7CS Acquires NICE Global to Accelerate Growth and Expand Service Lines

Montego Bay, Jamaica – 7CS Direct, Inc. ("7CS"), a leader in global customer experience and staffing solutions, today announced the acquisition of NICE Global, a prominent nearshore outsourcing provider headquartered in Montego Bay, Jamaica.

This strategic acquisition marks a significant milestone for 7CS, enabling the company to dramatically expand its operational footprint and enhance its service offerings. With the integration of NICE Global's established infrastructure and experienced team, 7CS is now positioned to deliver a broader array of capabilities to its clients, including legal firm support services and a deeper level of traditional inbound customer service, in addition to 7CS's traditional areas of strength such as back-office augmentation.

NICE Global brings decades of nearshore staffing expertise and a proven management team that will strengthen 7CS's leadership and operational delivery. This team has built a reputation for excellence in operational efficiency, workforce development, and delivering high-quality client outcomes — values that align seamlessly with 7CS's mission.

Additionally, the acquisition includes the transfer of key licensing assets, further reinforcing 7CS's compliance and operational capabilities across new markets. This foundation enables 7CS to scale quickly and confidently into new verticals and geographies. In addition to Jamaican-based operations, 7CS is expanding its Spanish-speaking capabilities in Central American and adding a dedicated team in the Philippines (better enabling 7CS to provide around-the-clock coverage across multiple global time zones).

As part of this move, 7CS is doubling down on technology, with a strategic focus on integrating augmentative AI agent technologies into its service model. By leveraging NICE Global's operational insights and combining them with advanced AI partnerships, 7CS is enhancing its tiered service structure to create a more flexible, intelligent, and efficient customer support ecosystem.

"This acquisition isn't just about growth—it's about synergy," said Brett Renzenbrink, a 7CS Partner. "By bringing NICE Global into the 7CS family, we're not only expanding our global reach, but also enriching our talent base, service lines, and technological edge. It positions us to better serve our clients today and anticipate their needs tomorrow."

7CS headquarters will continue to be located in Montego Bay, Jamaica, where 7CS enjoys unmatched English-speaking labor talent, American time zone alignment, and geopolitical stability/safety. As 7CS continues to evolve, this acquisition sets a strong foundation for the company's next chapter of innovation and impact.

To learn more about 7CS, please visit www.7CSGlobal.com.