

## Press release

November 26th, 2025

## Transcom strikes Gold at ECCCSA: wins "Best Customer Service into Europe" alongside Silver and Bronze honors

Transcom, TUI and Samsung Nordics have claimed a top spot on the podium at the prestigious **European Contact Centre and Customer Service Awards (ECCCSA)**, taking home Gold, Silver, and Bronze awards during last night's ceremony.

The event, which celebrates leading organizations in the European customer contact industry, highlighted Transcom's excellence in customer delivery, particularly recognizing the outstanding performance of its team in Egypt and the joint effort with strategic clients, TUI and Samsung Nordics, with whom we built extraordinary partnerships with.

Our joint achievements included:

- **GOLD for "Best Customer Service into Europe" (Transcom Egypt with TUI).**
- **SILVER for "Best Retail Customer Service into Europe" (Transcom Egypt with Samsung).**
- **BRONZE for "Best Supporting Team" (Transcom Innovation & Operational Enhancement Team).**

Transcom Egypt was undoubtedly a standout performer, reinforcing its status as a powerhouse for the future of Transcom offshoring strategy and a true center of excellence, driven by world-class multilingual talent and a rapid, technology-ready ecosystem.

In their 25th year, the ECCCSAs are the longest-running and largest awards program in the European customer contact industry. Being recognized among the region's leaders is a significant milestone for the company and a proof of trust from our clients as our success is tied to our clients' success.

"I'm incredibly proud of this recognition; it belongs to our people, the heart of Transcom," said **Marieke Smidt, CEO, Transcom EMEA**. "Thank you to our teams for the consistency, care and energy you bring every day, and to our clients for partnering with us to test and learn. Together we're moving CX forward with the right blend of technology and human judgement – human operations, empowered by AI."

"The quality of entries this year demonstrates the extraordinary progress being made across Europe," said **Professor Moira Clark, Chair of the Judges for the European Contact Centre & Customer Service Awards**. "Our judges uphold the highest standards of independence, reviewing entries across borders to ensure every finalist is assessed fairly. The 2025 winners truly represent the best of the best."

# Transcom

**For further information, please contact**

Marzia Ongaretti - Phone: +39 3356470291 Email: [media@transcom.com](mailto:media@transcom.com)

**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](http://www.transcom.com).