

Press Release



June 25, 2021
transcosmos inc.

transcosmos named the No.13 BPO* player in Gartner Market Share: IT Services, Worldwide 2020

Offers BPO services through its 166 bases across 30 countries, aiming for Operational Excellence

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) is proud to announce that the company has ranked No.13 in the world in the 2020 BPO* player listing in the “Market Share: IT Services, Worldwide 2020”, Dean Blackmore et al., 08 April 2021 (IT Services, BPO=Business Process Services) issued by Gartner Inc., the world’s leading IT research and advisory company headquartered in the U.S.



| BPO* Players | | | (in Millions USD) |
|---------------|--------------------------------|--------------|-------------------|
| 2020 rankings | Company name | Revenues | |
| 1 | ADP | 13,731 | |
| 2 | FIS | 10,448 | |
| 3 | Global Payments | 7,424 | |
| 4 | Fiserv | 6,583 | |
| 5 | Accenture | 5,768 | |
| 6 | Teleperformance | 5,656 | |
| 7 | Samsung SDS | 4,803 | |
| 8 | Broadridge Financial Solutions | 4,684 | |
| 9 | Concentrix | 4,660 | |
| 10 | Conduent | 4,163 | |
| 11 | Paychex | 3,896 | |
| 12 | Capita | 3,022 | |
| 13 | transcosmos | 2,970 | |
| 14 | Genpact | 2,932 | |
| 15 | Tata Consultancy Services | 2,582 | |

*BPO = Business Process Services
Chart created by transcosmos based on Gartner Research, Gartner, Market Share: IT Services, Worldwide 2020, Dean Blackmore et al., 08 April 2021 (IT Services, Business Process Services, 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 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 166 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 to consumers 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. 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