



transcosmos **Customer Management Services**

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on transcosmos is a comprehensive assessment of transcosmos' 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

Between 2013 and 2015, transcosmos has made 13 investments in partial or full ownership via joint ventures, partnership and acquisitions in e-commerce solutions, online services providers, online retailers, fulfillment companies, and web agencies in the Asia Pacific region.

transcosmos has ~40k employees in 156 locations in 26 countries. Of these, there are ~20k CMS FTEs, in 57 contact centers across 12 countries, supporting customers in 26 languages.

The majority of transcosmos' CMS services are inbound customer care and technical support. In addition to CMS, transcosmos provides one stop e-commerce services and platforms, and operates as a digital agency and web development company. Its CMS offerings are:

- Sales generation
- Customer care
- Technical support
- Fulfillment.

Scope of the Report

The report provides a comprehensive and objective analysis of transcosmos' CMS 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, weaknesses, 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

9 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, Webhelp, Wipro, WNS, Xerox