



Transcom Multi-channel CMS: Delivering Digital Customer Experience

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS): Delivering Digital Customer Experience profile on Transcom is a comprehensive assessment of Transcom's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Transcom WorldWide AB (Transcom) is a public company listed on NASDAQ Stockholm and headquartered in the Swedish capital. It provides customer management services including customer care, technical support, sales, retention, and early collection services. The company also offers interpretation services.

In 2016, it divested its Danish credit management business and continued its nearshore expansion in Europe, for example opening a new center in Poland. It also exited Colombia and reorganized its regional and management structure with a focus on English-speaking markets such as U.S., U.K., and Australia, as well as selected European markets.

Transcom has ~30k employees in 52 delivery centers across 20 countries, providing support in 33 languages. It has ~400 clients.

Its multichannel support covers the customer lifecycle, with services offered over voice and digital channels.

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's CMS multi-channel offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



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Report Length

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CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, Conduent, CSS Corp, HGS, Infosys BPO, Intelenet, iSON BPO, Sitel, Sutherland, SYKES, TaskUs, Teleperformance, TeleTech, Webhelp, WNS.