



# Transcom Transformational CMS Services

Case Studies  
Report Abstract

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2 case studies of 2 and 3 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall’s transformational CMS case studies on Transcom provide examples of its ability to transform a client’s CMS offerings in order to meet the organization’s business needs. The case studies are designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Client Examples

Key client examples are Transcom’s transformational CMS contracts with a European telco and an Australian high-tech client.



## Contents

1. Background

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2. Business challenge

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3. Nature of transformation

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4. Benefits achieved

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5. Outlook

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6. Key lessons

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## Report Length

2 case studies of 2 and 3 pages

## Report Author

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## Multi-channel CMS Services Vendor Assessments Also Available for:

CSS Corp	TCS
Transcosmos	Serco
Infosys	Aegis
Wipro	Sutherland.
Firstsource	
HGS	