



Transcom Customer Management Services

Vendor Assessment
Report Abstract

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) 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

On November 26, 2014, Transcom completed redomiciliation to Stockholm from Luxembourg City, and a merger between the former parent entity Transcom WorldWide S.A. and the subsidiary Transcom WorldWide AB. 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 under review its LATAM operations.

Transcom has ~30k employees in 53 delivery centers across 22 countries, providing support in 33 languages. Transcom has ~400 clients.

Transcom provides a range of CMS offerings at the various stages of the customer lifecycle, in addition to collections and translation services in Sweden:

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

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's 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

10 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, transcosmos, Webhelp, Wipro, WNS, Xerox