



Transcom CMS in Telecommunications/ Cable/Satellite

**Vendor Assessment
Report Abstract**

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**By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall**

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Transcom is a comprehensive assessment of Transcom's telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite sector 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 Findings & Highlights

Transcom is a publicly-held company, listed in Stockholm and headquartered in Luxembourg. Its management office is in Stockholm and it plans to move the legal domicile of the listed parent of the Transcom group from Luxembourg to Sweden later this year, subject to shareholder approval. Transcom started its operations in 1995 in Sweden; it was created by the Swedish investment company, Kinnevik, led by Jan Stenbeck. It began its business in the telecommunications industry sector, and its first customer was TELE 2. Initially it provided customer relationship management (CRM) services and credit management services to the telecommunications industry in Sweden. Transcom has since divested its credit management services operations and is focused on its core customer care business.

The majority of Transcom's CMS telecommunications/cable/satellite are based in Europe. The company provides CMS in support in a range of offerings including:

- Customer care and retention
- Cross-sell/up-sell
- Customer acquisition.

Transcom has delivery centers in 24 countries supporting its telecommunications/ cable/satellite business. This report includes details regarding all of these locations.

Scope of the Report

The report provides a comprehensive and objective analysis of Transcom's telecommunications/cable/satellite sector CMS offerings, capabilities, and market and financial strength, 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



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Report Length

11 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com