



September 13, 2024

transcosmos inc.

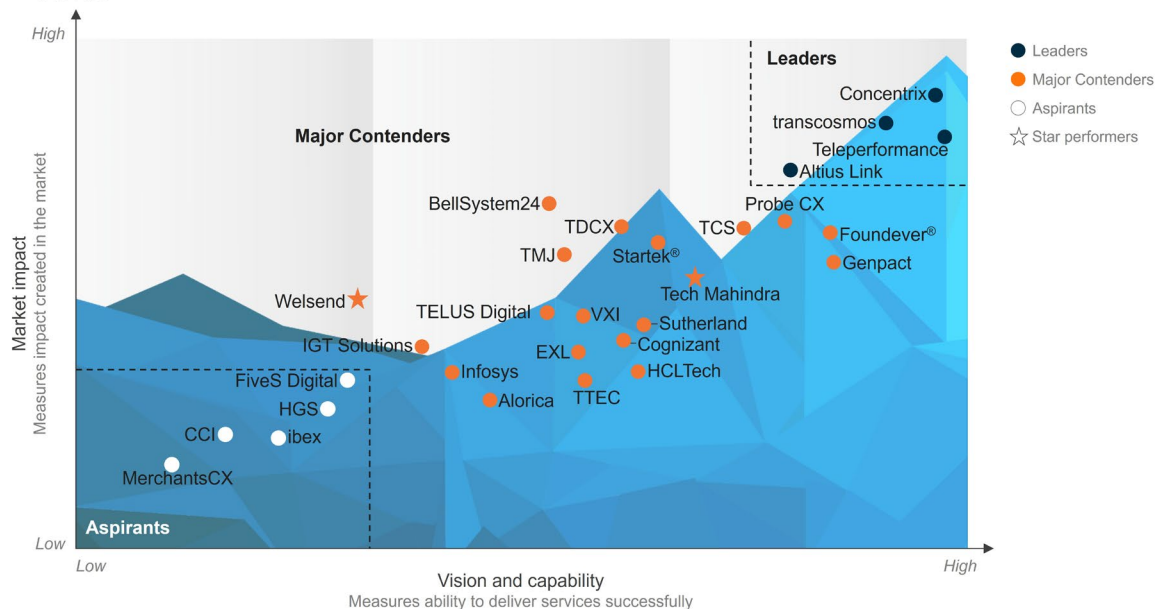
transcosmos named Leader in Everest Group's CXM Services in APAC PEAK Matrix® Assessment 2024

Helping clients achieve digital transformation with 182 bases across 35 countries & regions around the globe

transcosmos is honored to announce that the company was named a Leader for the fourth 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) Services PEAK Matrix® Assessment 2024," published in September 2024.



Everest Group Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 – APAC¹



¹ Assessment for Intelcia excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers
Source: Everest Group (2024)

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<https://www2.everestgrp.com/reportaction/EGR-2024-21-R-6632/Marketing>

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. The Customer Experience Management (CXM) in APAC –Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 is a detailed assessment of 29 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 3,500 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.

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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 182 bases across 35 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/>

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