CloudOffix Expands Across the U.S. and Africa Through Strategic Partnership with Outcess

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COLUMBIA, MD, UNITED STATES, September 11, 2026 / EINPresswire.com/ -- CloudOffix, the AI-native business operations platform for connected business operations, has announced a strategic partnership with Outcess, an integrated customer engagement and business process outsourcing company operating across the United States and Nigeria.

> Our partnership with CloudOffix represents an important step in our mission to help organizations operate more intelligently and deliver better experiences"
> *Ikenna Odike, CEO of Outcess*

The partnership will enable organizations in both regions to modernize their business operations, connect fragmented processes and data, and build more intelligent customer and employee experiences on a unified digital foundation.

Through the collaboration, Outcess will bring CloudOffix's integrated capabilities—including CRM, customer service, marketing, human resources, project management, workflow automation and AI agents—to organizations seeking to increase their digital maturity without adding further complexity to their technology environments.

Organizations across the United States and Africa are under growing pressure to improve efficiency, deliver more connected experiences and adopt artificial intelligence responsibly. Yet many businesses continue to operate through disconnected applications, manual processes and fragmented customer and operational data.

CloudOffix addresses this challenge by bringing people, processes, data and AI together within a single platform. Its unified architecture allows organizations to design and run connected business applications, automate cross-functional workflows and deploy AI agents with the governance and business context required for enterprise operations.

Outcess's experience in customer engagement, business process management and digital

services will help organizations translate this technology into practical and measurable business outcomes.



CloudOffix and Outcess Partnership

“Our partnership with CloudOffix represents an important step in our mission to help organizations operate more intelligently and deliver better experiences,” said Ikenna Odike, CEO of Outcess. “Businesses need more than isolated digital tools. They need connected systems that bring customer engagement, operational processes, data and AI together. CloudOffix gives us a powerful foundation to help organizations across the United States and Nigeria modernize their operations while building the flexibility they need for future growth.”

The partnership further supports CloudOffix’s commitment to the U.S. market, where the company already has an established organization and sales presence. By working with Outcess, CloudOffix will strengthen its ability to reach new organizations and support them with regional business expertise and implementation capabilities.

“The United States is a strategically important market for CloudOffix, and we continue to invest in our sales organization, partner ecosystem and long-term presence in the region,” said Gokhan Erdogdu, CEO of CloudOffix. “Outcess brings strong experience in customer engagement and business process transformation, as well as a valuable understanding of organizations operating across the United States and Africa. Together, we can help businesses move beyond fragmented applications and build connected, AI-enabled operations on a governed and scalable foundation.”

Nigeria is one of Africa’s most significant and dynamic business markets, with a growing demand for scalable digital infrastructure, automation and AI-enabled operational models. The country’s expanding technology ecosystem and large enterprise landscape make it strategically important to CloudOffix’s wider African growth plans.

Through its partnership with Outcess, CloudOffix aims to support Nigerian organizations as they advance their digital maturity, modernize customer-facing and internal operations, and establish a stronger foundation for sustainable growth.

“Nigeria has a central role in Africa’s business and technology landscape,” Erdogdu continued.

“We are very pleased to enter this next stage of growth with Outcess, a partner that understands the market, its organizations and its opportunities. Our ambition extends beyond introducing new technology. We want to contribute to the digital maturity of businesses across the region and help them build connected, responsible and sustainable operating models. Nigeria will be an important starting point as CloudOffix continues to grow across Africa.”

The CloudOffix–Outcess partnership will initially focus on helping organizations modernize customer engagement, sales, service, HR and other cross-functional business processes. The companies will also work together to identify industry-specific opportunities and develop solutions aligned with the operational needs of organizations in the United States, Nigeria and the wider African market.

About Outcess
Outcess is an integrated customer engagement and business process outsourcing company delivering digital solutions that help organizations optimize operations and improve customer experiences. With experience across industries including financial services, telecommunications and FMCG, Outcess supports local and international organizations in transforming customer engagement and business processes.

About CloudOffix
CloudOffix is an AI-native business operations platform that enables organizations to connect customer, employee and operational processes within a unified digital environment. Bringing together CRM, marketing, customer service, HR, project management, collaboration, workflow automation and AI agents, CloudOffix helps businesses build and run connected enterprise solutions on a governed and scalable foundation.

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