



transcosmos **CMS in Retail Banking**

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking 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

transcosmos is headquartered in Japan. It began operations in 1966. transcosmos is a Japanese based BPO vendor, currently deriving ~70% of its revenue from call center BPO services and the other ~30% from digital marketing activities. The majority of transcosmos' retail banking clients are utilizing voice and email channels for customer care.

Currently, transcosmos is providing social media and chat support to 1% of its CMS retail banking clients. It is looking to leverage its experience in providing support through these channels to gain further clients in this sector.

transcosmos is positioning itself as a vendor able to support clients in preparation for the 2014 individual savings account program changes in Japan. It plans to promote client services in support of this change, through outbound calls and online internet advertisements.

Current transcosmos retail banking clients include:

- Korean credit card company
- Japanese consumer credit company

Scope of the Report

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



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Report Length

8 pages

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CMS in Retail Vendor Assessments Also Available for:

Aditya Birla Minacs, Aegis, Expert Global Solutions (EGS), Firstsource, Infosys, Serco, Sitel, Teleperformance, Transcom and Wipro