

## Frost & Sullivan recognizes Transcom's leadership in delivering value to clients

Press release

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*Transcom's ability to push ahead with innovative new approaches and to learn and share valuable insights with their clients cited as key criteria for the recognition.*

**Stockholm, February 27, 2018**

Frost & Sullivan awarded Transcom the 2017 European Contact Center Outsourcing Customer Value Leadership Award after an evaluation of best practices across multiple business performance categories against key competitors. Transcom's ability to navigate a shifting digital landscape is recognized, as well as the ability to support clients on their digital journey and helping them manage the shift towards non-voice solutions for customer care.

"Transcom has gone through considerable changes as of late, and its brand name remains strong in Europe due to the way in which it continues to serve its clients. The company is offering its clients real value by helping them negotiate these rapidly changing times – the way in which the company has helped steward clients through the chaos of economic and technological change while under such pressure is testament to its leadership", commented Frost & Sullivan Analyst Stephen Loynd.

Frost & Sullivan's Best Practices Awards are presented each year to companies that are predicted to encourage growth in their industries, have identified emerging trends before they became the standard in the marketplace, and have created advanced technologies that will catalyze and transform industries in the near future.

"We are extremely proud to be recognized by Frost & Sullivan for what we consider to be the most important award of all. Delivering customer value is our top priority, and this award is a testament of how we have achieved our key objective of aligning customer experience management and innovation. We pride ourselves of being at the forefront of customer care and of investing in the right technology solutions that would enable us to support our clients in their digitalization journey, while maintaining the highest quality standards in our core service offering.", says Michael Weinreich, President & CEO, Transcom.

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## **About Transcom**

*Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 50 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.*

## **About Frost & Sullivan**

*Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best-in-class positions in growth, innovation and leadership. The company's Growth Partnership Service provides the CEO and the CEO's Growth Team with disciplined research and best practice models to drive the generation, evaluation and implementation of powerful growth strategies. Frost & Sullivan leverages more than 50 years of experience in partnering with Global 1000 companies, emerging businesses, and the investment community from 45 offices on six continents.*