2/L3 Technical Support & Education Services



Network Services
Network Migration, Deployment, Field Services & Optical Network Services



Digital & Engineering Services
Analytics, API, Micro Services, Testing, Mobile & Conversational AI



Cloud and Infrastructure
Cloud Migration, Infrastructure Operations & Security Services



Geospatial Technology Services
Geospatial Assessment, Data Acquisition & Spatial Analytics

OUR STRATEGY

- Enhancing Customer Experience
- Building Revenue Streams
- Creating Specialization
- Improving Operational Efficiency

KEY RECOGNITIONS

- "Winner Circle" in HFS Research Telecom Operations BluePrint
- "Leader" in Digital CX by NelsonHall
- "Key Player" in Forrester Wave for Customer Analytics
- "Ranked No. 7" in HFS Research Cognitive Assistant Services