



# Transcom CMS in Retail Industry Sector

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail 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 Luxembourg-headquartered company offering customer relationship management (CRM) and credit management services.

The company has ~27 retail sector clients and is aiming to differentiate itself with its "process improvement" abilities through analytics.

Current global Transcom retail clients include:

- Online retailer
- Online clothing and home goods retailer.

Transcom's CMS offerings for retailers include customer experience, sales revenue generation and technical support.

## Scope of the Report

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



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## Report Length

9 pages

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## CMS in Retail Vendor Assessments Also Available for:

Aegis, Sitel, Serco, Sutherland Global Services, Transcom, Xerox Services