

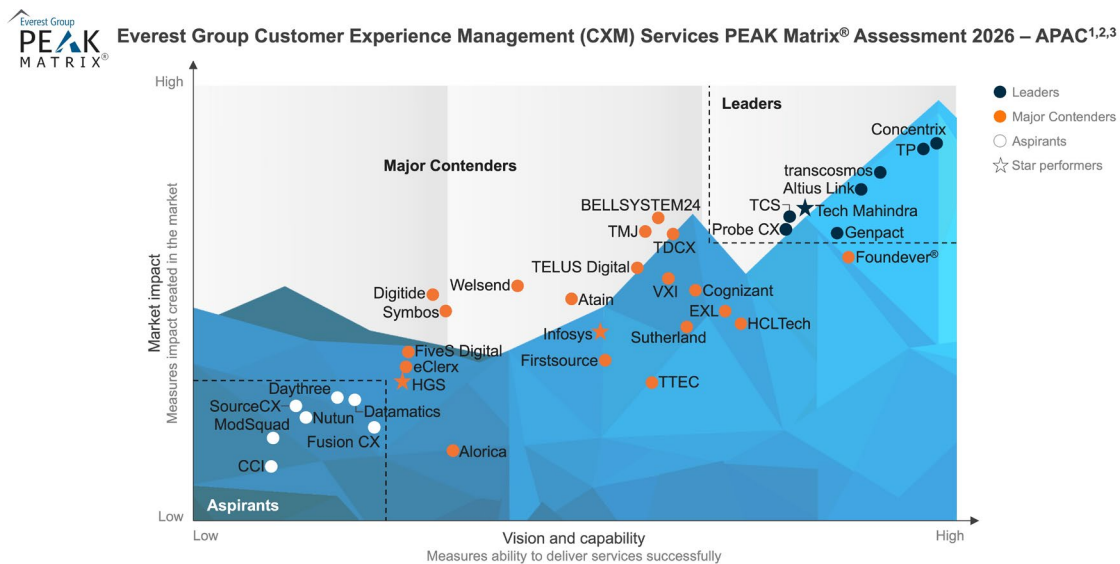
Press Release

September 16, 2026
transcosmos inc.

transcosmos named a Leader in Everest Group's CXM Services in APAC PEAK Matrix® Assessment 2026 for six consecutive years

Recognized for complex CX operations support and differentiated digital CX solutions across APAC

transcosmos today announced that it was named a Leader for six consecutive years in Everest Group's "Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2026," a study of CX service providers in the Asia Pacific region published in September 2026.



1 Assessments for Altius Link, BELL SYSTEM24, and TDCX exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with CXM services buyers
2 Analysis for CCI Global is based on its capabilities before its merger with Starke
3 IGT Solutions has been rebranded to Atain
Source: Everest Group (2026)

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<https://www.everestgrp.com/report/egr-2026-21-r-8368/>

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 2026 is a detailed assessment of 36 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.

“transcosmos’ established presence across key Asian markets, strong multilingual delivery capabilities, and broad experience across industries and CX processes underpin its positioning as a Leader in Everest Group’s Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2026 – APAC,” said Dhruv Khosla, Practice Director, Everest Group. “Its differentiated digital CX proposition, anchored by the proprietary trans-DX for Support platform, enables enterprises to integrate web, app, chat, chatbot, contact center, and social-media-led support while improving self-service and streamlining customer support operations. Together, these capabilities reinforce transcosmos’ ability to support complex CX operations across APAC and sustain a differentiated position in the region.”

As 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 its 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 united superior “people” with cutting-edge “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 189 bases across 36 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of the e-commerce market on a global scale, transcosmos provides 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 is committed to treating the challenges of its clients and society as its own—discussing and addressing their issues from planning to execution—and Make It Real, Together. Visit us here <https://www.trans-cosmos.co.jp/english/>

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Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
Email: pressroom@transcosmos.com