



Transcom

Delivering world-class customer service

“ The cross business we have today with Orange Business Services is based on a mutual trust and results from a long and close collaboration. I definitely see this project as a win-win situation and partnership. Orange provides us with a reliable IP VPN service in Spain and Colombia that allows us to face the future serenely. ”

Fernando Silva
IT Regional Director
Transcom

Highlights

- Transcom is a global customer experience specialist, providing customer care, sales and technical support and credit management services through an extensive network of contact centers and work-at-home agents
- They needed to maintain high customer service standards during rapid worldwide growth and gain operational flexibility and scalability to meet changing demands
- An Orange IP VPN in Spain and Latin America now provides enhanced connectivity for contact centers and work-at-home agents with a network that is global, robust, reliable and secure
- Transcom has been able to reduce operating costs while enhancing customer service and user experience



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Issues and challenges

Transcom is a global customer experience specialist providing customer care, sales, technical support and credit management services through a network of contact center and work-at-home agents. The company has over 29,000 staff at 54 contact centers across 23 countries, delivering services in 33 languages to more than 400 international brands.

Transcom has built a reputation for excellent customer service, and a core part of its delivery is through providing the best supporting technology to its agents. Flexibility is key, as many of its clients operate across multiple time zones, and staff works varied hours that integrate with their lifestyles. The company needed a network partner able to deliver high-quality connectivity in all parts of the world as its business grows.

The objective

Increase network reliability and flexibility to support the company's dynamic customer-service-focused business and rapid growth in Spain and Latin America.

The benefits

The Orange solution has given Transcom the ability to maintain high customer service standards while it rapidly grows its business.

Enhanced service

- Improved support for staff
- Consistent customer experience worldwide

Better connectivity

- Network that's global, reliable and secure
- Same standard connectivity for contact center and work-at-home agents

Management visibility

- Simplicity, ease-of-use
- Single, global point of contact

Greater capabilities

- Scalable solution to meet changing demand patterns
- Platform for future growth

The Orange Business Services solution

- Orange IP VPN in Spain and Latin America
- Enhanced connectivity for contact centers and work-at-home agents
- Proactive support
- Solution design and development
- Program management

The results

- Enhanced customer satisfaction
- Increased agent flexibility
- Reduced operating costs
- Global, scalable platform

“ The Orange teams have fully demonstrated professionalism, expertise and reliability throughout the whole project, and I really hope this collaboration between the two companies will continue to grow in the future. ”

For more information about Orange Business Services, visit www.orange-business.com

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