

Press Release



January, 11, 2022
transcosmos inc.

transcosmos named a Leader in APAC Customer Experience Management Provider by Everest Group in its Customer Experience Management Provider research

Helping clients achieve digital transformation with 171 bases across 30 countries & regions around the globe

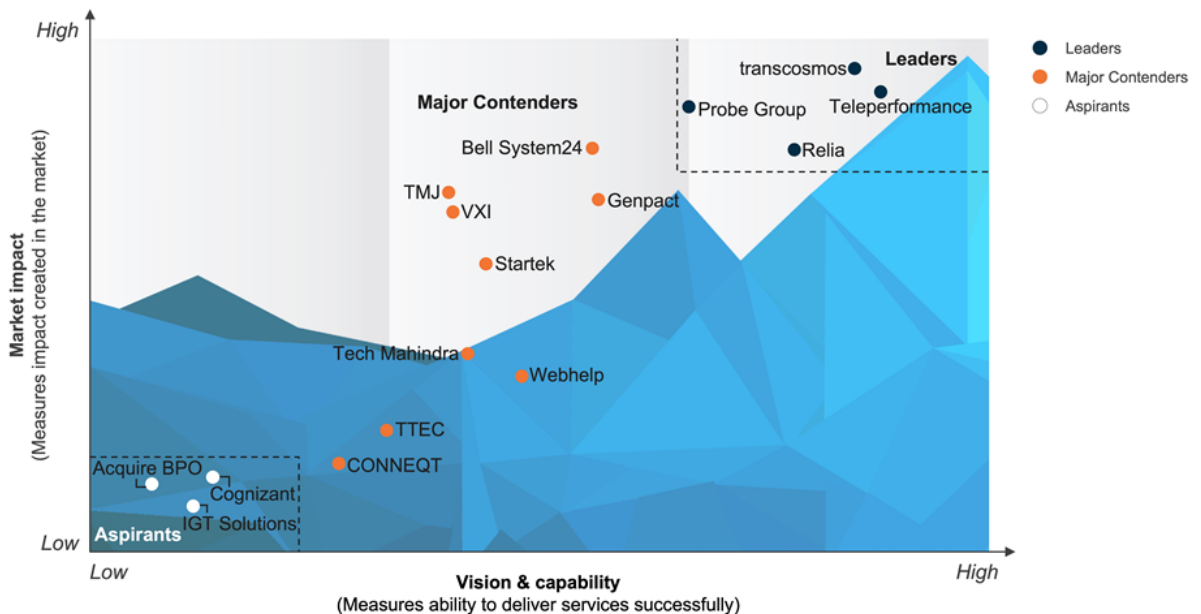
transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) is honored to announce that the company was named a Leader in Customer Experience Management (CXM) service providers in the Asia Pacific region by Everest Group in its research paper “Customer Experience Management (CXM) in APAC - PEAK Matrix® Assessment with Service Provider Landscape 2021” announced in December 2021.



“transcosmos has emerged as a Leader on Everest Group’s Customer Experience Management (CXM) in APAC – PEAK Matrix® Assessment 2021 due to its strong capabilities in East and Southeast Asia, ecosystem of digital solutions, and strong language capabilities,” said Sharang Sharma, Practice Director, Everest Group. “Further, its deep digital and domain expertise, ongoing investments in multilingual hubs, and expansion across new markets is expected to drive business growth in the future.”



Everest Group Customer Experience Management (CXM) in APAC PEAK Matrix® Assessment 2021¹



¹ Assessment for Acquire BPO, Bell System24, Relia, and TMJ excludes service provider inputs and are based on Everest Group’s proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group’s interactions with buyers.
Source: Everest Group (2021).

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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 - PEAK Matrix® Assessment with Service Provider Landscape 2021 is a detailed assessment of 16 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 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/>

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