



Transcom Customer Experience Services in Travel, Transport, and Hospitality

Vendor Assessment
Report Abstract

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6 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on Transcom is a comprehensive assessment of Transcom's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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 Findings & Highlights

Transcom began supporting travel and transportation clients in 1999 and currently has ~1k employees supporting the segment. It provides customer care, technical support, loyalty management, new customer acquisitions, up-sell and cross-sell, reservations, booking, ticketing, order processing, analytics, and social media services.

Its clients include hotel chains, travel agencies and OTAs, and logistics companies. It has approximately five clients in this sector.

Transcom's core offerings for the travel, transportation, and hospitality clients are multilingual customer care and sales services.

Transcom has ~1k dedicated segment employees in six centers in Sweden, Serbia, Hungary, Poland, and Tunisia.

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's customer experience services in travel, transportation, and hospitality offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
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 - 4.2 Commercial Model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

6 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, Arvato, EXL, Intelenet, InterGlobe, Mindpearl, Acticall Sitel, Sutherland, TCS, Tech Mahindra, Teleperformance, TTEC, Wipro, WNS