



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 headquartered in Luxembourg. Transcom started its operations in 1995 in Sweden, supporting TELE 2 and providing customer relationship management services and credit management services to the telecommunications industry and other high-volume businesses in Austria. In addition to traditional contact center services, Transcom offers credit management services.

A majority of Transcom's CMS retail banking clients are based in Spain.

The company provides customer management services in support of a range of banking products including:

- Collections
- Credit cards.

Transcom has delivery centers supporting its retail banking customers in Spain/Portugal, Italy and the Czech Republic.

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's retail banking sector CMS 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 retail banking sector 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 retail banking sector clients.



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Report Length

7 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

CMS in Retail Banking Vendor Assessments Also Available for: Aditya Birla Minacs, Aegis, EGS, Firstsource, Infosys, Serco, Sitel, Teleperformance, transcosmos and Wipro