

Press release

October 30, 2025

Transcom Named a Leader in ISG Provider Lens® Report for Customer Experience Services

Global CX provider recognized for excellence in AI, digital operations, and intelligent agent solutions

Transcom, a global Customer Experience (CX) services provider, has once again been named a Leader in the latest ISG Provider Lens® report for Customer Experience Services. This marks the fifth consecutive year Transcom has achieved this recognition, underscoring its reputation as a trusted, stable partner delivering exceptional CX at scale.

The ISG Provider Lens® report specifically evaluates the world's top service providers on their ability to leverage AI, automation, and advanced analytics to revolutionize customer and agent experiences. Transcom's strength was recognized across three critical areas:

- Digital Operations
- Intelligent Agent Experience
- Intelligent CX (AI & Analytics)

“Receiving this recognition for the fifth year running underscores the successful and measurable impact of our investment and deployment of cutting-edge digital and AI technologies. Our deep industry knowledge coupled with our strategic partnerships continue to reshape what is possible across the CX landscape,” said **Brian Johnson, President and CEO of Transcom**. “At Transcom, we take pride in our ability to create top-notch solutions for our people, our clients; and our clients’ customers as we strive to deliver high-value outcomes across the board.”

Namratha Dharshan, Chief Business Leader at ISG India Research added “Transcom’s position as a Leader year after year highlights its agility and long-term commitment to innovation in customer experience. Its balanced approach to digital transformation and operational excellence enables clients to achieve meaningful business outcomes at scale.”

The report highlights Transcom’s unique ability to deliver agile, technology-enabled solutions while successfully maintaining high-quality experiences for both customers and agents. ISG states that by leveraging AI and analytics to drive smarter, more personalized interactions, and through strategic collaborations with leading partners, Transcom reinforces its authoritative position as a global CX leader driving rapid innovation and agility.

To download a customized version of the report: <https://transcom.com/awards/isg-recognition-2025>

Transcom

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About Transcom

Transcom provides AI and digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category redefining fintechs, and technology legends rely on us for on-, off-, and nearshoring services. Transcom's over 30,000 employees work in 80+ contact centers and work-at-home networks across 29 countries, creating brilliant experiences in customer care, sales, content moderation and backoffice services. We help our clients drive their brands forward, customer satisfaction up and operating costs down. For more information, visit www.transcom.com.

About ISG Provider Lens® Research

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services globally, across Europe, as well as in the U.S., Canada, Mexico, Brazil, the U.K., France, Benelux, Germany, Switzerland, the Nordics, Australia and Singapore/Malaysia, with additional markets to be added in the future. For more information about ISG Provider Lens research, please visit this [webpage](#).

About ISG

[ISG](#) (Nasdaq: [III](#)) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.