

Transcom in the Philippines

www.transcom.com

Serving our clients' English-speaking customers across North America, Europe and Australasia

Transcom has been active in the Philippines since 2007. From three sites in Manila, Bacolod and Iloilo we provide our full range of customer and credit management services to clients across North America, the UK and Australasia.

From our site in Manila, Transcom provides an integrated customer and credit management program for the UK's second largest fixed line telecommunications provider, TalkTalk. In 2010, Transcom grew the value of this contract by over 50%, lowered our clients' costs by transferring work to the Philippines and increased the TalkTalk team from 200 to 800 people.

From the Philippines Transcom services clients in North America, the UK and Australia.



“ We are growing our business in the Philippines because Transcom shares our determination to put the customer at the heart of our decisions, processes and systems – and because their agents epitomize our brand in their daily interactions with our customers. Transcom understands, as we do, that this is the foundation stone that supports long lasting and profitable customer relationships. ”

Nigel Pearson, Senior Director of Customer Services, TalkTalk

In 2010 the Philippines business process outsourcing industry, dominated by contact center activity, was reported to be worth \$12 billion; and to be growing at around 18% per annum.¹

Transcom has a total of 3,300 seats in the Philippines. It is poised for expansion in what promises to be a high-growth market serving English speaking customer bases worldwide.

1) The British Philippine Outsourcing Council