



Transcom CMS in Retail Banking

Vendor Assessment

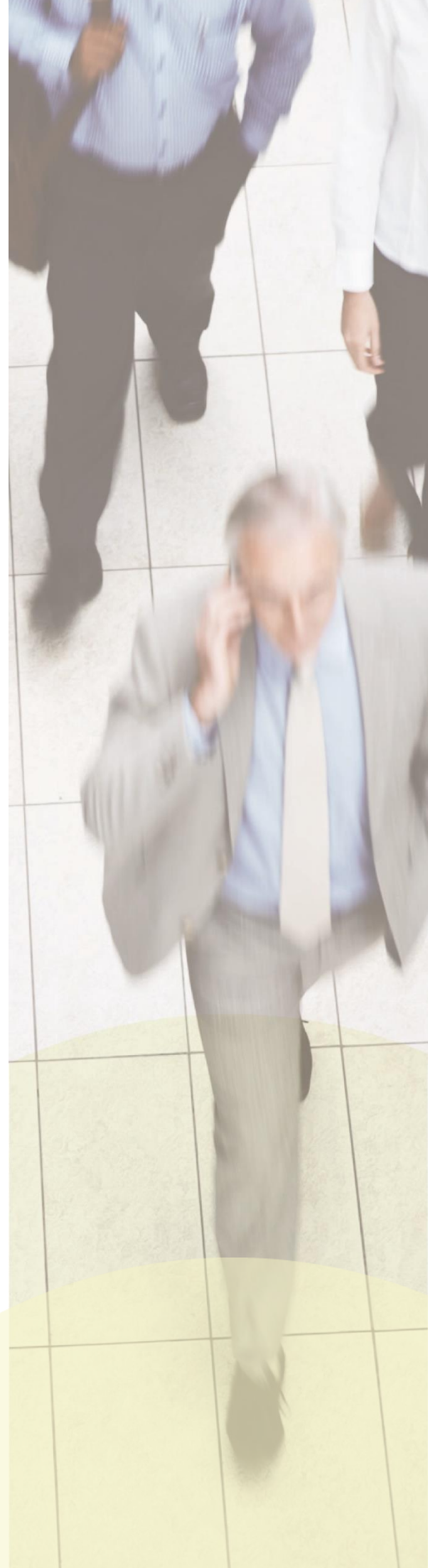
Report Abstract

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By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Transcom is a comprehensive assessment of Transcom's retail banking sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking sector 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 is a publicly-held company which has been listed on Nasdaq Stockholm since 2001.

Transcom has ~30k employees in 53 delivery centers across 21 countries, providing support in 33 languages.

Transcom was created in 1995 by investment company Investment AB Kinnevik in Sweden. It began its business in the telecommunications industry sector, and its first customer was TELE2. On November 26, 2014, Transcom completed re-domiciliation to Sweden from Luxembourg, by way of a merger between the former parent entity Transcom WorldWide S.A. and the subsidiary Transcom WorldWide AB, which became the new publicly listed parent company of the Transcom Group. In March 2015, Altor Equity Partners acquired Kinnevik's majority share of 24.5%, for SEK 421m (~\$49m). In January 2016, Transcom announced a restructuring initiative of its operations, creating a Continental Europe region combining operations in Spain and Portugal with the former Central and South Europe region (excluding the U.K.); integrating the English-speaking markets in North America and Asia Pacific with the U.K. operations; preserving the North Europe region; and placing its LATAM operations under review.

Communications is its highest revenue generating industry sector, followed by financial services and retail. Transcom has ~30 customer management services (CMS) retail banking industry sector clients.

Transcom's key acquisitions and divestitures include:

- In 2016: Transcom divested its Danish credit management business, concluding the divestment of Transcom's former credit management services business unit
- In 2014: Transcom completed the divestiture of its debt collection business in the Czech Republic, Poland, Austria, and an earlier divestiture (in 2013) in Germany

- In 2007: it acquired 100% of NuComm International, a Canadian company focused on customer care and collections
- In 2006: Transcom subsidiary Transvoice AB acquired the translation agency Tolkförmedling AB. Tolkförmedling had operations in Stockholm, Norrköping, and Malmö, and provided interpretation services to the public sector in Sweden
- Between 2003 and 2008: Transcom entered and expanded its credit management business in Europe through acquisitions: CIS in the Nordic region and Germany, Creditexpress CR sro in the Czech Republic, Credit & Business Service Ltd and Newman & Company Ltd in the U.K., Dr Finsterer & Königs Inkasso GmbH in Germany, IS Inkasso Service GmbH in Austria, and CENT in Poland
- In 2005: Transcom entered the Hungarian CMS market with the acquisition of Marketlink Kft, a call center operator based in Budapest
- In 2002: Transcom acquired 75% of Gestel, a Spanish call center provider
- In 2002: Transcom acquired the NelteLink call center business in Vilnius, Lithuania
- In 2001: Transcom established itself in Spain and in 2002 it took over the management of Gestel.

Transcom provides delivery to retail banking organizations from the following locations: Spain, Portugal, Croatia, Poland, Germany, Italy, and Serbia.

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's retail banking offerings, capabilities, and market and financial strength, 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 CMS retail banking customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail banking sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS retail banking sector clients.



Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capability	
	4.1 Technology	
5.	Target Markets	
6.	Strategy	
7.	Strengths and Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com