

Press Release



September 6, 2022
transcosmos inc.

transcosmos named a Leader and a Star Performer in Everest Group’s CXM Services in APAC PEAK Matrix® Assessment 2022

Helping clients achieve digital transformation with 171 bases across 28 countries & regions around the globe

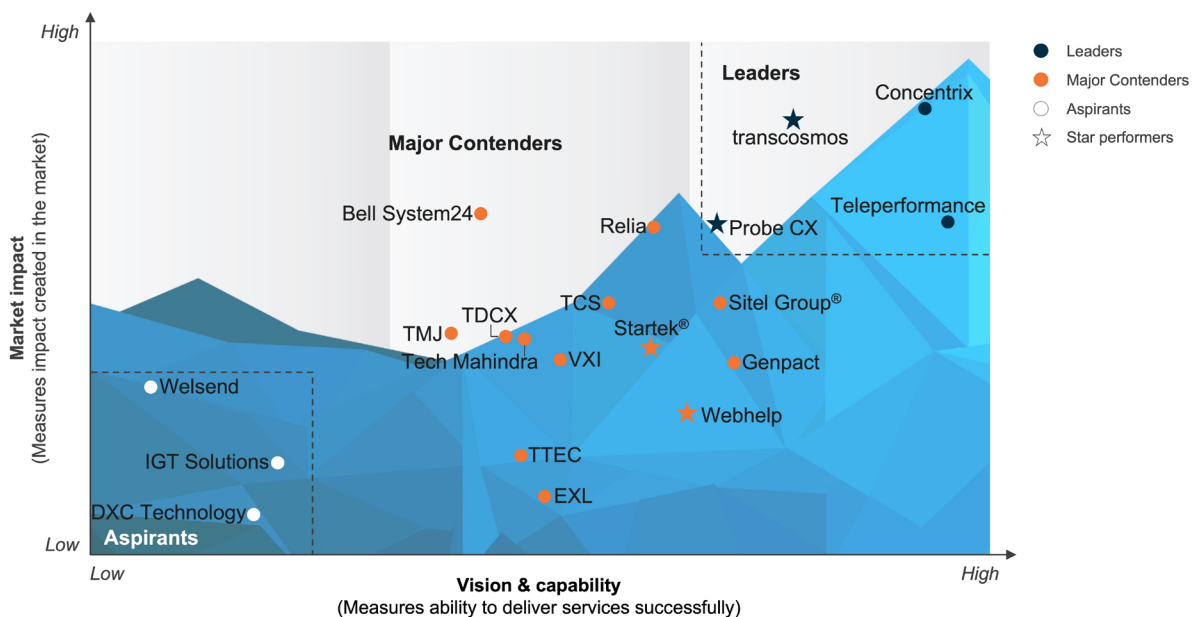
transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) is honored to announce that the company was named a Leader for the second year in a row in Customer Experience Management (CXM) service providers in the Asia Pacific region by Everest Group in its research paper “Customer Experience Management (CXM) in APAC – Service Provider Landscape with PEAK Matrix® Assessment 2022” announced in August 2022.



For the first time, transcosmos was also recognized as a Star Performer for its high year-over-year growth among other players. Everest Group analyzes the CXM service provider landscape and evaluates how the providers shape up in terms of their market impact and vision & capability, with a focus on the APAC PEAK Matrix®. Based on the assessment, Everest Group identifies Star Performers who demonstrated the strongest year-over-year forward movement on the PEAK Matrix®.



Everest Group Customer Experience Management (CXM) in APAC – Service Provider Landscape with PEAK Matrix® Assessment 2022¹



¹ Assessments for Bell System24, Relia, and TMJ exclude service provider inputs and are based on Everest Group’s proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group’s interactions with buyers
Source: Everest Group (2022)

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Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. The Customer Experience Management (CXM) in APAC – Service Provider Landscape with PEAK Matrix® Assessment 2022 is a detailed assessment of 20 CXM providers in the Asia Pacific region including contact center outsourcing players. Everest Group assesses and recognizes leaders based on various factors including an ongoing analysis of the CXM services market across all industries and geographies.

As our clients' digital transformation partner, transcosmos offers contact center services, digital marketing services, and BPO services to more than 3,000 companies across a wide range of industry sectors. transcosmos will continue to help our clients expand their sales and optimize costs.

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

*Other company names and product or service 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 171 bases across 28 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 to consumers in 46 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp