

Press release

October 15, 2020

Transcom named Global Rising Star and Europe & UK Leader within Contact Center Customer Experience Services – Digital Operations

Transcom has been recognized as a Global Rising Star and a Europe & UK Leader in the Contact Center - Customer Experience Services market by the Information Services Group (ISG), a leading global technology research and advisory firm. Transcom is acknowledged for its investments in innovation, aggressive growth plans and growing digital capabilities in the ISG Provider Lens™: Contact Center - Customer Experience Services 2020 Global and Europe & UK reports.

“We believe that outstanding customer service is based on interactions between people, augmented by the efficiency of technology. That’s why we have done very targeted investments in digital over the last three years. This recognition by ISG is a validation of our capacity to deliver digital services, that are second to none”, says Jonas Dahlberg, President & CEO Transcom.

“We were impressed with Transcom’s digital capabilities and also their roadmap ahead. Their steady client base, inorganic growth trajectory, and robust remote solutions have enabled them to emerge as a Leader in Europe and Rising Star globally in this space with growing digital capabilities and a highly diversified talent pool.”, says Namratha Dharshan, Director of Research & Principal Analyst at ISG and author of the reports, and continues:

“In North America, Transcom is recognized as a Market Challenger, delivering operational excellence through cost-competitive agile deployment models, workforce management capabilities and continuous efforts in expanding its service portfolio. The company is committed towards strengthening its position and is on the right path to deliver consistent outcomes for clients. We look forward to following Transcom’s continued journey.”

Transcom’s key strengths according to the report

- **T:Labs:** Transcom recently announced the opening of a global innovation hub, where clients, employees and partners can collaborate to incubate ideas. The ideas are curated to select the best innovative techniques that are applied in service deliveries.
- **Inorganic growth to expand digitizing of services:** Transcom has been aggressively looking into further strengthening its portfolio or expanding its presence globally. Transcom has already made four different acquisitions in the last three years focusing on expanding its industry expertise and geographic diversity. Through the acquisition of Awesome OS, Transcom has fortified its digital capabilities to provide better customer experience services. Awesome OS also brings its existing partnership with U.S. based ecommerce companies, aligning with the commitment to growing its footprint in North America.
- **Bringing the best of both worlds:** Transcom’s T:Anywhere is its work-at-home solution that brings together work-at-home agents and brick-and-mortar employees as a team. It demonstrates robust capabilities and remote solutions such as recruitment, training, gamification, performance management, and security. This solution enables the company to bring the best talent globally, build business resilience and offer a robust burstable capacity and ability to continue delivering its right-shoring model.

Transcom

To download a customized version of the report, click [this link](#).

For further information, please contact

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About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 26,000 customer experience specialists at 50 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.