

Press Release



September 8, 2020

transcosmos inc.

transcosmos named the No.14 BPO player in the world in Gartner Market Share: IT Services, Worldwide 2019

Offers BPO services through its 168 bases across 30 countries, aiming for Operational Excellence

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) ranked No.14 in the world in the 2019 BPO player in “Market Share: IT Services, Worldwide 2019”, Dean Blackmore et al., 13 April 2020 (IT Services, Business Process Outsourcing) issued by Gartner, Inc., the world’s leading IT research and advisory company headquartered in the U.S..

BPO Player
transcosmos ranks

No.14
in the world

Source : Gartner Market Share: IT Services, Worldwide 2019, Dean Blackmore et al., 13 April 2020 (IT Services, Business Process Outsourcing, Vendor Revenue in Current US\$ basis)**

(by 2019 revenue)

transcosmos ranked 14th in the world in the BPO market in Market Share: IT Services, Worldwide 2019 report issued by Gartner Inc. U.S.

BPO Players		(in Millions USD)
2019 rankings	Company name	Revenues
1	ADP	13,543
2	FIS	8,942
3	Global Payments	5,657
4	Accenture	5,323
5	Fiserv	5,246
6	Teleperformance	5,186
7	Concentrix	4,597
8	Conduent	4,467
9	Broadridge Financial Solutions	4,354
10	Samsung SDS	4,111
11	Paychex	3,971
12	Capita	3,290
13	Genpact	2,788
14	transcosmos	2,712
15	First Data	2,650

Chart created by transcosmos based on Gartner Research, Gartner, Market Share: IT Services, Worldwide 2019, Dean Blackmore et al., 13 April 2020 (IT Services, Business Process Outsourcing, Vendor Revenue in Current US\$ basis)

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 168 bases across 30 countries/regions 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/regions 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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