

Press Release



July 7, 2023
transcosmos inc.

transcosmos signs a comprehensive collaboration agreement with Susono city, Shizuoka prefecture to accelerate DX in the local government

Towards the most citizen-driven city office in Japan

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company signed a comprehensive collaboration agreement with Susono city, Shizuoka prefecture (Mayor: Harukaze Murata) to accelerate Susono city's digital transformation (DX) on July 6, 2023.



Right: Susono city Mayor: Harukaze Murata

Left: Satoshi Takayama, Corporate Executive Officer at transcosmos

Under the collaboration agreement, Susono city and transcosmos aim to make the Susono government the most citizen-driven city office in Japan. To achieve this goal, Susono city and transcosmos will closely work together and transform the city's administrative operations to offer the best government services for all, and make Susono city a city of choice for both people and companies.

More specifically, the two parties will collaborate on the matters related to 1) boosting citizen satisfaction through collecting and analyzing information using digital technology, 2) enhancing citizen services with the power of digital, 3) accelerating DX in the local government with digital tools, 4) transforming administrative operations and boosting staff productivity, 5) collecting information about the national digital policies and initiatives, and 6) other necessary matters to achieve Article 1 of the agreement.

This marks the second collaboration agreement transcosmos has signed with local governments in the eastern part of Shizuoka prefecture. Given that the working-age population continues to shrink leading up to 2030, all local governments are expected to face a hard time in securing civil servants, and the region is no exception. As its DX partner, transcosmos will help Susono city manage the government effectively by using digital technologies, and sustain public services. Through a wide-ranging collaboration with Susono city, transcosmos will accelerate digitization of the local government towards a vision for a Digital Garden City Nation – a vision led by the national government – and help the Susono city government achieve overall optimization which in turn will bring greater convenience to citizens and higher operational efficiency to civil servants. Ultimately, transcosmos aims to enhance Susono citizens' well-being and QOL (Quality of Life) by enabling the local

government to offer greater public services, thereby increasing sustainability of the region.

*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

*Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

About a Vision for a Digital Garden City Nation

Prime Minister Fumio Kishida put forward his vision, which aims to implement digital services to solve rural issues, and realize a digital society where no one is left behind and where everyone can enjoy the benefits of digital technologies. Making the most of digital capabilities while maintaining the unique characteristics and wealth of resources each region offers, the vision aims to bring well-being and sustainability with the same level of productivity and convenience as those in urban areas to the country's rural areas.

About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior "people" with up-to-date "technology" to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients' business processes focusing on both sales expansion and cost optimization through our 171 bases across 28 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp