

July 2024



Global Digital Transformation Partner



# transcosmos Group Global Services

## BPO Services

## CX Services

### Business Process Outsourcing Services

Integrating operational excellence and various technologies, we transform our clients' business processes, enhance end-to-end business foundation, and help our clients bolster their competitive edge.

- Highly competitive service framework with one of Japan's largest offshore service networks (18 bases in Asia) and domestic nearshore centers.
- Superior quality backed by operational excellence and a strong track record built over 57 years since our foundation.
- Highly specialized services in a wide range of areas – planning & development, manufacturing, logistics, corporate services including accounting and HR, as well as sales and aftersales services.

**Main Group companies**

### Contact Center Services

We optimize communication between businesses and their customers, and digitize customer touchpoints with our operational network, one of the largest in Asia.

- 33 bases in Japan and 42 bases overseas (40,980 workstations in total).  
\*Including bases of partners/associates.
- Superior quality underpinned by our people development programs and many years of center management operations as the No.1 contact center services player in Japan (\*1).
- Diverse CX solutions powered by various digital technologies including chat and speech recognition in 30 languages, with over 10,000 home-based contact center workstations.

**Main Group companies**

\*1 Source: FY2022 Call Center Sales Ranking, TSUHAN SHIMBUNSYA

### Digital Marketing Services

We offer total support services from digital marketing campaigns to website development, management and analytics with our 3,300 people, one of the largest service networks in Asia.

- Blended delivery model using onsite, offshore bases across Asia, and nearshore.
- Optimum services tailored to each industry and business model built on our extensive experience and know-how gained from working with over 600 clients each year.
- Cutting-edge services, including ad tech and MA, services for LINE/other social media, and integrated marketing powered by CDP.

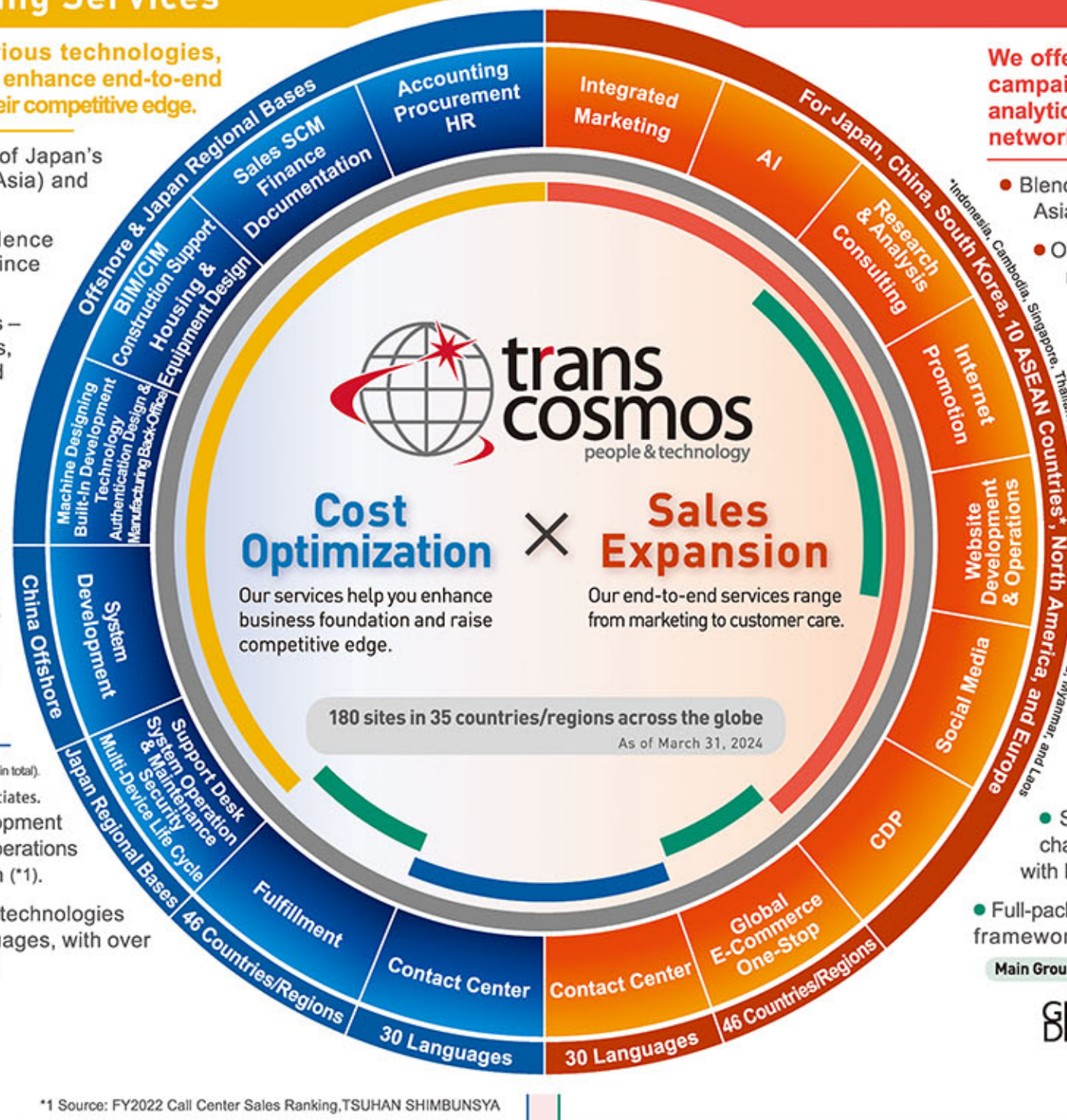
**Main Group companies**

### E-Commerce One-Stop Services

Our one-stop services provide all the required features for e-commerce, in line with e-commerce and brand strategies of each business.

- 46 countries/regions, with a focus on e-commerce growth markets.
- Support services for e-commerce businesses tailored to characteristics & culture of each target market in partnership with leading firms in Europe, US, China and ASEAN.
- Full-packaged services for e-commerce, from developing business framework to operations.

**Main Group companies**



Global Services

We help our clients go global.

Localized services for our clients operating in Asia, Europe, North and South America.



Named a Leader in CXM service providers in the Asia Pacific region by Everest Group.



Won TMALL 5 Star rating for the 6th straight year.

# Service Network

180 Bases 50,560 Workstations

## Japan 71 bases

Contact Center	33 Bases	19,340 Workstations
Business Process Outsourcing	29 Bases	9,580 Workstations
Digital Marketing	9 Bases	
E-Commerce One Stop	2 Bases	

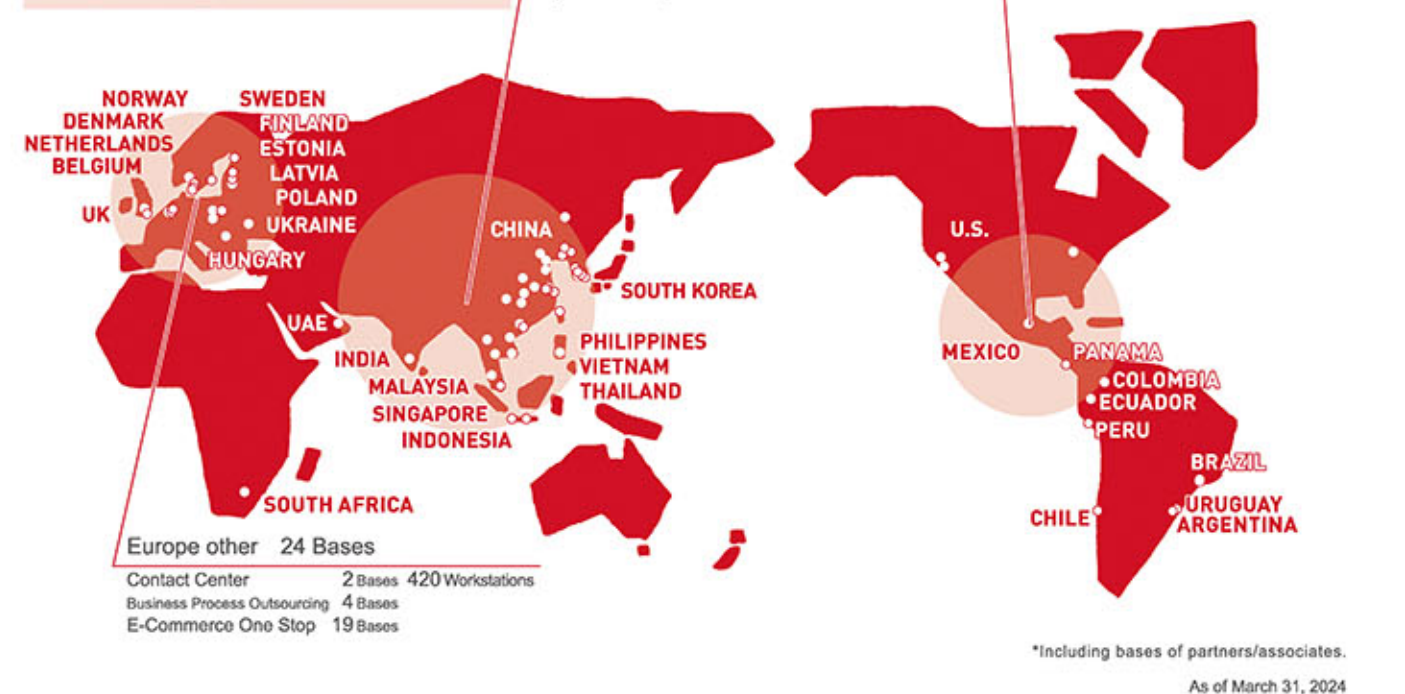
\*Including a base providing two or more services



## Global 109 bases across 34 countries/regions

Contact Center	42 Bases	21,640 Workstations
Business Process Outsourcing	28 Bases	
Digital Marketing	17 Bases	
E-Commerce One Stop	42 Bases	
System Development	10 Bases	

\*Including a base providing two or more services



### Japan 71 sites

#### Hokkaido Region

- Sapporo Kita-Guchi
- Sapporo Kita-Guchi
- Sapporo Ekimae
- Sapporo Odori-Kita
- Sapporo Odori-Chuo
- Sapporo Odori-Minami
- Sapporo Odori-Nishi
- Sapporo Odori-Higashi
- Sapporo Odori Park
- Sapporo Clock tower
- Sapporo Sosei
- Sapporo Tanukikoji
- Sapporo Tanukikoji EAST
- Sapporo Kitaichijo
- Hakodate

#### Tohoku Region

- Aomori 1
- Aomori 2
- Sendai Hirose
- Sendai Ekimae
- Sendai Aoba
- Sendai Itsutsubashi

#### Kanto Region

- Headquarters
- Main office
- Komagome
- Ikebukuro
- Ikebukuro EAST
- Kameido
- Tama
- Yokohama
- Kawaguchi
- Koshigaya
- Kita-Kashiwa
- Chiba Ichikawa

#### Chubu Region

- Chubu Branch Office
- Nagoya

#### Kinki Region

- Osaka Head Office
- Umeda
- Nishi-Umeda
- Higobashi
- Osaka
- Osaka Hommachi
- Osaka Hommachi-Minami
- Osaka Hommachi-Higashi
- Osaka Yodoyabashi
- Osaka Midosuji
- Kyoto Business Office
- Kobe
- Wakayama Branch Office
- Wakayama
- Wakayama (Fukilage)

#### Kyushu Region

- Kyushu Branch Office
- Tenjin
- Tenjin
- Hakata
- Hakata-Higashi
- Fukuoka Gofukumachi
- Miyazaki Ekimae
- Kumamoto
- Oita
- Nagasaki
- Nagasaki Chuo
- Sasebo

#### Okinawa Region

- Okinawa
- Naha Tsubogawa
- Naha
- Naha
- Okinawa Koza
- Naha Kenchomae
- Okinawa Uruma
- MSP Okinawa
- Okinawa IDC

### Global 34 countries/regions 109 sites

#### China

- Northeast China
- Daqing
- Dalian
- Benxi
- Shenyang
- North China
- Beijing
- Tianjin
- Tianjin
- East China
- Shanghai 1
- Shanghai 2
- Shanghai
- Shanghai
- Shanghai (Magic Panda)
- Suzhou
- Kunshan
- Changzhou
- Jinan
- Wuxi
- Jinan (Magic Panda)
- Hefei
- Northwest China
- Xi'an
- Central China
- Changsha
- Wuhan
- Zhengzhou
- South China
- Guangzhou
- Guangzhou
- Shenzhen

#### Southwest China

- Neijiang
- Taiwan Region
- Taipei
- New Taipei (Jiangzicui)
- New Taipei (ChiYee Center)

#### South Korea

- Yeouido
- Euljiro
- Guro
- Seoul (eMnet)
- Kwanak CRM
- Kwanak Finance
- Myeong-dong
- Yeongdeungpo
- Jamsil
- Jamsil ASP
- Namyong
- Seongnam
- Busan1
- Busan2
- Busan (eMnet)
- Jonggak
- Gwangju

#### Vietnam

- Hanoi
- Ho Chi Minh 1
- Ho Chi Minh 2
- Ho Chi Minh 3
- Ho Chi Minh (TTV)

#### Philippines

- Manila 1
- Manila 2
- Manila (TCIS)

#### Thailand

- Bangkok 1
- Bangkok 2
- Bangkok (Heroleads)
- Chiang Mai

#### Malaysia

- Kuala Lumpur KL Central
- Kuala Lumpur Cheras
- Kuala Lumpur KLCC
- Kuala Lumpur (VAIMO)

#### Indonesia

- Jakarta RDTX
- Jakarta Menara Tendean
- Semarang
- Jakarta (TCCM)
- Jakarta Logistics (TCCM)

#### Singapore

- Singapore

#### India

- Bangalore
- Bangalore

#### UAE

- Dubai (VAIMO)

#### Norway

- Oslo (VAIMO)

#### Finland

- Helsinki (VAIMO)
- Oulu (VAIMO)
- Jyvaskyla (VAIMO)

#### Sweden

- Stockholm (VAIMO)
- Gothenburg (VAIMO)
- Angelholm (VAIMO)

#### UK

- Milton Keynes (TCIS)
- London
- London (VAIMO)

#### Denmark

- Copenhagen (VAIMO)

#### Netherlands

- Eindhoven (VAIMO)

#### Belgium

- Genk (VAIMO)
- Brussels (VAIMO)

#### Estonia

- Tallinn (VAIMO)

#### Latvia

- Valmiera (VAIMO)

#### Poland

- Poznan (TCIS)
- Warsaw (TCIS)
- Poznan (VAIMO)
- Wroclaw (VAIMO)

#### Ukraine

- Kyiv (VAIMO)

#### Hungary

- Debrecen (TCIS)

#### South Africa

- Pretoria (VAIMO)

#### U.S.

- State of California
- Silicon Valley Branch Office
- Los Angeles

#### State of Kentucky

- Louisville (VAIMO)

#### Mexico

- Mexico City
- Mexico City (Infra)

#### Panama

- Panama City (Infra)

#### Colombia

- Bogota (Infra)

#### Brazil

- Sao Paulo (Infra)

#### Ecuador

- Quito (Infra)

#### Peru

- Lima (Infra)

#### Chile

- Santiago (Infra)

#### Argentina

- Buenos Aires (Infra)

#### Uruguay

- Montevideo (Infra)

Service coverage

- Contact Center
- Business Process Outsourcing
- Digital Marketing
- E-Commerce One-Stop
- System Development
- Offshore
- Sales / Business Development / Other

Magic Panda ... Shandong Ya Nuoda E-Commerce Co., Ltd. / eMnet ... eMnet Inc. / VAIMO ... VAIMO AB / TCIS ... transcosmos Information Systems Limited / Infra ... Infracommerce  
TTV ... transcosmos technology Vietnam Co., Ltd. / TCCM ... PT. transcosmos Commerce / Heroleads ... Heroleads (Thailand) Co., Ltd.

# Sales Expansion

transcosmos supports our clients' Sales Expansion through our various outsourcing services.

- Integrated Marketing: Build ... **Channel-integrated Communication Services**
- Leverage AI, BI & DMP ... **AI & Data-Driven Communication Services**
- Internet Promotion ... **Internet Promotion Services**
- Website / Platform Development & Operations ... **Digital Integration Services**
- LINE ... **Integrated Services for LINE**
- Social Media ... **Social Media Services**
- Omni-channel ... **Omni-channel Integrated Platforms "Gotcha!mall" & "MOALA"**
- Research & Analysis ... **Marketing Research / Analytics Services**
- E-Commerce One-Stop ... **Global E-Commerce One-Stop Services**
- Contact Center ... **Contact Center Services**

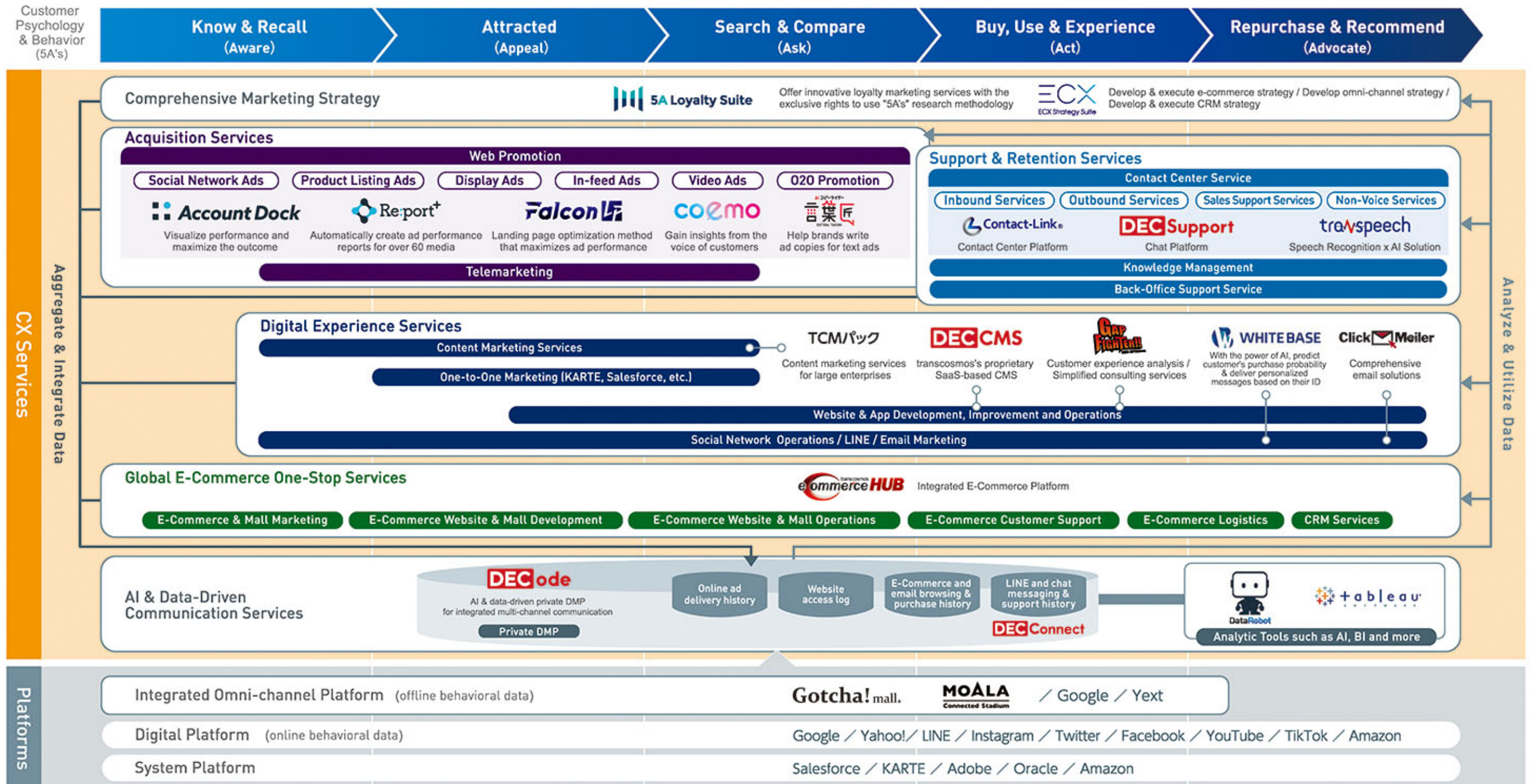
# CX Services Customer Experience Services

## Accelerating marketing innovation

transcosmos Customer Experience services blend the "Real" and the "Digital" world together and deliver various multi-dimensional customer communication services to clients. Our CX services accelerate clients' marketing innovation.

## Smartphone – a channel for everyone - connects and expands customer touch points

Customer touch points continue to expand, from ads, to websites, to calls, chats and chat bots. CX services support every possible customer communication channel and seamlessly.

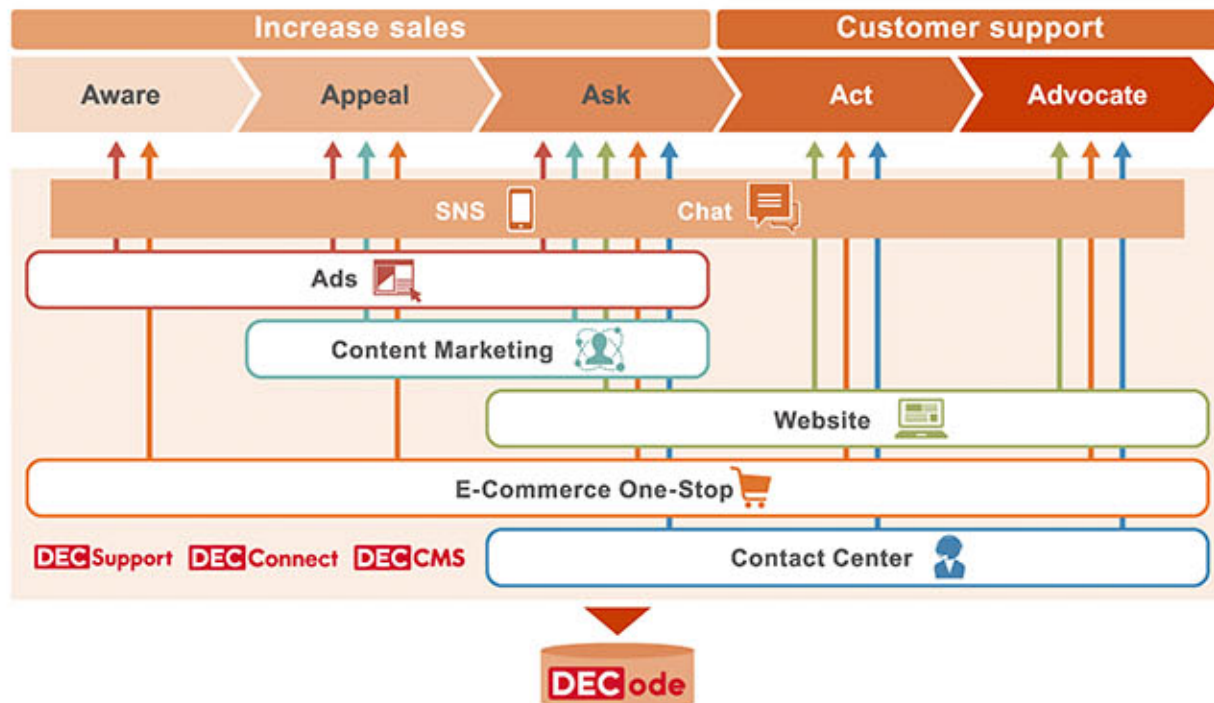


Integrated Marketing

Maximize your fan base by executing marketing strategies that are based on "5A's" research methodology whilst communicating with them via all available channels

## Channel-integrated Communication Services

transcosmos offers innovative loyalty marketing services with the exclusive rights to use "5A's" research methodology in Japan. With the aim of helping clients communicate with their customers throughout the customer journey from awareness, to action, to advocacy phase, transcosmos provides "Digital Marketing," "E-Commerce," and "Customer Care" all at one stop.



### Develop marketing strategy with "5A's" research methodology

- transcosmos has received the exclusive rights to use "5A's" research methodology in Japan. Philip Kotler proposed "5A's" in his "Marketing 4.0.," replacing the traditional AIDMA model.
- transcosmos has formed an alliance with MarkPlus Inc., a company founded by Hermawan Kartajaya, the co-author of "Marketing 4.0."
- Exclusively offer "5A's" research technology in Japan and develop highly accurate marketing strategies.

#### Strengthen communication

### Build engagement between consumers and clients

- Solve users' challenges and boost their interests in clients' services by offering more valuable information on services that ads cannot deliver, via the right communication channel at the right time
- Boost customer engagement by collecting and analyzing voice of consumers to optimize targeting accuracy as well as ad content

#### Create a new value of ads

### Improve return on ad media

- Further improve return on ad budget by maximizing the ads' value through leading ad visitors to chat
- Improve the efficiency of ad delivery by categorizing users' chat responses in order to re-approach only the right users based on their category

Comprehensively structured all required features for loyalty marketing

### 5A Loyalty Suite

- Seamlessly deliver comprehensive services to develop and execute marketing strategies based on 5A's. The services include consulting, tools to support execution, project management functions, marketing automation tool operations and data analysis.



#### Improve brand image

### Boost consumer recall, affinity, and appetite for the brand

- Increase brand recall, affinity, and motivate the users to take action by responding to chats
- Evaluate the ads performance by comparing with regular banner ads, TV commercials, etc.

#### Connect data with our unique DMP

### Leverage chat data

- transcosmos's DMP, "DECode" connects chat data with other various data to perform deep-dive customer analysis and reporting
- Deep-dive analysis on aggregated data offers new findings that help clients develop new marketing initiatives

Leverage AI, BI & DMP

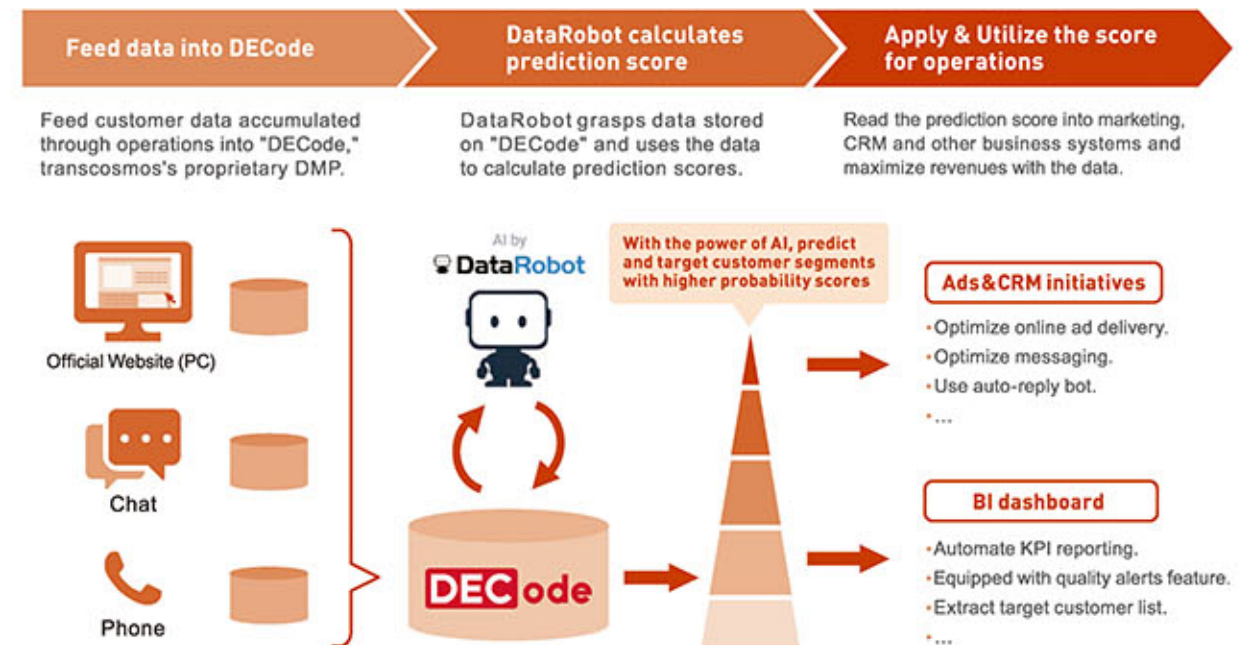
Offer "scheme" and "operations services" that enable AI powered, data-driven integrated communication

## AI & Data-Driven Communication Services

By integrating data obtained from various channels and leveraging a "scheme" that connects with AI and BI tools, transcosmos offers "operations" services with the power of AI and data to lets clients deliver integrated communication. Operations services include optimizing targeted ads and messages, visualizing KPI management and more.



A "scheme" that integrates all data across multiple customer channels including marketing and customer support into DMP (Data Management Platform), and connects the data with AI, BI and other tools.



### AI & Data-Driven Communication Services

Outsourcing services that offer know-how and service framework that enables clients to perform AI and data-driven "operations."

#### Optimize retargeting with the power of AI

### Retargeting Advertising Services

- Apply machine learning to web access log analysis and predict customer segment with high conversion probability scores.
- Target and effectively deliver retargeting ads only to customer segments with high purchase probability scores.
- Automate the whole operations process from prediction to delivery.

#### Optimize segmented delivery with the power of AI

### LINE Messaging Service, "WHITE BASE"

- Improve ROAS (Return On Advertising Spend) by delivering LINE messages by segment instead of sending them to all friends.
- WHITE BASE auto-generates a list that shows "individuals who are most likely to buy" and "the best timing to show your offer."
- Manage lists and KPIs with WHITE BASE's proprietary tools.

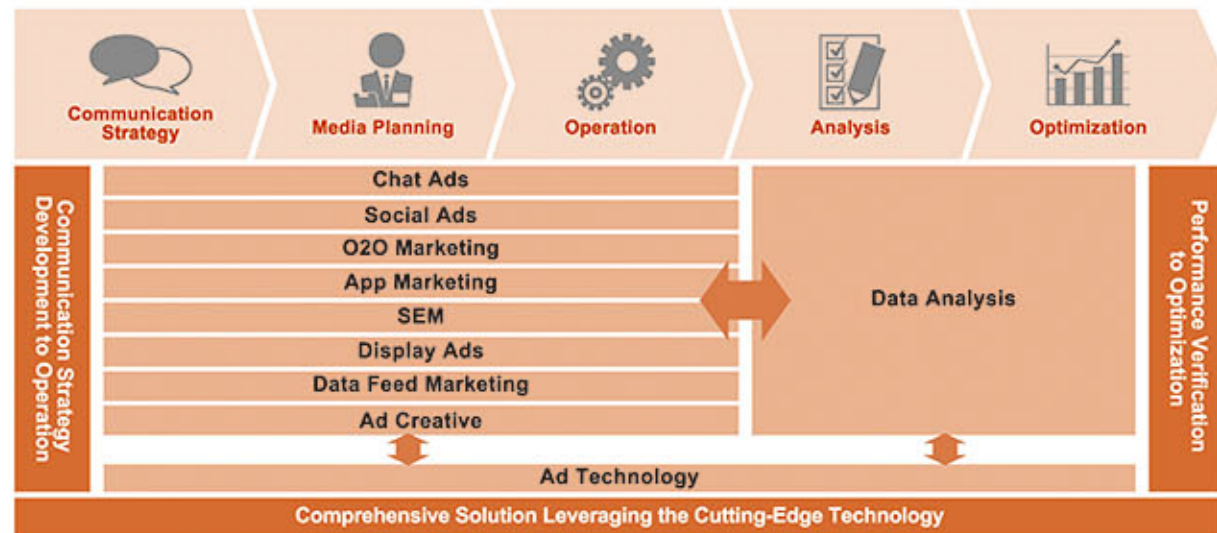


Internet Promotion

Support clients' marketing strategies by leveraging cutting-edge ads technology

# Internet Promotion Services

With our cutting-edge solutions that leverage the latest ad technology and our 6 ads operational bases in Japan, transcocosmos offers global support for businesses' marketing activities that have become ever more complex, with a myriad of different devices and media in addition to evolving ads technology.



End-to-end support for social promotions ranging from planning to analysis

### Social Ads

- With optimum promotional methods that make the most of social networks that include Facebook, Instagram, Twitter and LINE, transcocosmos solves challenges that clients' face. Our team of experts in social media and ad operations help clients succeed in their social promotions by using data obtained from analysis.
- Boost ad performance by using a variety of ad tools that include ad operations tools offered by "Sprinklr," an integrated social management platform, and "Fortuna," an ad delivery DMP by the certified LINE partner Supership.



Develop strategic planning and operations for search engine (SEM and SEO)

### Search Engine Marketing

- SEM (listing ads) & SEO (Search Engine Optimization) specialists develop and execute strategies by making the most of cutting-edge ad technologies on major media such as Google, Yahoo!, and Amazon.

One-stop support for customer acquisition, data analysis and monetization via apps

### Apps Marketing

- Propose the best solutions for challenges clients face such as increasing installs and expanding sales. transcocosmos helps clients maximize their profits by offering integrated apps marketing support that includes ad planning and operations, and user analysis with the use of DMP.

Perform quantitative and qualitative analysis on challenges that website, apps, and social face

### Data Analysis

- By analyzing data, transcocosmos solves marketing-related challenges that businesses face. Our dedicated team that has expertise in Google Analytics and other analytic tools sets KPIs, supports implementation and develops analysis report. The team helps clients smoothly operate their marketing PDCA cycle.

Support clients' media strategy across devices

### Display Ads

- Focusing on video ads, DSP and infeed ads, transcocosmos develops customer touchpoint-oriented media strategies across all devices. We optimize ad delivery and targeting by programmatic media buying, and boost ad performance.

Maximize ad performance with the power of cutting-edge technology

### Data Feed Marketing

- Maximize ad performance by conducting personalized marketing for each individual customer based on customer and product data automatically. Primarily focusing on Google Shopping Ads and Facebook dynamic ads that work in sync with product and inventory information, the service helps clients solve the challenges they face.

Create and improve creative content logically

### Creative Methods

- transcocosmos's experts with an extensive record in creating content for diverse industries develop creative content. By developing and verifying creative content based on statistics and psychology, our proprietary method helps clients improve their ad performances rapidly.

Develops appealing ads based on users' voices posted on SNS  
Improves ad performance at high-speed with its proprietary reports  
Calculates the right number of ads and implements high-speed PDCA cycle

Diagnoses and improves LP based on its unique assessment criteria  
Ad creative method optimized for media characteristics  
Ensures high-speed PDCA cycle using statistics



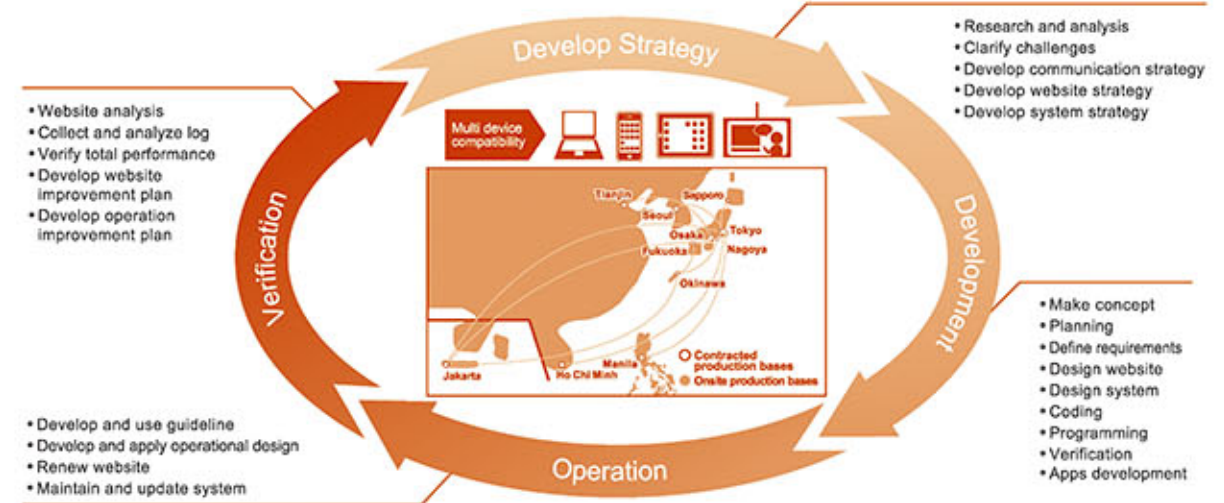
Website / Platform Development & Operations

Deliver the best channel and experience to clients through operating a PDCA cycle at one stop

# Digital Integration Services

With the largest service framework in Japan, transcocosmos offers a total solution for clients to solve business challenges they face.

Leveraging our know-how acquired through serving over 600 clients annually, transcocosmos delivers effective and competitive digital marketing services.



Support developing website and systems to maximize performance

### Website Development Services

- Plan, design and create page flow and content optimum for clients' business requirements, leveraging our diverse know-how and the extensive proven record of developing websites for over 600 companies every year
- Develop websites that are compatible with variety of devices with different screen sizes while balancing usability and operational efficiency

Deliver highly cost-effective operations and visualize challenges

### Website Operations and Improvement Services

- Build the best operational scheme for each client by combining onsite, nearshore, offshore and outsourcing to streamline operations whilst reducing costs
  - Operations consulting
  - Center operations
- Conduct research and analysis in order to improve user experience. Our experts in building and operating websites carry out analysis from client's perspective.
  - Research and analyze client's current operations
  - Develop customer journey map
  - Heuristic analysis
  - Competitor research and analysis
  - Log analysis

Solve clients' business challenges, regardless of industry or scale

### Marketing Solutions Implementation Services

- Select and propose the best solution for each client's specific challenges from a variety of service offerings that include MX, CXM, and CRM. Our experienced staff help clients implement solutions.
  - Implement marketing solutions
 Provide design and support services to implement "Salesforce Marketing Cloud," "KARTE" and "Adobe Marketing Cloud" that enable marketing automation and cross-channel campaign management.

Propose, implement, build and operate the best CRM that fits to each client's business scale, needs and operations processes.

### System Development and Infrastructure Maintenance Services

- System platform services
  - Implement & migrate CMS platform
  - Security vulnerability diagnosis
  - Business process readiness assessment for Salesforce



LINE

Propose total solutions to leverage LINE-based services

# Integrated Services for LINE

transcosmos helps clients communicate with their customers through operating LINE official accounts and running LINE-based marketing promotions by leveraging all available LINE solutions. We offer extensive LINE-based services ranging from customer support to one-to-one marketing.



Top performing LINE agency

## LINE Official Account Opening and Operations Services

- Plan content and design delivery scheme to meet clients' objectives such as increasing sales and boosting customer engagement
- Offer comprehensive support for operating a LINE account such as developing creatives like rich messages and rich menus, and developing analytics reports

Improve corporate image and win fans

## LINE Sponsored Stickers and Direct Stickers Services

- Our dedicated LINE sticker design team has an extensive record creating various popular stickers
- Develop attractive and simple stickers by focusing on standstill and moving of character designs whilst considering actual situations where stickers are used, and analyzing user mindset
- Original character design service is also available

Create customer touchpoint via LINE programmatic advertising

## LINE Ads Platform

- Develop an effective and efficient ad operations method and propose ad menu and plans that are tailored to each client's strategy to reach customers
- Maximize ad performance by precise targeting with the power of "Fortuna," the largest ad delivery DMP which is built on career data.

Joint venture between transcosmos, LINE and salesforce.com

- Combining Salesforce-related services, transcosmos offers diverse solutions and services that build a better and stronger relationship between businesses and users by leveraging LINE's platform user base and transcosmos's sales, planning and development capabilities.

Deliver one-to-one marketing by connecting various media, tools, and databases

## DEC Connect

- Deliver simple, clear and customer-centric communication by combining bot auto-reply and operator services on LINE talk
- Deliver recommendations and coupons tailored to each customer based on their LINE friend profile
- Realize highly personalized customer communication by connecting clients' systems with LINE

Boost customer satisfaction

## Customer support services via LINE

- AI automatically replies to customer inquiries on LINE talk, using a pre-developed knowledge base
- Serving customers when necessary, using stickers and emoji, our operators make customers highly satisfied
- Seamlessly connect call and LINE, and offer customer support services via the optimum channel that meets customer needs

Support businesses' internal communication

## "LINE WORKS – LINE for Business –" Services

- Enable businesses to use LINE, the everyday communication channel, for their internal communication in a secure environment
- Offer end-to-end support ranging from implementing the service to managing mobile devices

Social Media

Maximizing the value of social media

# Social Media Services

transcosmos experts in various service domains that include consulting, planning & creation, marketing promotion, operation & monitoring and research & analysis work as a team to help clients make the most of social media.



Create total solutions to leverage social media

## Consulting Services

- Support clients in opening various media accounts, designing communication strategy and developing documents and guidelines to help clients meet their objectives in social media. Propose, execute and evaluate the performance of social media marketing plans that are aimed at expanding client's fan base, all in one go

Content planning, creation, and operations services

## Content Creation and Operations Services

- Effectively deliver valuable information on social media by writing attractive content that maximizes the power of social media accounts whilst offering the optimum creative content for each media. Plan, create, and operate content according to the needs of clients.

Provide comprehensive support ranging from promotion planning to performance evaluation

## Marketing and Promotion Support Services

- Develop and offer promotional initiatives for various media based on clients' objectives. In addition, transcosmos runs highly attractive Instagram and other influencer marketing promotions that resonate with clients' customers.
- Manage all social network service marketing activities and data on one integrated platform "Sprinklr." Using the data stored on "Sprinklr," transcosmos creates and applies its proprietary methods that help clients improve their ad performance.

Operate content to build close communication with fans

## Active Communication and Review Monitoring

- Our dedicated facilitators post information that include selling points to boost fan engagement
- Collect keywords on Twitter, actively communicate with fans and expand the power of positive word-of-mouth
- Provide graphic reports by benchmarking the clients' performance against competitors

Analyze big data and leverage the findings for marketing

## Research and Analysis Services

- Design rules for collecting Voice Of Customer (VOC) data from social media and perform text mining
- Mine customer and POS data, analyze websites and SNS access logs, perform text mining on VOC as needed, and integrate the results
- Report the results of analysis and encourage clients to utilize the findings and the PDCA model for future improvements

Make the most of omni-channel

Platforms that connect online and offline

# Omni-channel integrated platforms

## "Gotcha!mall" & "MOALA"

A platform that connects consumers with stores and products

### Gotcha!mall

Gotcha!mall, a shopping-mall style platform matches up consumers with stores and products with the power of technology, invites consumers to stores via smartphones, and promotes them to shop and dine out.



### Gotcha!mall.

3 distinctive features

- 1 Provides an easy-to-use touchpoint where non-regular customers keep coming back regularly.**  
Having a diverse store network provides non-regular customers with touchpoints.
- 2 Considering the needs and wishes of each individual consumer, Gotcha!mall motivates everyone to shop actively.**  
Artificial Intelligence analyzes each individual's various behavioral data and delivers incentives that best match each user's specific attributes and situation.
- 3 Gotcha!mall incentive-based pricing (pay-per-sale) is linked to store sales and profits.**  
No initial or fixed monthly payments. Stores & brands can execute effective and economical sales promotions continuously. What's more, they can control their total expense budget by setting the number of winning capsules.

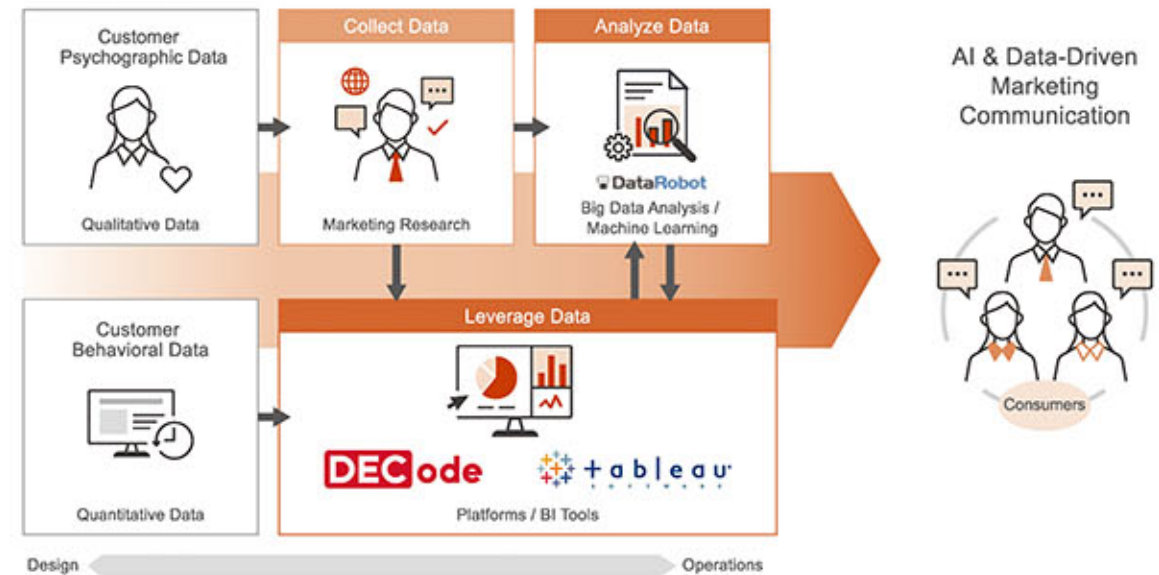
With the power of AI and proprietary algorithms  
 Acquire new customers | Increase unit purchase price | Boost visit frequency  
**Maximize ROI**

Research & Analytics

Expand revenue and improve customer experience by researching, analyzing and utilizing big data

# Marketing Research and Analytics Services

On top of assisting clients in designing & conducting research and analysis, and implementing & utilizing AI and other tools, transcosmos builds a platform that collects, analyzes and utilizes customer psychographic and behavioral data. Ultimately, transcosmos helps clients perform AI & data-driven marketing and communication.



A web-based platform that integrates digital into a whole live experience

### MOALA

MOALA is a connected stadium platform which is based on an implementation-ready e-ticketing service "Quick Ticket." By digitalizing all kind of services associated with a live experience, MOALA lets visitors enjoy the live event more than ever before.



3 implemented features

- 1 Quick Ticket**  
An e-ticketing service, no app required.  
4 distinctive features  
1. Easy to implement with existing ticketing system.  
2. Easy to receive & prevent illegal resale.  
3. Able to use together with paper-based tickets. Easy to welcome visitors at event sites.  
4. Enables continuous communication with event visitors.
- 2 MOALA Market**  
An e-commerce feature specifically designed for real events. Users can buy live-related products and services including drink tickets, meet & greet plus handshake tickets and exclusive digital content.
- 3 MOALA Pocket**  
A logging feature that enables users to manage all live experiences that include entry tickets, special coupons and photos in one single space.

### Marketing Research Services

- Identify areas for improvement in terms of customer convenience and satisfaction based on "information to be collected" through questionnaires and interviews.
- Utilize various research methods that include ad performance measurement, website UI improvement, CS and Intention to Recommend survey, global research and more.

### "DataRobot," an automated machine learning platform

- An automated machine learning tool which is developed by the world's leading data scientists.
- DataRobot AI automatically builds the best predictive models and helps clients streamline analytics processes.
- Ensure easy and fast system deployment with its API connect and other useful features.



### Big Data Analysis and Machine Learning

- Analyze customer behavior and comments based on "collected information" that include access and call logs.
- Help clients create customer segmentation and predict purchase probability by making the most of machine learning and text mining methodologies.

### Platforms and BI Tools

- Assists clients to connect their systems to external systems that include ad delivery engine and automation tools.
- Offer "tableau," a BI tool and help clients develop & implement dashboard.

100% subsidiary specializes in research and analysis



- transcosmos analytics overview  
Over 60 consultants and data scientists collect and analyze various data. The company supports improving customer satisfaction and expanding sales, through combining its extensive know-how on data with the latest IT.



E-Commerce One-Stop

transcosmos supports our clients' overseas business development

# Global E-Commerce One-Stop Services

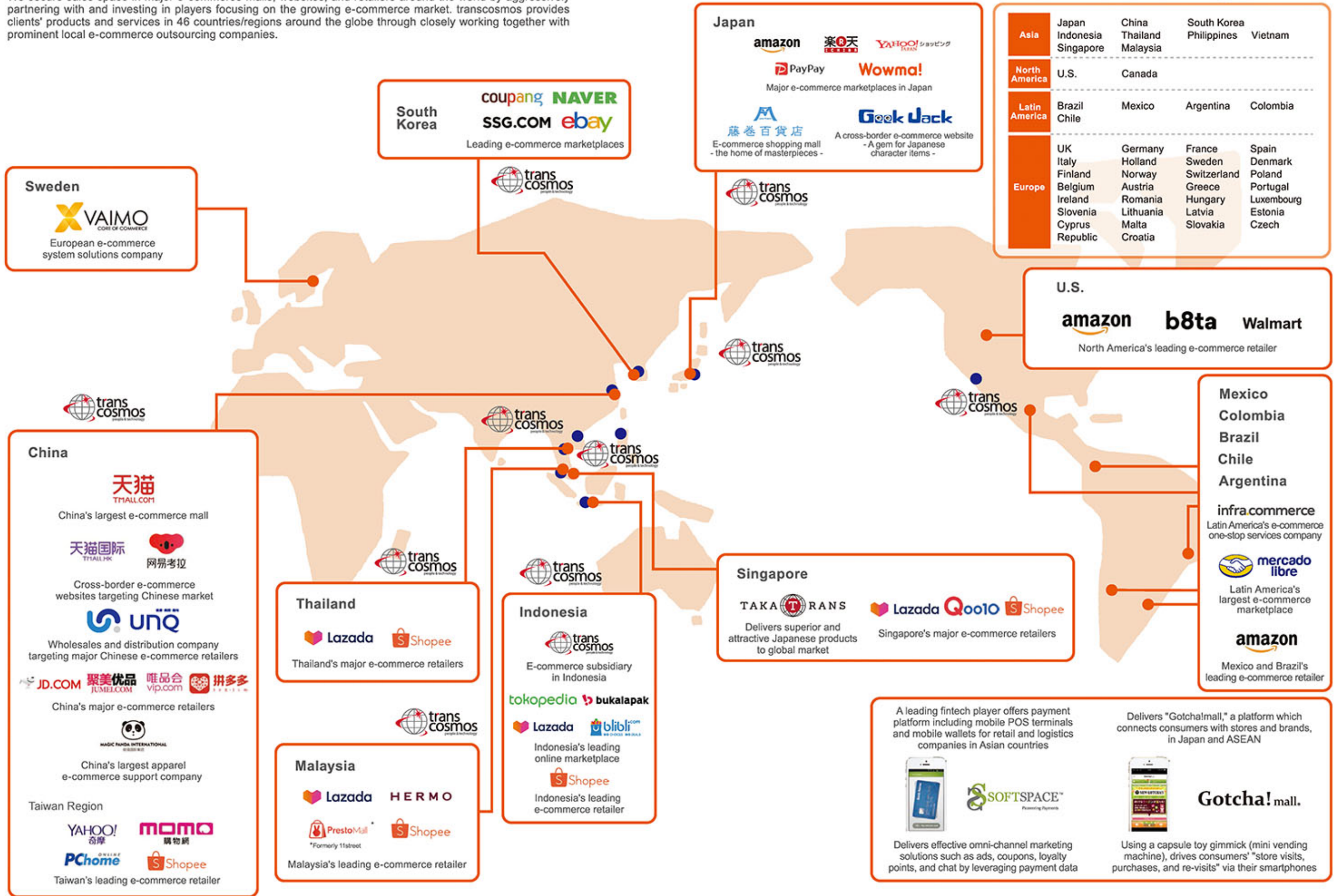
transcosmos provides e-commerce one-stop services ranging from sourcing, to operations, to sales in 46 countries/regions including Japan, Europe, the United States, China, South Korea, ASEAN and Latin American countries according to the clients' e-commerce and brand strategy.

## Global E-Commerce One-Stop Services



## Global E-Commerce One-Stop Network

We secure sales space in major e-commerce malls, websites, and retailers around the world by aggressively partnering with and investing in players focusing on the growing e-commerce market. transcosmos provides clients' products and services in 46 countries/regions around the globe through closely working together with prominent local e-commerce outsourcing companies.



## E-Commerce One-Stop Service Coverage

<b>Asia</b>	Japan Indonesia Singapore	China Thailand Malaysia	South Korea Philippines Vietnam
<b>North America</b>	U.S.	Canada	
<b>Latin America</b>	Brazil Chile	Mexico	Argentina Colombia
<b>Europe</b>	UK Italy Finland Belgium Ireland Slovenia Cyprus Republic	Germany Holland Norway Austria Romania Lithuania Malta Croatia	France Sweden Switzerland Greece Hungary Latvia Slovakia Spain Denmark Poland Portugal Luxembourg Estonia Czech

**U.S.**

**amazon b8ta Walmart**

North America's leading e-commerce retailer

**Mexico  
Colombia  
Brazil  
Chile  
Argentina**

**infra.commerce**  
Latin America's e-commerce one-stop services company

**mercado libre**  
Latin America's largest e-commerce marketplace

**amazon**  
Mexico and Brazil's leading e-commerce retailer

A leading fintech player offers payment platform including mobile POS terminals and mobile wallets for retail and logistics companies in Asian countries

**SOFTSPACE™**  
Powering Payments

Delivers effective omni-channel marketing solutions such as ads, coupons, loyalty points, and chat by leveraging payment data

Delivers "Gotcha!mall," a platform which connects consumers with stores and brands, in Japan and ASEAN

**Gotcha! mall.**

Using a capsule toy gimmick (mini vending machine), drives consumers' "store visits, purchases, and re-visits" via their smartphones

# Global E-Commerce Platform Provided by the transcocosmos Group

## Integrated E-Commerce Platform transcocosmos eCommerce HUB



transcocosmos's eCommerce HUB is an integrated e-commerce platform that is filled with over 50 years of IT outsourcing operational excellence. eCommerce HUB seamlessly links the systems required for e-commerce business at real-time. Moreover, the platform satisfies clients' diverse needs by closely integrating logistics, payment, advertising, and all other essential services.



## Shopify, the world's top share cloud-based multichannel commerce platform

Shopify empowers over a million active stores around the world with its e-commerce website development services. transcocosmos offers e-commerce one-stop services based on Shopify, and assists both B2B and B2C companies from building systems to boosting customer loyalty.

- 1 Shopify Deployment Services**  
As a Shopify sales and development partner, we have an abundant record in managing Shopify projects. To help solve your challenges, we offer end-to-end services from current state analysis, to requirement definition, to system development.
- 2 Save Development Time & Costs**  
E-commerce websites generally cost you a lot for each customization and additional development work, or when you see an uptick in traffic. Now, Shopify is here to help you drastically save your costs and time for development.
- 3 One-Stop Services**  
From website development and operations, logistics, marketing, to contact centers, we offer end-to-end e-commerce business operations services at one-stop. In addition, we operate your website and act as your sales agent on leading e-commerce marketplaces for you.

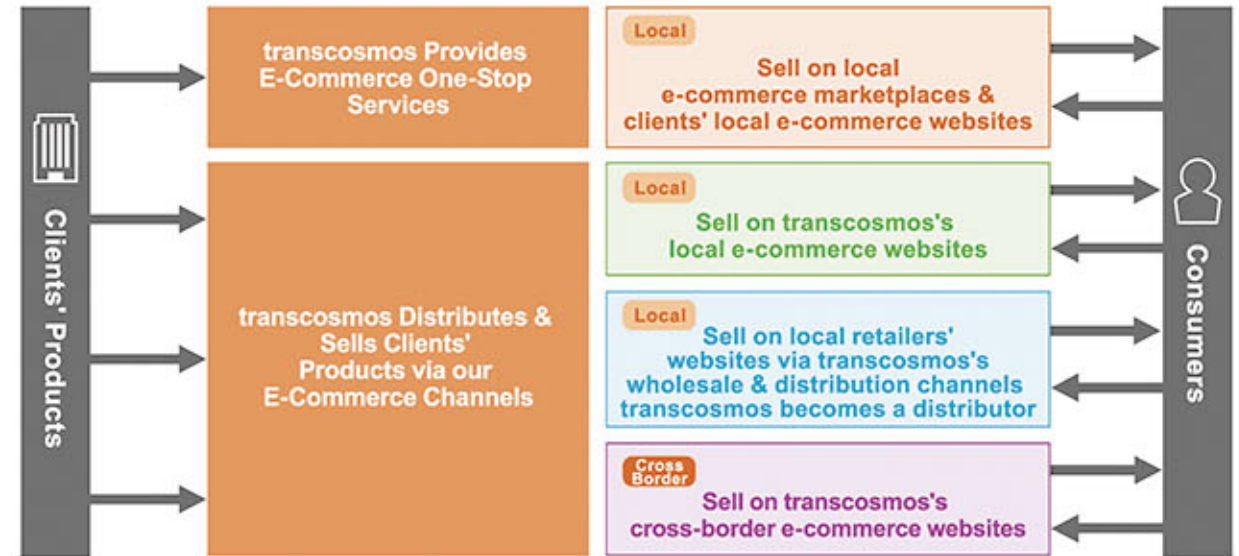


A European e-commerce system solutions company **VAIMO**

As an e-commerce support company specializing in developing e-commerce solutions, VAIMO was named as the leading e-commerce solutions partner in the EMEA region by Magento. With its offices in Sweden, the United Kingdom, and South Africa, VAIMO develops e-commerce systems for clients in Europe and the United States.

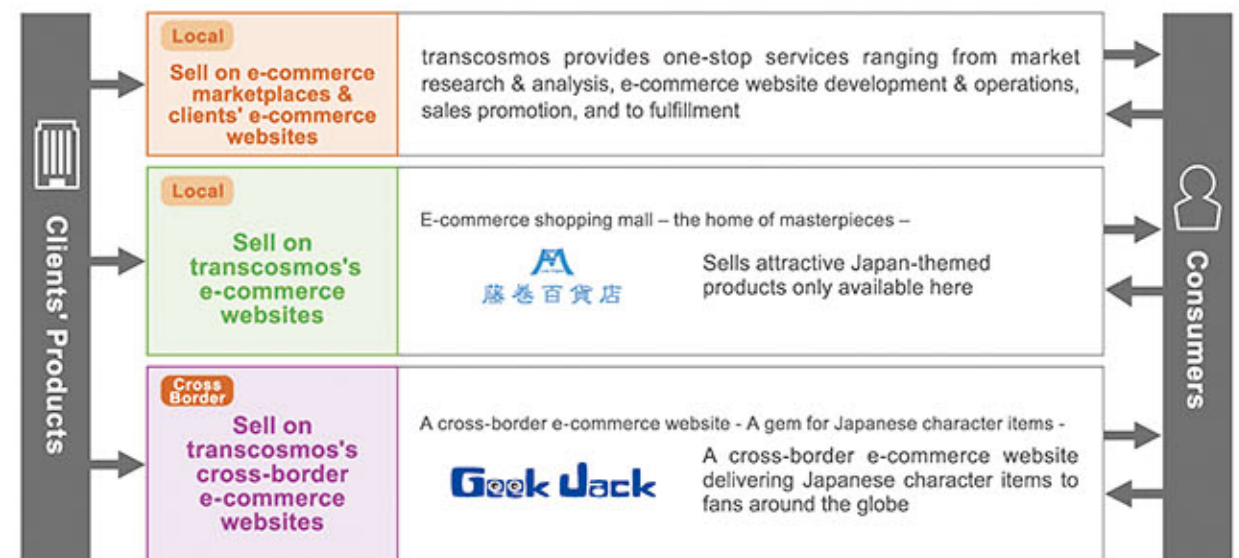
# Global E-Commerce One-Stop Services (Per Country / Region)

Selection of One-Stop E-Commerce Services optimized for each country's e-commerce market. Each client can select from diverse e-commerce business strategies to fit its needs such as entering e-commerce market by itself, executing cross-border e-commerce business from Japan or commissioned sales through transcocosmos's e-commerce channels.



## For the Japanese Market

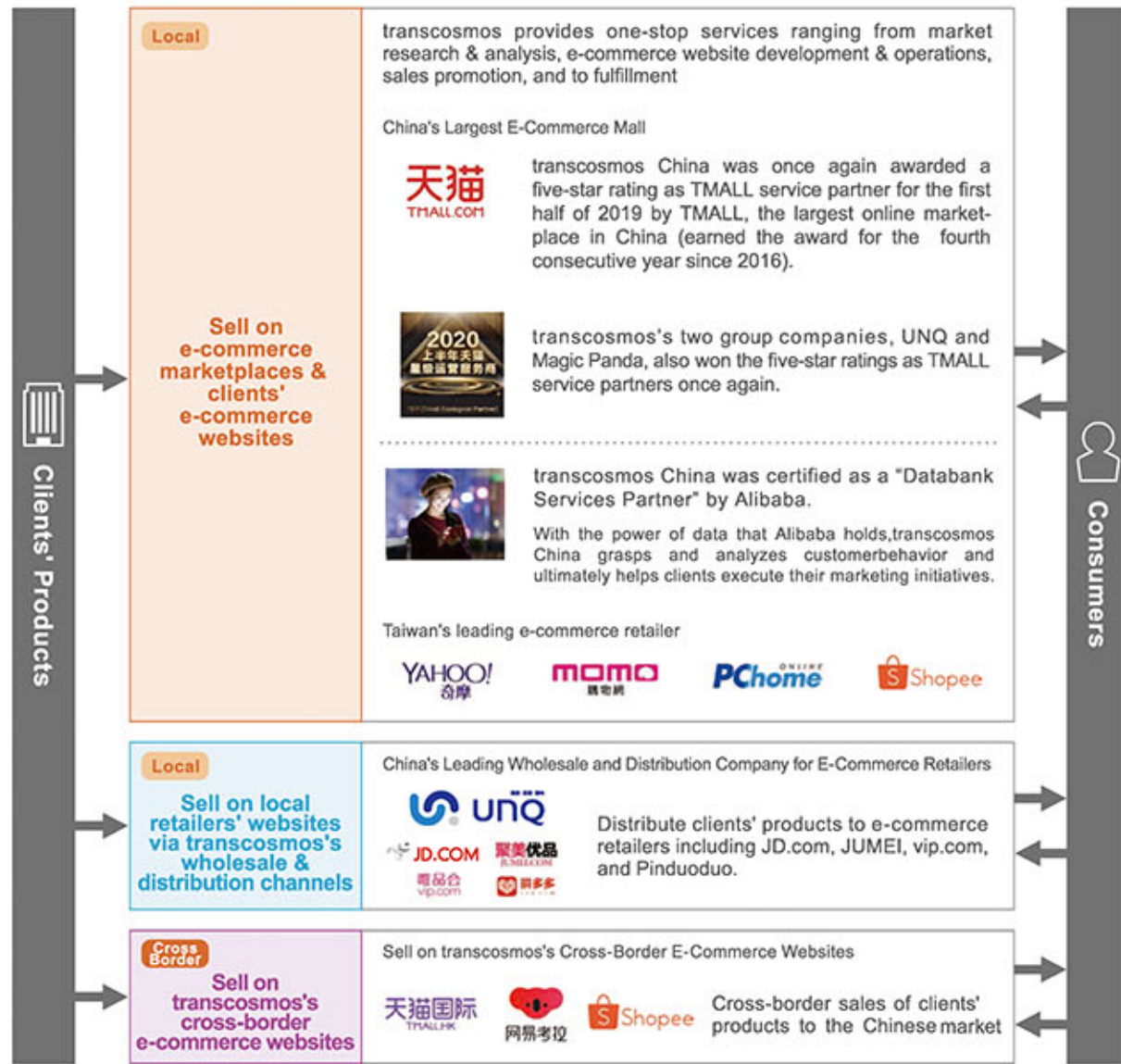
transcocosmos sells clients' products via our e-commerce channels such as "Fujimaki Department Store," and "Geek Jack," in addition to providing one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment.



### Major Achievements in Japan

## For the Chinese Market

transcosmos has been providing services in China for 20 years, accumulating vast experience with e-commerce operations for over 50 companies. Through strong partnerships with major Chinese businesses, we support clients' e-commerce business expansion considering Chinese culture and characteristics. Since its entry into Taiwan, China in 2016, transcosmos has been offering its e-commerce one-stop services to clients via various channels that include their own e-commerce websites, e-commerce shopping malls, and e-commerce retail stores.



### transcosmos Group's E-Commerce Outsourcing Companies

China's largest apparel e-commerce support company Offers O2O initiatives by connecting online store with brick-and-mortars



Magic Panda has been the hidden champion behind the success of nearly hundreds of fashion apparel and lifestyle brands in China's e-commerce marketplace since it opened its door in 2005. Today, more than 400 professionals in strategy, merchandise, design, marketing, operations and after-sales service are leading the company's e-commerce service with a sharp focus on the fashion apparel category.

### Major Achievements in China



Supported to launch a store on "TMALL" China's largest e-commerce mall



Delivers Facebook / LINE ads for Taiwan consumers



## For the South Korean Market

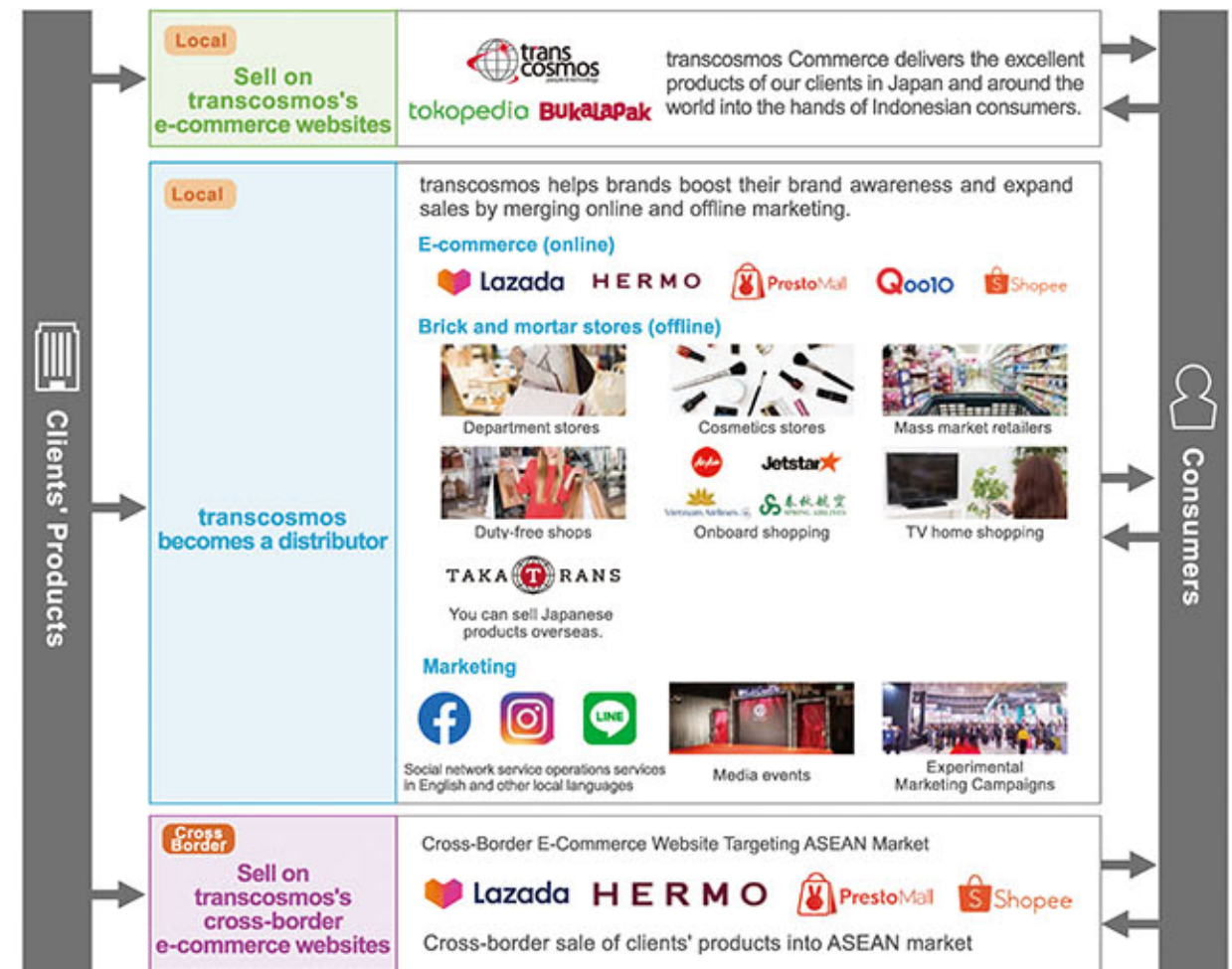
transcosmos has been providing contact center, direct mail, and field service including E-Commerce One-Stop Services to over 200 major companies in South Korea for 20 years. Now, we are the largest independent BPO vendor in South Korea.



## For the ASEAN Market



transcosmos supports clients' e-commerce business entry into ASEAN market, with strong partnerships with top players in the market and our know-how accumulated by the local subsidiaries in Thailand, Vietnam, the Philippines, Malaysia, and Indonesia.



### Major Achievements in ASEAN



Sale of Panasonic eneloop on "Lazada" in Thailand



## Services for the North American Market

transcosmos America offers a diverse range of services to help your e-commerce business. On top of developing your websites, and managing and operating product listing on Amazon and other local e-commerce marketplaces, we also conduct market research, ensure legal compliance, carry out digital marketing, run social media marketing, deliver customer support, and more.

If you don't have a business location in the U.S, we help you enter the North American market as your sales agent via the consignment inventory model.



### Related services

#### Online & Offline Marketing

Online ads: Google, Facebook, Amazon, and more.  
Content marketing: Influencer, external links to different contents, social account management, microsite, email, etc.  
Offline ads: OOH (digital signage) and b8ta - experience-driven outlets.



#### Market Research & Legal Compliance

Home use test.  
Send in-store sales agents / researchers.  
State-by-state legal & tax compliance.

#### Logistics & Fulfillment

Return & Exchange / Repair.  
Cross-border shipping to neighboring countries.  
Custom packing & gift packaging.

### Major Achievements in North America



As a sole sales agent in the US, transcosmos helped VAIO® enter the US market. Continues to assist VAIO® in online + offline B2C and B2B marketing & sales.



GVIDEO



## Services for Latin America Market



### Major Achievements in Latin America



### transcosmos Group's E-Commerce Outsourcing Companies

A European e-commerce system solutions company



A Swedish e-commerce system solutions company with a track record of developing e-commerce website on "Magento," the global standard open e-commerce platform, for over 400 companies. The winner of 2015 EMEA (Europe, Middle East, and Africa) E-Commerce Partner Of The Year Award.

## Cross-Border E-Commerce

Cross-border e-commerce market value was 1.3 trillion yen in FY 2017; in 2021, it is expected to be doubled to over 2.85 trillion yen (from "FY 2017 Market Research pertaining to Electronic Commerce Business" by Ministry of Economy, Trade and Industry). In addition, due to the popularity of internet and improvement of logistics infrastructure in ASEAN countries as China Plus One, the ASEAN market is expected to grow rapidly.

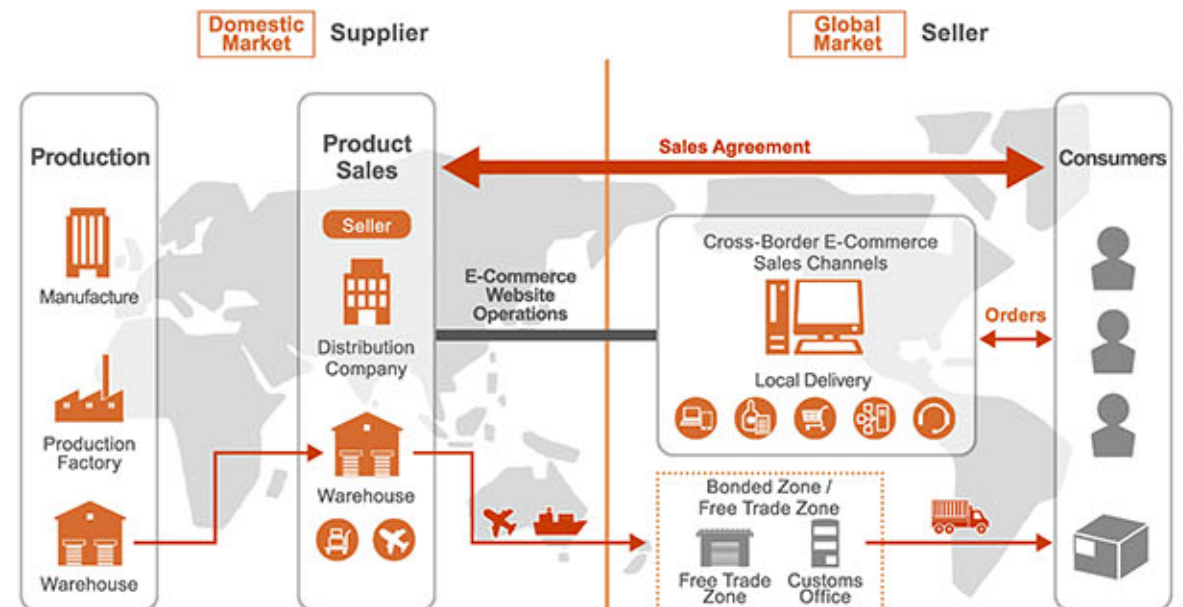
### transcosmos's Cross-Border E-Commerce Channels for Japan, China, and the ASEAN Markets

transcosmos provides cross-border e-commerce websites for Japan, China, and the ASEAN market and sells high-quality products to local consumers.



- **Unique sales approach, leveraging local subsidiaries' expertise in business practices in respective market**  
Understanding the local market, transcosmos sources products that meet local needs and executes effective branding & marketing initiatives to expand sales.
- **Pipeline with prominent local sales channels**  
Leveraging prominent local cross-border e-commerce sales channels as well as its own, transcosmos maximizes sales volume for its clients.
- **International logistics, leveraging E-Commerce One-Stop Center**  
transcosmos's E-Commerce One-Stop Center realizes the optimum international logistics for consumers around the globe, capitalizing on its expertise in international logistics including customs, laws and regulations, delivery scheme, etc.
- **Cross-border e-commerce business operations**  
Provides end-to-end services from e-commerce website development and operation, order management, customer support to international logistics, capitalizing on its know-how on international e-commerce business operations.

### transcosmos's Cross-Border E-Commerce Business



**Cost Optimization**

transcosmos supports our clients' Cost Optimization through our various outsourcing services.

- Finance, Public Sector, SCM, and Sales Back-Office ..... **Business Process Services**
- Accounting, Procurement and HR ..... **Corporate Back-Office Services**
- BIM Services, Construction Support, and Housing & Housing Equipment Design ..... **Urban Solution Services**
- Machine Designing, Built-In Development, Manufacturing Plant, and Back-Office ..... **Engineering Transformation Services**
- IT Smart Sourcing, Business Smart Sourcing, Support desk, Managed Service, and MDLM ..... **IT Outsourcing Services**
- Contact Center ..... **Contact Center Services**
- Offshore ..... **Offshore Services**

**Key Point**

- Standardization** (Improve processes): Analyze existing business processes, categorize and standardize common tasks to the max, and ultimately build a new operations process.
- Automate** (RPA/AI): Clarify decision-making criteria and identify regularities in order to conduct pattern analysis and generate algorithms. Automate optimized processes with the power of RPA and AI.
- Commonalization** (Platforms): Using transcosmos's proven operational know-how, put together each client's common operations and build a platform. The shared platform helps clients maximize their performance.

**Digital BPO®**

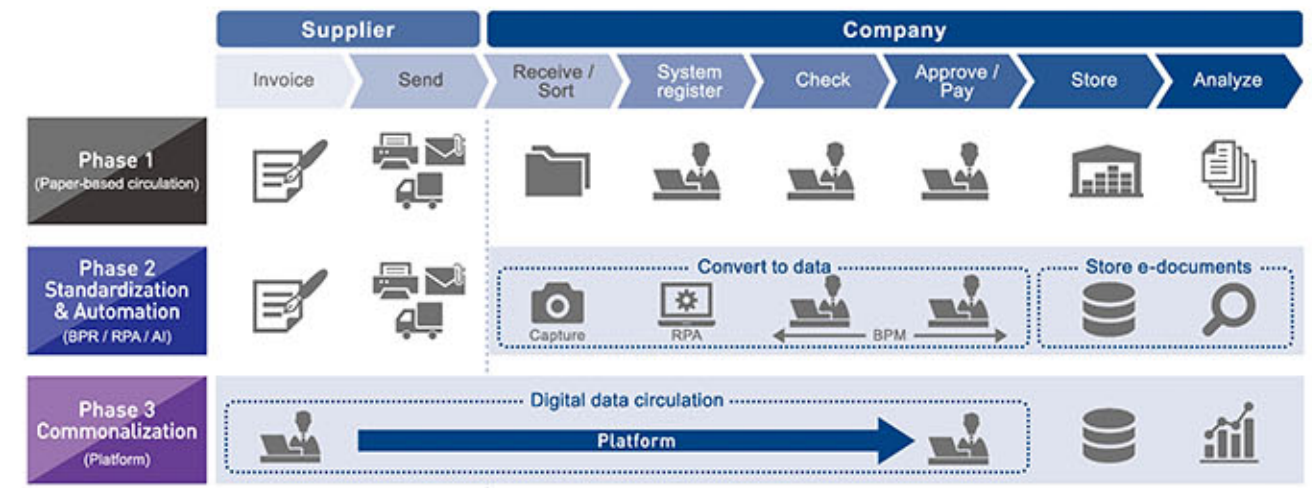
Digital BPO is our new services integrated digital technology into the existing high-level of human operations.



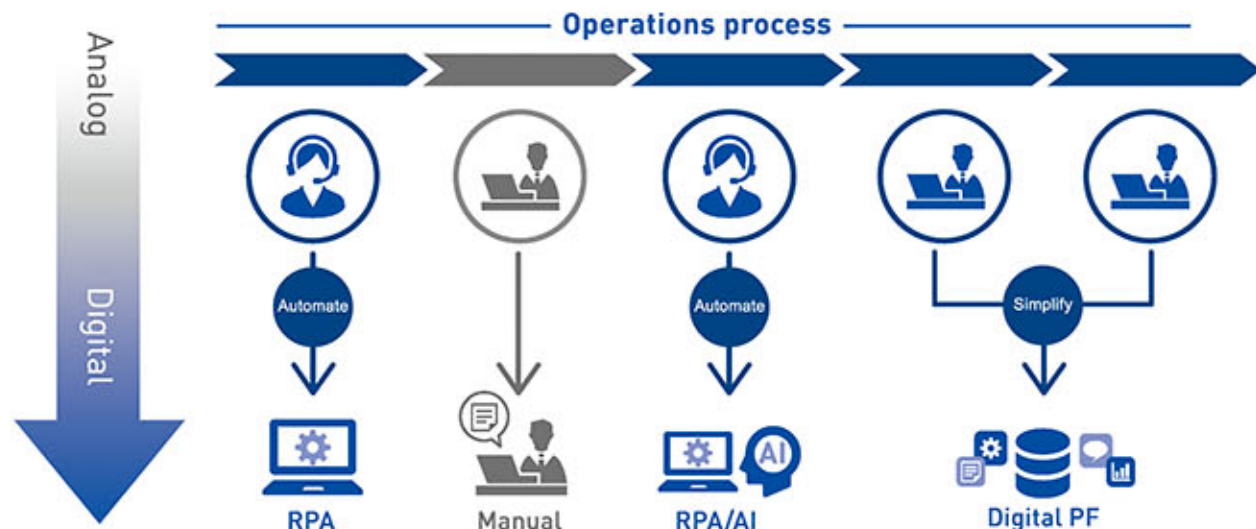
\*Digital BPO\*\* is a registered trademark of transcosmos inc. (Registration No. 5982695)

**Steps to fully utilize Digital BPO services** (e.g. billing to payment process)

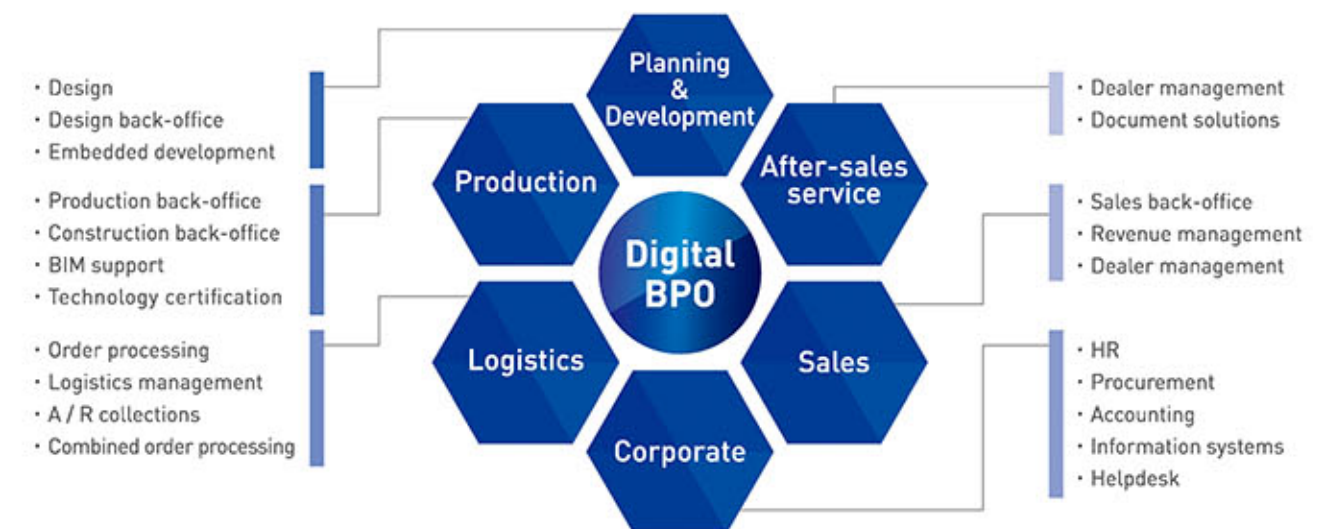
Bring digital transformation to your and your business partners' operations processes



**Digital Transformation** (for illustrations purpose only)



**Service coverage**



A diverse range of services from industry-specific operations to selling and logistics

## Business Process Services

transcosmos helps clients shift their resources from indirect operations to direct operations through optimizing processes and costs of various indirect operations including those in critical functions.



### Business Smart Sourcing

From receiving paper-based and online application forms, screening to serving customer inquiries, transcosmos offers industry specific services for the finance and public sector via its proprietary service platforms. transcosmos builds an effective framework rapidly to help clients prevent opportunity loss and optimize costs while reducing their workload.

- Finance solutions  
Build digital-powered processes to streamline industry-specific back-office operations and optimize operations for the financial industry where a shift to non-face-to-face transactions continues to accelerate. With its highly secure BPO centers, transcosmos offers one-stop services from receiving documents via various channels, designing optimal report formats, performing automated screening, to storing documents. By centralizing all operations, transcosmos builds a stable operations framework, and ultimately helps clients prevent opportunity loss and optimize costs.
- Public sector solutions  
The public sector must set up an operational framework swiftly and process an enormous amount of data to keep up with the changing social landscape. With its platform specifically designed for the public sector, transcosmos manages all information from application to payment on a single platform. Progress can be checked with its real-time monitoring, and operations stabilized even for a project that requires large-scale data processing. Digital and BPO combined services help the public sector manage urgent projects as well as large-scale projects for developing social infrastructure.
- DX promotion services  
Drive DX - from streamlining, centralizing and standardizing operations to achieving workstyle reform, and more.
- Operations services  
Using its proprietary platform, transcosmos offers one-stop operations services from receiving applications and screening to serving customer inquiries. Establish a stable operations framework by centralizing operations and using multiple BPO centers across Japan, thereby preventing lost opportunities and optimizing costs.

### Sales Back-Office Services

Offer a range of services from back-office to customer services related to selling and sales activities. Help Sales teams focus on their core operations such as making proposals and carrying out sales activities.

- Selling, contracting, and billing support services  
- Comprehensive support services for time-consuming clerical handling and administrative tasks related to sales - from making estimates, contracting, to billing and collection.  
- Present a plan towards optimizing the entire digital-manual mixed process.
- Agency support services  
- Assist agencies in all kinds of administrative operations from handling product and service inquiries from dealerships, receiving repair orders to arranging repairs.  
- Build and standardize industry-specific product knowledge using IT, and boost both quality and speed of service.

### SCM Back-Office Services

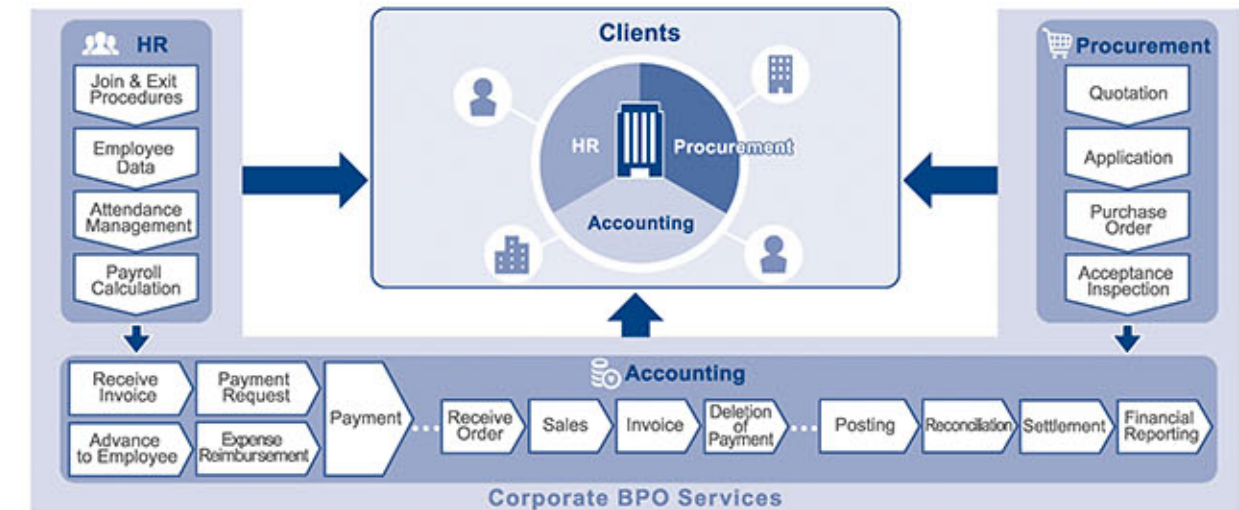
End-to-end services for the Logistics department with a focus on order management process from purchasing, arrangement, to billing.

- Integrated order management services  
- Comprehensive services focusing on order management operations, from ordering and inventory management to billing and collection.  
- All services are powered by QOSIS, transcosmos proprietary order management platform.
- Trade back-office services  
- End-to-end services covering the entire trade process from import/export arrangements, customs broker arrangements, documentation, insurance contracts, post-departure support, to invoice payment.

Assist clients in transforming back-office function operation – the core of their competitive position - ultimately helping them boost competitive edge and revenues.

## Corporate Back-Office Services

From HR, accounting, to procurement & purchasing, transcosmos offers end-to-end back-office operations services for corporate functions – the core of their business. Through BPR (business process re-engineering) and digital tools, transcosmos helps clients make highly employee-friendly business processes and achieve DX.



Provide end-to-end back-office services for HR department

### Accounting

- Provide comprehensive support services to assist clients' HR department. The services include managing employee data by reflecting new hire, resignation and other updates, managing monthly attendance management and calculating payrolls.
- Streamline operations by standardizing various processes and rules.
- Perform identity verification and data registration that are required to receive My Number (the Individual Number) in a secure environment.

Assist purchasing-related day-to-day processes including getting estimates, ordering and requesting acceptance inspection

### Procurement and Purchasing

- Centralize purchasing operations to BPO centers, and optimize operating costs.
- Control business processes and practice green procurement (procurement of products and services that have a reduced effect on the environment) and CSR procurement to reinforce compliance with related laws, regulations and social norms.
- Reduce the purchasing team's workload and make the team focus on more strategic operations that require specialized expertise.

Comprehensive back-office services for HR department

### Human Resources (HR)

- Shift from in-house to BPO. transcosmos BPO services can take over 70 to 80% of HR and labor management operations
- Services available for annual operations such as inhabitant taxes update and year-end tax adjustments.
- Certified labor and social security attorneys at transcosmos Social Insurance and Labor Advisors Corporation offer social and labor insurance services.

**BIM Services, Construction Support, and Housing & Housing Equipment Design**

Deliver one-stop support services for the entire process from planning, designing to maintenance

# Urban Solution Services

transcosmos offers extensive, end-to-end digital-powered services, from sales to maintenance for clients in the housing, construction and facility industries.

Industry	Sales	Design	Construction
<b>Housing</b>	<b>Services for the Housing Industry</b> Presentation development Perspective and design drawings Working drawings Structural & energy savings calculation		<b>Construction DX Services</b> Digitalization services for execution planning Tool roll out & user training across construction sites Construction site digitalization services As-built model development services
<b>Building (Construction)</b>	<b>BIM &amp; CIM Services</b> Implementation consulting Construction modeling support CDE environment development System support		
<b>Infrastructure (Civil engineering)</b>			
<b>Facility (Facility, building materials, telecommunications, electricity)</b>	<b>Services for the Building Equipment Industry</b> 3D perspective drawings & MEP modeling Cost estimates Product modeling, parts, and parts modeling Outdoor electrical wiring design / construction permits application		

Offer platform which supports high performance-homes

## Services for Housing Industry

- Comprehensive services all the way from basic design, detailed design and production design through to construction and renovation.
- Calculation services required for design work including structural and energy-saving calculations.
- System infrastructure developing services including business system development, component database development and CAD data management.
- Help construction sites utilize digital data and digitalize construction drawings such as temporary works design.

Going beyond BIM modeling to BIM-based construction management field

## BIM Services

- Offer extensive services to maximize the power of BIM. The services include deciding scope of BIM usage, defining processes and operations.
- Comprehensive support from leveraging platform, to designing, to construction and facility management.
- Provide support services for BIM implementation, training and operations. The services include tool training sessions and software support desk.
- Create BIM objects for manufacturers of building products.

Support extensive processes in the building equipment industry

## Services for Building Equipment Industry

- Via its centers, transcosmos offers an end-to-end service from developing product proposals and estimates to managing various inquiries from dealerships.
- Comprehensive support ranging from basic design, detailed design to production design
- Services include converting product design to 3D production data, and adding attributes.
- Comprehensive services from designing FTTH, wireless networks, electricity and pipeline facilities, submitting applications for various permissions, to handling construction back-office operations including construction project management, inspection and acceptance inspection.

Offer an extensive range of digital-powered construction services

## Construction DX Services

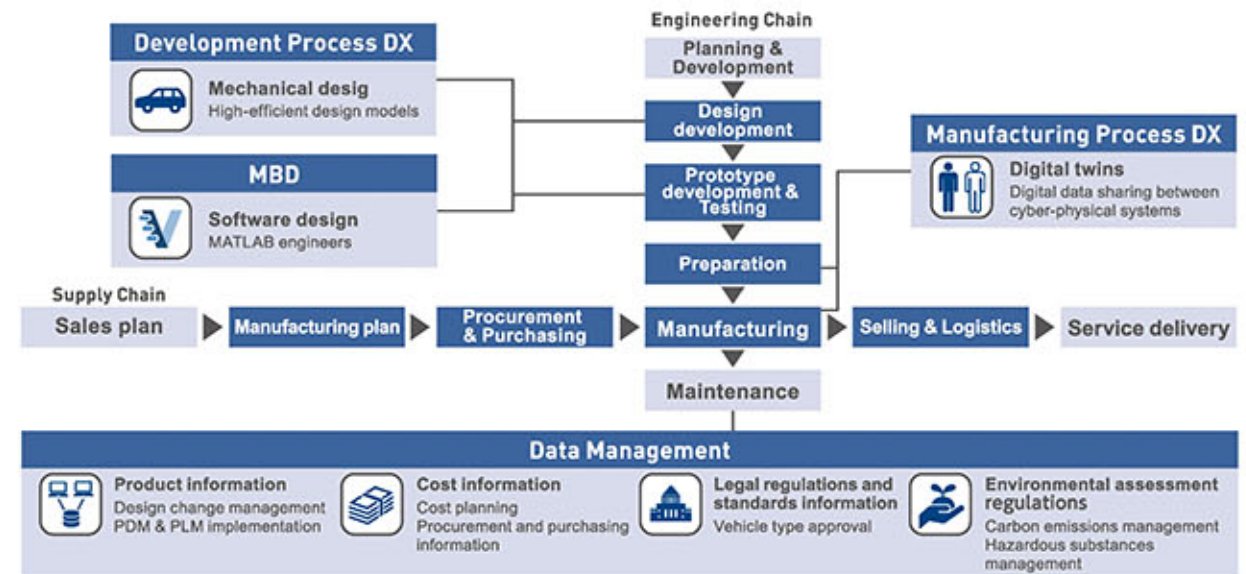
- Help clients digitalize and utilize AR for execution planning and pre-construction inspection processes.
- Assist clients in making various tablet solutions regular tools at construction sites, and maximize the value of digital.
- Digital construction management services using BIM, CIM and videos.
- Help clients use electronic delivery for maintaining and managing construction data.

**Machine Designing, Built-In Development, Manufacturing Plant, and Back-Office**

End-to-end support services for the entire manufacturing value chain

# Engineering Transformation Services

To deliver DX in the manufacturing industry, transcosmos develops a data analytics platform, digitizes information and digitalizes processes, and ultimately optimizes operations.



Create an information infrastructure towards achieving DX in business

## Data Management Services

- Analogue-digital conversion  
Convert to digital and visualize analogue information.
- Data cleansing  
Convert incorrectly formatted data to usable data.
- Build a database  
Centralize data in one place. Create an environment to store and use data.
- Monitor progress  
Visualize and share progress in real-time.
- Data analytics  
Analyze data, and feed back the correlation between predicted and actual values.
- Prediction  
Perform performance and failure prediction based on the results of big data analysis.

Control all development-related information, and take over the entire design work process

## Design Process DX Services

- Transform the entire design process from standardizing requirements specification, creating detailed design, creating various design data, to automating pre-release drawing review process.
- Offer a contracted design service per model for creating model derivatives and variations.
- Create a custom requirements template and automate the model generation process.

Transform the production process with digital twin

## Production Process DX Services

- Help clients accelerate DX based on the phase of their DX journey.
- Comprehensive services from digitizing manufacturing information, creating facilities data for simulations, to streamlining production processes.
- Create 3D models for digital twins.

Software development services offered by MATLAB engineers

## Built-In Development (MBD) Services

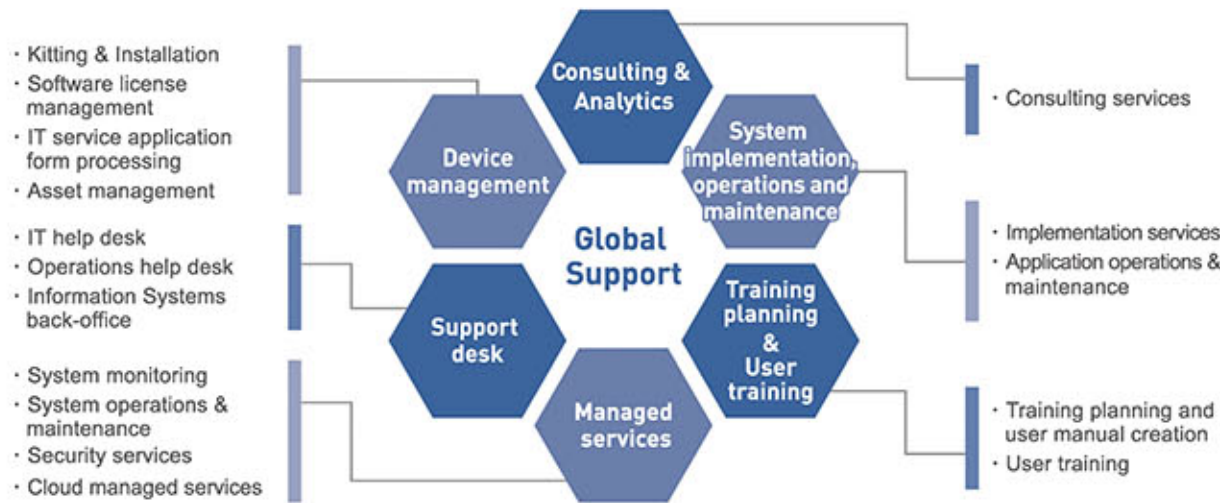
- Support design development, operation check and functional testing and verification in built-in development business area
- Model-based development (MBD) services using MATLAB & Simulink.
- Guarantee quality requirements with an operational framework built on a software development process model designed for the automobile industry, and in compliance with functional safety standards.



Help achieve IT & business process re-engineering towards a swift structural reform

# IT Outsourcing Services

Achieve transformation towards enhanced business value by driving continuous IT & business process re-engineering. transcosmos helps Japanese companies go global from both business process and IT perspectives, and assists them in building a competitive edge in the global market.



Offer services towards enhancing a total experience (TX) based on best practices

### IT Smart Sourcing Services

- Reduce costs and boost customer satisfaction with transcosmos operations management platform.
- Boost productivity and save personnel costs with the power of digital tools and KCS\*1.
- Reduce inbound call volumes by promoting self-service options and directing to non-voice channels.
- Visualize progress and shorten workflow by converting business processes to an automated digital workflow with ServiceNow.

\*1 KCS: Knowledge-Centered Service is a methodology for creating, maintaining and utilizing knowledge related to FAQs, support contents, incidents, etc.

Building on business knowledge, deliver IT x BPO services based on a BPaaS\*2 model

### Business Smart Sourcing Services

- Boost business competitiveness with hyperautomation.
- Streamline and optimize business operations with a system + operations packaged service.
- Help clients implement and roll out an ERP package, and stabilize operations. ERP packages include SAP, COMPANY, and Concur.

\*2 BPaaS: Business Process as a Service, which combines SaaS technology with BPO.

Provide the optimum support desk services that fit clients' business

### Support Desk Services

- Provide wide-ranging support services from implementation planning, user training for business operations systems and ERP (Enterprise Resource Planning) systems, to help desk services.
- Propose effective solutions based on our business expertise, fully understanding the context of the inquiries coming from agents and dealerships
- Provide the optimum support for each industry and business from the user's perspective
- Global services for Japanese companies expanding abroad.

Help clients protect their valuable assets from cyber attacks

### Managed Service

- Detect early signs of defects and failures by daily monitoring, guideline development and data analysis.
- Detect alerts at an early phase via real time monitoring, and solve issues immediately
- Prevent processing errors and improve operational efficiency by standardizing monitoring processes and implementing automation tools such as RPA.
- Provide 24/7 services by combining onsite (work at client's office) and our centers.

Offer ever increasing devices effectively and securely

### MDLM\* Services

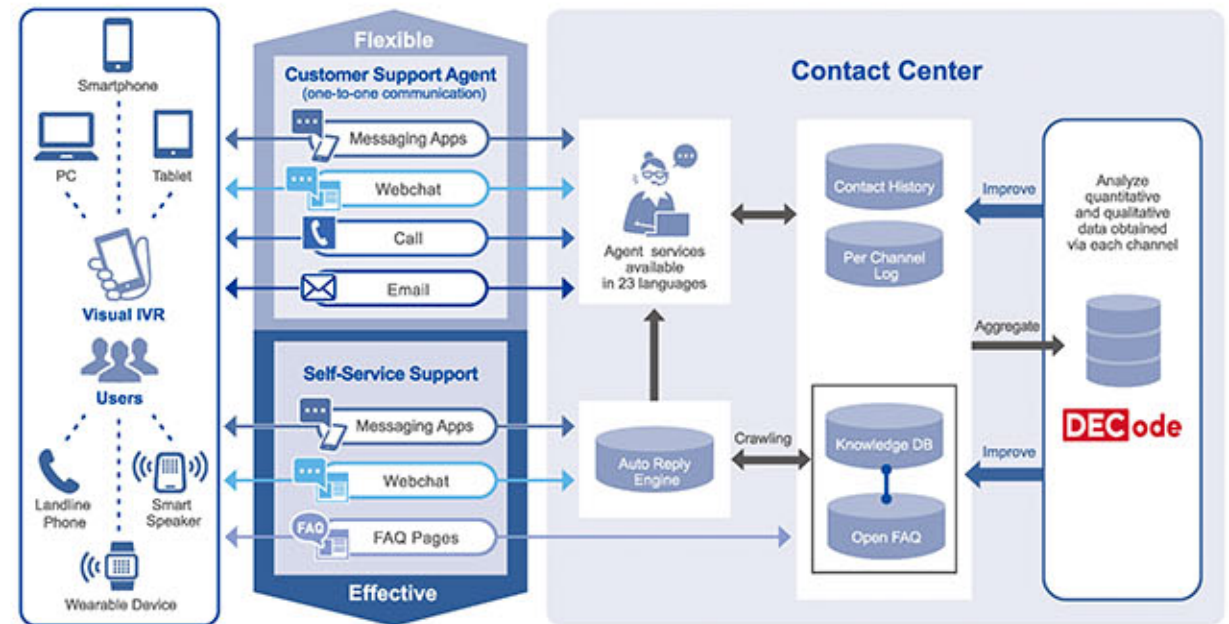
- One-stop services ranging from procurement, to kitting, to operations management for multiple devices including PC, tablet, smartphone, and more
- Manage assets, configuration information, and critical information to ensure security, along with device information
- Support time-consuming operations such as developing master image, verification after OS and application updates, etc.

\*MDLM = Multi-Device Lifecycle Management

Deliver contact center services that optimize and maximize the value of customer experience

# Contact Center Services

As customer behavior and mindset continue to diversify, customer services at contact centers become ever more critical. transcosmos helps clients build and operate strategic contact centers that support dialogue with their customers via various communication channels.



Support diversified channels

### Digital Communication Services

- Offer non-voice services for smartphone users on top of traditional contact center services to support diverse, essential channels
- Chat operators and chat-bots offer non-voice services
- Help clients increase sales and boost customer satisfaction

Provide services in China, South Korea, ASEAN, Europe and the U.S.

### Global Contact Center Services

- Provide high quality contact center services across the globe by utilizing our accumulated know-how
- Support 30 languages with 81 bases and 41,000 workstations in Japan and abroad
- Provide multi-language contact center services for increasing foreign visitors to Japan by leveraging bases in Japan and abroad

Support designing contact centers that meet the business objectives

### Contact Center Consulting Services

- Visualize contact center's missions and identify challenges
- Rebuild and create ideal contact centers by developing improvement plans
- Develop and apply quality management criteria and the cycle

Next-gen contact center solutions

### Customer support services via LINE

- Provide call-chat hybrid customer support services via "LINE."

### Speech Recognition Solution, "transpeech"

- Help call centers improve service quality and streamline operations by offering one-stop services that include implementation of a speech-recognition environment and service operations.

Support implementation and operation of communication channels

### Platform Services

- A cloud-based service centrally manages customer inquiries received via every possible channel. The platform has an ability to work with cutting-edge technologies that include voice recognition, bot and AI.

### Cloud Contact Center Services Powered by Amazon Connect

- By merging its operational know-how into the basic functions of Amazon Connect, transcosmos delivers a contact center with cloud-based, flexible system architecture and consulting services.



Offshore

Ensure service quality equivalent to that of Japan at an affordable price

# Offshore Services

transcosmos's offshore resources provide high-quality, affordable services in Japanese for clients in Japan.



Support non-core, back-office tasks

### Back-Office Services

- Provide one-stop support for back-office tasks in accounting, human resources and administration departments
- Enable sales department to focus on their core tasks by providing support for creating sales report, managing customer and product information, making various application forms, making arrangements, managing contracts, creating quotation and processing expenses
- Reduce cost and improve productivity by leveraging our offshore bases

Process mass data at low cost

### Document Solution Services

- Digitalize and encrypt reports and personal information documents by cooperating with data centers in Japan that are compliant with security guidelines recommended by FISC (The Center for Financial Industry Information Systems)
- Decrypt the encrypted data and perform data entry in offshore bases with the operational framework which matches with the task volume
- Recompose the reports and documents into divided digital data to prevent identifying the original personal information during the data entry process

Build framework for global website operation

### Website Operation Services

- Build cost efficient framework while securing quality by cooperating with Japan domestic bases for multi-language translation, website development and verification
- The services include building 24/7 operational framework
- Offer English support desk services

Support multi-channel in Japanese

### Customer Support Services

- Vietnamese, Chinese and Japanese operators provide support in Japanese via multi-channel including call, e-mail and chat
- Optimize cost by leveraging Japan domestic and offshore bases

Deliver quality development services equivalent to or surpassing that of Japan

### Application Development Services

- Develop diverse services with a focus on CMS.
- Conduct end-to-end project management from design, development to system testing. Our dedicated quality management team offers high-quality service which meets Japanese quality standards
- Sign laboratory contract with us and we provide overseas production and maintenance bases for our clients. Our dedicated engineers that are well-versed in Japanese development process provide services in the dedicated development environment which is built on organized infrastructure
- Develop high-value systems, flexibly accommodating the clients' needs, using hybrid solutions that mix agile with traditional waterfall method

Realize cost reduction while securing high quality design tasks

### Design and Development Support Services

- Provide wide-ranging supports for construction industry, including consulting for design and development, sales promotion, design and development, production and construction
- Realize both quality and cost reduction by performing mass design tasks in offshore bases under transcosmos's management



transcosmos supports clients' Global Expansion with our various outsourcing services



### transcosmos's Global Bases

China (Shanghai / Beijing / Tianjin / Daqing / Dalian / Benxi / Shenyang / Suzhou / Kunshan / Changzhou / Jinan / Wuxi / Hefei / Xi'an / Changsha / Wuhan / Zhengzhou / Guangzhou / Shenzhen / Neijiang / Taipei / New Taipei)

South Korea (Seoul / Seongnam / Daegu / Daejeon / Busan)

Vietnam (Hanoi / Ho Chi Minh)

Thailand (Bangkok / Chiang Mai)

Philippines (Manila) Malaysia (Kuala Lumpur)

Indonesia (Jakarta / Semarang)

Singapore (Singapore) India (Bangalore)

UK (London) U.S. (Silicon Valley / Los Angeles)

Mexico (Mexico City)

### Partners and Affiliates

China (Shanghai / Jinan) South Korea (Busan)

Vietnam (Ho Chi Minh) Thailand (Bangkok)

Philippines (Manila) Malaysia (Kuala Lumpur)

UAE (Dubai) Norway (Oslo)

Finland (Helsinki / Oulu / Jyvaskyla)

Sweden (Stockholm / Gothenburg / Angelholm)

UK (London / Milton Keynes) Denmark (Copenhagen)

Netherlands (Eindhoven) Belgium (Genk / Brussels)

Estonia (Tallinn) Latvia (Valmiera)

Poland (Poznan / Warsaw / Wroclaw)

Ukraine (Kyiv) Hungary (Debrecen)

South Africa (Pretoria) U.S. (Louisville)

Mexico (Mexico City) Panama (Panama City)

Colombia (Bogota) Brazil (Sao Paulo)

Ecuador (Quito) Peru (Lima) Chile (Santiago)

Argentina (Buenos Aires) Uruguay (Montevideo)

China (the Mainland and Taiwan) ..... Services for the Chinese Market

South Korea ..... Services for the South Korean Market

ASEAN ..... Services for the ASEAN Market

Europe & the United States and Latin America ..... Services for Europe & the United States and Latin America Market



transcosmos named **FIVE STAR SERVICE PROVIDER** by **TMALL**, the largest online marketplace in China, for its superior e-commerce operations



"Call Center Outsourcing Solutions Award"  
transcosmos China has been awarded for its high-quality call center services for two consecutive years.



25 industry-leading employees received "COPC," a global standard in the customer services industry.

China (the Mainland and Taiwan)

Support clients' global expansion

## Services for the Chinese Market

transcosmos provides our clients that operate in the Chinese market with e-commerce one-stop services, contact center services, digital marketing services, and IT outsourcing services, all localized for China.



Support all kinds of e-commerce channels

### E-Commerce One-Stop Services

- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including "TMALL," the largest e-commerce shopping mall in China
- Distribute clients' products to e-commerce retailers including JD.com, JUMEI, vip.com, and Pinduoduo.
- Cross-border e-commerce services to sell clients' products on "TMALL Global" and "KAOLA."
- Formed a capital and business partnership with "Magic Panda," China's largest apparel e-commerce support company.

Guarantee quality contact center operations equivalent to that of Japan

### Contact Centers Services

- Provide contact center services via call
- Proven track record in providing services for over 70 companies in Chinese market
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Provide the optimum web marketing solutions that fit local market

### Digital Marketing Services

- Provide one-stop services from planning, designing, developing to operating various web marketing activities for website, campaign website, creatives, and smartphone apps
- Execute digital marketing activities targeting Chinese before and during their visit to Japan to lure them into the brick-and-mortars. Plan and execute e-commerce marketing services after the visits to promote them to make repeat purchases

Optimize IT cost by providing one-stop support for the clients

### IT Outsourcing Services

- Optimize IT cost by rebuilding clients' IT environment
- Provide wide-ranging support from planning, designing, developing, maintaining to operating the system according to the system lifecycle
- Provide one-stop support for maintenance and operation, including business application troubleshooting and program updates
- Provide end-to-end support for system infrastructure from design, development, maintenance to operation

South Korea

Support clients' global expansion

## Services for the South Korean Market

transcosmos provides our clients that operate in the South Korean market with contact center services, digital marketing services, e-commerce one-stop services, direct mail services, and field services, all localized for South Korea.



Guarantee quality contact center operations equivalent to that of Japan

### Contact Center Services

- Provide contact center services via call
- Large-scale operational framework having 11 contact centers with 6,050 staff in South Korea
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Provide the optimum web marketing solutions that fit local market

### Digital Marketing Services

- Provide one-stop services including planning, designing, developing, and operating various web marketing activities for website, campaign website, creatives and smartphone apps
- Our specialists, well-versed in the local market, select the optimum media, plan and execute the marketing plans and SEM initiatives

Strongly support e-commerce business expansion in South Korea

### E-Commerce One-Stop Services

- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including "eBay," the largest e-commerce shopping mall in South Korea
- Received "High Performance Award" from eBay Korea

Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails

### Direct Mail Services

- Our operational framework includes large-scale, the latest printing and binding facilities that enable high-speed mass printing
- Prevent troubles during printing and enclosing process through leveraging patented system and workflow. Manage data in collaboration with our contact centers

Our dedicated staff support store operations and help expanding sales

### Field Services

- Provide onsite support for wide-ranging store operations such as customer support, product explanation, sales promotion, sales management, and running events
- Our people are highly talented specialists and are well-versed in various industries and areas
- Support our clients to expand their sales by assigning the optimum staff and supporting store operations on site

ASEAN

Support clients' global expansion

# Services for the ASEAN Market

transcosmos provides our clients that operate in the ASEAN market with contact center services, digital marketing services, and e-commerce one-stop services, all localized for each ASEAN member country.



Guarantee quality contact center operations equivalent to that of Japan

### Contact Center Services

- Provide contact center services via multi-channel
- Multilingual services  
Offer services in multiple languages in the ASEAN region (English, Chinese, Indonesian, Thai, Vietnamese, etc.). Clients can select from a centralized (Malaysia) or decentralized (each ASEAN nation) service model both operated under centralized control. transcosmos's English speaking staff at Single Point of Contact manages multiple languages and countries with the same standards and rules at the same time.
- The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff

Strongly support e-commerce business expansion in ASEAN market

### E-Commerce One-Stop Services

- Operate "Gotcha!mall," a platform which connects customers and stores in ASEAN. Through the provision of personalized e-coupons by leveraging a capsule toy gaming gimmick, Gotcha!mall promotes customers to "visit, purchase, and re-visit" stores.
- Help brands boost their brand awareness and expand sales by merging online such as ASEAN's largest e-commerce shopping mall "Lazada" and offline including department stores and cosmetic stores, and digital marketing.
- "transcosmos Commerce," an Indonesian subsidiary specialized in e-commerce, delivers the excellent products of our clients in Japan and around the world into the hands of Indonesian consumers.

Provide the optimum web marketing solutions that fit local market

### Digital Marketing Services

- Our specialists, well-versed in the local market, select the optimum media and provide one-stop support for planning, designing, building, developing and operating various web marketing activities for website, campaign website, creatives, and smartphone apps
- Provide services for each county and area from bases in the Philippines, Malaysia, Singapore, Indonesia, and Vietnam  
\* Including services provided by our affiliates
- Formed a capital and business alliance with "Heroleads," a digital performance marketing provider in Thailand with 150+ clients.

Europe & the United States and Latin America

Support clients' global expansion

# Services for Europe & the United States and Latin America Market

transcosmos provides our clients that operate across the globe with e-commerce one-stop services and contact center services, all localized for each market.



Provide strong support for e-commerce expansion in the Europe and the United States market

### E-Commerce One-Stop Services

- Made "Digital Operative," a US-based digital agency specializing in e-commerce, a subsidiary of transcosmos and offering comprehensive services that include strategy planning, content creation, e-commerce website development & operations, and digital marketing
- Formed a capital and business partnership with "VAIMO," a Swedish e-commerce system solutions company with a track record in developing over 400 corporate e-commerce websites on Magento, a world-standard open e-commerce platform
- Formed a capital and business partnership with "InfraCommerce," a company which offers e-commerce one-stop services in Latin America, in addition to providing store opening support on Latin America's largest e-commerce retailer "Mercado Libre," "amazon.com.mx," and "amazon.com.br."

Guarantee quality contact center operations equivalent to that of Japan

### Contact Center Services

- Provide contact center services via multi-channel
- Provide multi-language services in the United States, the Philippines, Hungary and the United Kingdom  
\* Including services provided by our affiliates
- Offer varieties of delivery options according to the needs of clients. The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff
- Offer services for Europe and the United States from our offshore base in Manila
- Established "transcosmos OmniConnect," following the purchase of a call center business, a subsidiary of Berkshire Hathaway (US).

**B to B Japan domestic**

Takes your marketing activities to the next level with our analytics services  
**transcosmos analytics inc.**  
 www.trans-cosmos.co.jp/transcosmos-analytics

Joint venture company with LINE  
**transcosmos online communications inc.**  
 transcosmos-online.com

Provides high value-added development services, leveraging sophisticated technical capabilities  
**transcosmos digital technology inc.**  
 www.trans-cosmos-digitec.co.jp

Solves business challenges across industries with extensive staffing services, from temporary staffing, recruitment, to outsourcing.  
**transcosmos Partners inc.**  
 www.tcpartners.co.jp

System integration solutions company, leveraging CAD, GIS and numerical analysis  
**APPLIED TECHNOLOGY CO., LTD.**  
 www.apptec.co.jp

Realizes "cross media communication" at one-stop  
**CROSSCO Co., Ltd**  
 www.crossco.co.jp

Offers "Gotcha!mall", a shopping smartphone application  
**Grand Design Co.,Ltd.**  
 www.gd-c.com

Joint venture company with amadana.  
**GV inc.**

The largest streaming video provider  
**J-Stream Inc.**  
 www.stream.co.jp

Supports business revolution through the field-oriented IT consulting services  
**SKYLIGHT Consulting Inc.**  
 www.skylight.co.jp

Digital marketing tool implementation and operations support  
**Dentsu Digital Drive Inc.**

A shared services company which performs HR services for Fujitsu and its group companies  
**FJ transcosmos Human Resource Professionals Limited**  
 www.trans-cosmos.co.jp/THRpro

A shared services company which performs HR services for Toshiba and its group companies  
**TT Human Asset Service Corporation**  
 www.trans-cosmos.co.jp/itthas

Provides BPO services across various industries and businesses by leveraging technology and know-how that are developed through experience as a Toshiba group company.  
**TT Process Management Inc.**  
 www.t-tpm.com

Offers new communication services based on e-ticketing system "QuickTicket"  
**playground Co., Ltd.**  
 playground.live

Offers technical support and consulting services for machine learning, and operates incubation business.  
**Machine Learning Solutions**  
 www.machine-learning.co.jp

Provides Business Experience (BX) consulting services to help clients run successful marketing campaigns  
**me&stars inc.**  
 meandstars.com

Blockchain development company  
**RaBlockCo., Ltd**  
 www.rablock.net

Measure, visualize and manage customer brand experience with our brand operations services  
**Brand Operations inc.**  
 brandoperation.co.jp

**B to B Global**

Providing BPO services in China  
**transcosmos China**  
 www.transcosmos-cn.com

Providing BPO services in China with a focus on back-office operations  
**transcosmos business service outsourcing Suzhou Co., Ltd.**  
 www.trans-cosmos-bpochina.com

Providing design data services in China  
**transcosmos Design Development (Dalian) Co., Ltd.**  
**Daqing transcosmos design development Co., Ltd.**

Providing high-quality, affordable data entry services  
**transcosmos information system (Benxi)**

Providing affordable and unparalleled high-quality development services  
**transcosmos Information Creative (China) Co., Ltd.**  
 www.trans-cosmos.com.cn

**Suzhou transcosmos Information Creative Co., Ltd**  
 www.tci-sz.com

**transcosmos Information Creative Japan Inc.**  
 www.tci-cn.co.jp

**Jinan transcosmos Information Creative Co., Ltd.**  
 www.tci-jn.com

**Shenzhen Transcosmos Information Creative Co., Ltd.**

Providing offshore development services as well as system development, operations, maintenance & support plus SAP upgrade & maintenance services in China  
**TRANS-COSMOS SYSTEMS & INFORMATION (SUZHOU) CO.,LTD.**

Providing BPO services in Taiwan  
**transcosmos Taiwan Inc.**  
 www.trans-cosmos.com.tw

Cosmetics and commodities distributor for online retailers  
**UNQ (Shanghai) Supply Chain Management Co., Ltd.**  
 youquhui.com

The largest e-commerce support company focusing on apparel in China  
**Shandong Ya Nuoda E-Commerce Co., Ltd.**  
 www.nengmao.net

**SOUTH KOREA**

Providing BPO services in South Korea  
**transcosmos Korea Inc.**  
 www.trans-cosmos.co.kr

The leading online advertising company in South Korea  
**eMnet Inc.**  
 www.emnet.co.kr

**VIETNAM**

Providing BPO services in Vietnam  
**transcosmos Vietnam Co., Ltd.**  
 www.trans-cosmos.com.vn

Providing solutions development services in Vietnam for Japan and ASEAN  
**transcosmos technology Vietnam Co., Ltd.**  
 trans-tech.vn

**PHILIPPINES**

Providing BPO services in the Philippines  
**transcosmos Asia Philippines, Inc.**  
 www.transcosmos.com.ph

**THAILAND**

Providing BPO services in Thailand  
**transcosmos (Thailand) Co., Ltd.**  
 www.trans-cosmos.co.th

Thailand's Digital Performance Digital Marketing Agency  
**Heroleads (Thailand) Co.,Ltd.**  
 heroleads.co.th

**MALAYSIA**

Providing BPO services in Malaysia  
**TRANS-COSMOS (MALAYSIA) SDN. BHD.**  
 www.trans-cosmos.com.my

Malaysia's leading fintech company  
**Soft Space Sdn Bhd**  
 www.softspace.com.my

**INDONESIA**

Providing BPO services in Indonesia  
**PT. transcosmos Indonesia**  
 www.trans-cosmos.co.id

Providing e-commerce one-stop services in Indonesia  
**PT. transcosmos Commerce**  
 tccm.co.id

**SINGAPORE**

Delivers superior and attractive Japanese products to global market  
**TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE PTE. LTD.**  
 www.takatrans.com

Suggests & offers the best solutions and services that fit each country in the ASEAN and APAC regions  
**transcosmos international Pte. Ltd.**

Overseas office of the Group Information Systems Division, helping the Group in standardizing system development & operations processes  
**TRANS-COSMOS ZERO PTE. LTD.**  
 www.trans-zero.com

**INDIA**

Providing BPO services in India  
**transcosmos India Private Limited**

**SWEDEN**

European e-commerce systems solutions company  
**VAIMO AB**  
 www.vaimo.com

**UK**

Providing BPO services in the Europe and the U.S. and Asia, supporting 30 languages  
**transcosmos Information Systems Limited**  
 transcosmos.co.uk

**U.S.**

Providing BPO services in the North America  
**transcosmos America Inc.**  
 transcosmos.com

Providing BPO services in the North America  
**TRANS-COSMOS OMNICONNECT, LLC**

MEXICO COLOMBIA BRAZIL CHILE ARGENTINA  
 Latin America's e-commerce and digital business one-stop services company  
**Infracommerce**  
 www.infracommerce.com.br

**B to C E-Commerce**

**JAPAN**

Smartphone Omni-Channel Platform in Japan and ASEAN  
**Gotcha!mall.**  
**Gotcha!Mall**  
 www.trans-cosmos.co.jp/special/digitalmktg/gotchamall.html

E-commerce shopping mall - the home of masterpieces -  
**Fujimaki Department Store**  
 fujimaki-select.com

A cross-border e-commerce website - A gem for Japanese character items -  
**Geek Jack**  
 shop.geekjack.net

**PHILIPPINES**

The largest daily deal e-commerce website in the Philippines and Thailand  
**MetroDeal Co., Ltd.**  
 www.metrodeal.com

**THAILAND**

The largest E-Book Store within ASEAN, more than 5.5 Million members  
**Ookbee**  
 www.ookbee.com

**B to C**

**JAPAN**

Operating "SANKEI online English Conversation program," the Skype-based English learning service  
**Sankei Human Learning Co.,Ltd.**  
 learning.sankei.co.jp

**Special Subsidiary**

A special subsidiary, promoting employment of people with special needs  
**transcosmos assist inc.**  
 www.transcosmos-assist.co.jp

## Corporate Overview, Management Philosophy and Corporate Vision, Sales and Clients

### Corporate Overview

\*As of March, 2024

Company Name	transcosmos inc.
Headquarters	Sunshine 60 Bldg. 3-1-1, Higashi-Ikebukuro, Toshima-ku, Tokyo 170-6016 Japan Phone.81-50-1751-7700 Fax.81-3-3980-5770
Main Office	Shibuya First Tower 1-2-20, Higashi, Shibuya-ku, Tokyo 150-0011 Japan
Founded	June 18, 1985
Paid-in Capital	29,066 million* Outstanding shares / 48,794,046* Shareholders / 9,788*
Employees	Group:69,764 (Japan: 43,725 Global: 26,039) As of the end of March 2024
Major Banks	Sumitomo Mitsui Banking Corporation, The MUFG Bank, Ltd., Mizuho Bank, Ltd.
Domestic Bases	Sapporo, Aomori, Sendai, Kawaguchi, Ichikawa, Tokyo, Yokohama, Nagoya, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Sasebo, Kumamoto, Oita, Miyazaki, Naha, Okinawa, Uruma, Japan 71 Bases
Global Bases	China, South Korea, Vietnam, The Philippines, Thailand, Malaysia, Indonesia, Singapore, India, UAE, Norway, Finland, Sweden, U.K., Denmark, Netherlands, Belgium, Estonia, Latvia, Poland, Ukraine, Hungary, South Africa, U.S., Mexico, Panama, Colombia, Brazil, Ecuador, Peru, Chile, Argentina, Uruguay
Welfare Program	transcosmos Health Insurance Society

### Management Philosophy and Corporate Vision

Client satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future.

#### people & technology | Origin of our Business

transcosmos's original goal has been to deliver highly valuable services by uniting people with technology through "scheme." "People" refers to highly-skilled professionals who can offer considerate services that meet and exceed client expectations, whilst "technology" means the world's cutting-edge technologies that enable us to deliver value to our clients. transcosmos will continue to raise the bar of the Origin of our Business which is to create business processes that best match each client's needs by combining "people & technology."

#### Operational Excellence | Service Philosophy

Embracing global market diversity, transcosmos always selects "people & technology" which best suits each local market with the aim of building and offering our excellent business operations to each client. For transcosmos, Operational Excellence is where our speedy, cost-effective and accurate operational capabilities ensure that clients have highly competitive business processes that ultimately become the source of their competitive strengths. Being a BPO provider who optimizes their business processes and drives their transformation, transcosmos advocates this Operational Excellence as our service philosophy.

#### Global Digital Transformation Partner | Corporate Message

As digital technology continues to evolve, consumer touchpoints with businesses have diversified and consumer influence on businesses has become more powerful than ever before. At the same time, industrial borders have become vague as new players, focusing on the cutting-edge technology, continue to emerge. Now, in order to adopt to the changing business environment and to support our clients' transformation, transcosmos provides two new suites of services, tapping into the digital technology.

First is the services that support improving customer experience by removing the barrier between marketing, sales and support to centralize diversified consumer touchpoints. Integrating our long-standing, proven know-how on consumer communication and digital technology with our global service network, transcosmos aims to become the one and only partner who can work with the clients to drive their initiatives to improve customer loyalty as well as to expand their sales and profits. Second is the services that support digitalization of clients' internal business processes to respond to digitalized market and consumers. Leveraging the digital technology-based automation and the digital platform, transcosmos develops a simple business process together with the clients and supports its operation. transcosmos continues to support clients' transformation by seamlessly connecting those two suites of services. As one transcosmos, we endeavor to become the trustful Global Digital Transformation Partner for all our clients.

### Sales and Clients

Sales			Clients	
Consolidated Sales (in million yen)			Sales mix by sector	Sales mix by key clients
Fiscal year	Yen amount	Growth rate	(2024 / 3)	(2024 / 3)
2020 / 3	311,871	9.5%	1 Information services	1 A (IT services)
2021 / 3	336,405	7.9%	2 Wholesale	2 B (IT communication)
2022 / 3	354,085	- *	3 Telecommunication	3 C (house maker)
2023 / 3	373,830	5.6%	4 Other services	4 D (IT communication)
2024 / 3	362,201	-3.1%	5 Construction industry	5 E (Finance)

\* The Company has adopted the "Accounting Standard for Revenue Recognition" and the related guidance since the beginning of the fiscal year ended March 31, 2022. As such, the percentage changes compared with the previous fiscal year are not presented, since the accounting procedure applied to the fiscal year 2022 differs from the one applied to the previous fiscal year.

## Management and Organization



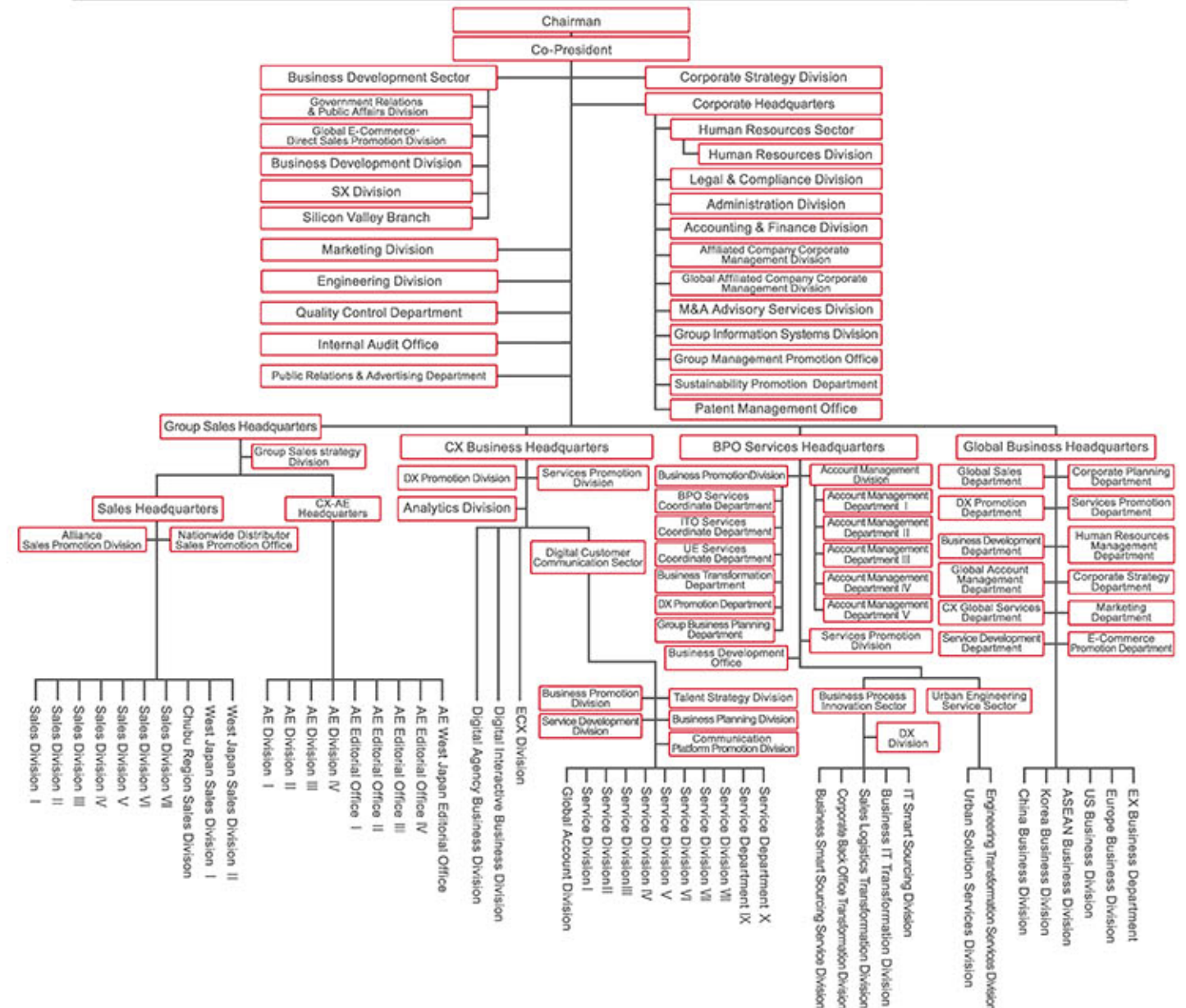
As of June 25, 2024

### Management

Representative Director, Chairman	Masataka Okuda	Hiroki Tanigawa	Kazutoshi Kurokawa
Representative Director, Co-president	Masaaki Muta	Hisao Horiishi	Seigo Tasaki
Representative Director, Executive Vice President	Takeshi Kamiya	Kazuhiko Tabuchi	Hiroshi Okashita
Director, Executive Vice President	Masatoshi Kouno	Keisuke Yoshida	Satoshi Kurihara
Director, Senior Corporate Executive Officer	Kenshi Matsubara	Katsunari Kobayashi	Wataru Sugahara
Director, Corporate Senior Officer	Hiroshi Kaizuka	Shinji Kanezawa	Hirofumi Inaba
Director, Corporate Advisor	Eijiro Yamashita	Kazuo Asano	Koichi Odagiri
Outside Director	Yoshie Kadomatsu	Toshio Tokoro	Yuji Hishinuma
(Audit and Supervisory Committee Member)	Koji Funatsu	Yoshikazu Majima	Masahiko Doi
	Takeshi Natsuno	Tsutomu Hasegawa	Hiroyuki Tani
	Nozomu Yoshida	Kiyonori Takechi	Toshiro Funahashi
	Eiji Uda	Kotobuki Morita	Katsuhiko Kotani
Outside Director	Rehito Hatoyama	Takeshi Kawamoto	Toru Tanii
	Genichi Tamatsuka	Hirofumi Morita	Yuzuru Mitsumoto
	Noriyoshi Suzuki	Hirofumi Inoue	Toshiya Okada
	Miwa Tsurumori	Hideki Nagura	Akihiko Kai
	Norihiro Kuretani	Makoto Noguchi	Katsushige Saito
Executive Vice President	Hirofumi Mukai	Shigeto Takenaka	Masato Ogino
Senior Corporate Executive Officer & CTO	Kiyoshi Shiraishi	Motoya Tanaka	Hirofumi Kohara
Senior Corporate Executive Officer	Hirofumi Uchimura	Kei Yamane	Atsuhiko Suwahara
	Masakatsu Moriyama	Yohei Yoshimitsu	Haruka Kikuchi
	Shinichi Nagakura	Hirofumi Hara	Kenichi Hotei
Senior Corporate Executive Officer & CIO	Shunsuke Okamoto	Dai Nakamura	Norikazu Okayasu
Senior Corporate Executive Officer	Takashi Sube	Kenichi Ooya	Kumiko Nakatsu
Corporate Executive Officer	Norimitsu Miyazawa	Takayuki Maeda	Masahito Kajiuura
	Satoshi Takayama	Hiromitsu Kaneda	Mitsuharu Monden
	Tsuyoshi Washio	Masanori Sato	Mieko Kobayashi
	Kokkei Nakayama	Takuya Takahashi	Yohei Koumura
		Daisuke Sakakibara	Yukihiko Sakata
		Daisuke Fujita	

### Organization

As of April 1, 2024



## Corporate History

1966	June	Founder Koki Okuda established Maruei Kelsan Center, the forerunner of transcosmos
1985	June	Established transcosmos
1992	October	Listed on the Second Section of the Tokyo Stock Exchange
1995	February	Established transcosmos Information Creative (China)
1997	May	Established J-Stream
	September	Listed on the First Section of the Tokyo Stock Exchange
2000	March	Established Skylight Consulting
2003	October	Tokyo headquarters moves to new premises in Shibuya-ku
2005	April	Established transcosmos assist
2006	January	Established transcosmos design development
	March	Established transcosmos China (former transcosmos CC China) Invested in CROSSCO Co., Ltd.
2007	January	Established transcosmos digital technology inc. (former TransCosmos Technologies Inc.)
	April	Established transcosmos Information System (Benxi)
	September	Established transcosmos Partners inc. (former transcosmos Field Marketing Inc.)
2008	August	Established transcosmos Information Creative Japan
	November	Established Suzhou transcosmos Information Creative
2009	July	CIC Korea and Inwoo tech have merged and renamed as transcosmos Korea
2010	April	Established transcosmos business service outsourcing Suzhou
2012	May	Established transcosmos analytics
2013	June	Established transcosmos Indonesia
	July	Opened Kyoto Business Office
	October	Established Daqing transcosmos design development
	December	Established transcosmos Asia Philippines
2014	March	Established transcosmos Vietnam
	April	Formed a capital and business partnership with Ookbee
	September	Established TRANSCOSMOS (MALAYSIA)
	October	Formed a capital and business partnership with UNQ (Shanghai) Supply Chain Management
	November	Established TRANSCOSMOS (UK) Established transcosmos technology Vietnam (former transcosmos Technologic Arts)
	December	Established Jinan transcosmos Information Creative
2015	March	Established TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE Established transcosmos artus (former MetroDeal)
	June	Formed a capital and business partnership with Shangdong Ya Nuoda E-Commerce (Magic Panda) Invested in Grand Design
	July	Acquired 100% of shares of caramo, Inc.
	September	Formed capital and business partnership with VAIMO
2016	February	Acquired partial shares of FJ transcosmos Human Resource Professionals Limited (former Fujitsu Human Resource Professionals Limited)
	April	transcosmos Information System became subsidiary (former Merlin Information Systems Group)
	May	Established transcosmos online communications
	August	Established transcosmos Taiwan
	November	Formed a capital and business partnership with Infracommerce
2017	April	Established transcosmos research and development, Inc. (former DECTech Tokyo)
	May	Formed a capital and business partnership with Soft Space Sdn Bhd
	June	Established playground
	September	Established me&stars Established Dentsu Digital Drive Established Machine Learning Solutions
	December	Established Social Media Counseling Association
2018	March	Established TRANSCOSMOS OMNICONNECT
	April	Established Edge Intelligence Systems
	November	Formed a capital and business partnership with Heroleads (Thailand)
	December	Formed a capital and business partnership with RaBlockCo., Ltd
2019	September	Established GV inc.
	November	Acquired partial shares of TT Human Asset Service Corporation (former Toshiba Human Asset Service Corporation) Acquired partial shares of TT Process Management Inc. (former Toshiba Human Asset Service Corporation)
2020	March	Opened Tokyo Main Office 2 in Sunshine 60
	June	Established BPO Center Nagasaki Chuo
2021	January	Established MCM Center Ikebukuro EAST Established ECX Tenjin Office
	April	Established Brand Operations inc.
	June	Established transcosmos international Pte. Ltd. Established TRANSCOSMOS ZERO PTE. LTD.
	August	Established Brand Operation inc.
	September	Moved headquarters to Sunshine 60 Moved main office to Shibuya First Tower
	October	Established BPO Center Sapporo Odori-Higashi
2022	April	Transferred to the Prime Market of the Tokyo Stock Exchange The Founder Koki Okuda passed away The late Koki Okuda awarded the Shogoi (Senior Fifth Rank) and the Order of the Rising Sun, Gold Rays with Neck Ribbon by the Government of Japan
	August	Established BPO Center Osaka Yodoyabashi

	October	Established MCM Center Sapporo Odori Park
	November	Established BPO Center Sapporo Tanukikoji EAST
2023	January	Established MCM Center Hakata-Higashi
	March	Formed a capital and business partnership with Over The Border Inc.
	April	Established Tohoku Electric Power Transcosmos Management Partner Company
	May	Formed a capital and business partnership with TianJin Tinkers Computer Information Technology Co.,Ltd.(TINKERS)
	June	Formed a capital and business partnership with Cogent Labs Inc.
	October	Established BPO Center Osaka Midosuji Renamed all MCM centers CX Square Established Shenzhen Transcosmos Information Creative Co.,Ltd.
	December	Established BPO Center Sendai Itsutsubashi Formed a capital and business partnership with WEBLIFE Inc.
2024	March	Established transcosmos India Private Limited Established BPO Center Fukuoka Gofukumachi
	May	Established BPO Center Sapporo Kita-Hachijo
	June	Established TRANSCOSMOS SYSTEMS & INFORMATION (SUZHOU) CO.,LTD.

## transcosmos inc.

**Headquarters** Sunshine 60 Bldg. 3-1-1, Higashiikebukuro, Toshima-ku, Tokyo 170-6016 Japan  
Phone. +81-50-1751-7700  
Fax. +81-3-3980-5770  
www.trans-cosmos.co.jp

**Main office** Shibuya First Tower 1-2-20, Higashi, Shibuya-ku, Tokyo 150-0011 Japan

**Osaka Head Office** Tosabori Daibiru Bldg. 2-2-4 Tosabori, Nishi-ku, Osaka 550-0001, Japan  
Phone. 81-50-1751-7700  
Fax. 81-6-4803-9590

**Branches and Offices** Chubu, Kyoto, Wakayama, Kyushu, Silicon Valley

**Domestic Bases** Sapporo, Aomori, Sendai, Kawaguchi, Ichikawa, Tokyo, Yokohama, Nagoya, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Sasebo, Kumamoto, Oita, Miyazaki, Naha, Okinawa, Uruma, Japan 71 Bases

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