



Press Release

June 20, 2019
transcosmos inc.

Gartner U.S. BPO market report named transcosmos the No.14 BPO player in the world

Offers BPO services through its 173 bases across 31 countries, aiming for Operational Excellence

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) ranked No.14 in the world in the 2018 BPO player listing by revenue featured in “Market Share Analysis: Business Process Outsourcing, Worldwide, 2018” by Cathy Tornbohm, Dean Blackmore, 22 April, 2019, a BPO market research report issued by Gartner, Inc., the world’s leading IT research and advisory company headquartered in the U.S.



BPO Players ^(*)		(in Millions USD)
2018 rankings	Company name	Revenues
1	ADP	12,985
2	FIS	6,882
3	Conduent	5,393
4	First Data	5,214
5	Accenture	5,094
6	Teleperformance	4,552
7	Broadridge	4,318
8	TSYS	4,028
9	Capita	3,534
10	Paychex	3,454
11	Samsung SDS	3,008
12	Concentrix	2,642
13	Tata Consultancy Services	2,491
14	transcosmos	2,478
15	Genpact	2,393

Chart/Graph created by transcosmos based on Gartner Research

As a leading company in the BPO market, transcosmos continues to pursue operational excellence to help clients streamline their business operations whilst optimizing costs.

* transcosmos is a trademark or registered trademark of transcosmos inc. In Japan and other countries.

* Other company names and product or services names used here are trademarks or registered trademarks of respective companies.

About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients’ business processes focusing on both sales expansion and cost optimization through our 173 locations across 31 countries with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce services to deliver our clients’ excellent products and services in 48 countries around the globe. transcosmos aims to be the “Global Digital Transformation Partner” of our clients, supporting the clients’ transformation by leveraging digital technology, responding to the ever-changing business environment.

<https://www.trans-cosmos.co.jp/english/>

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