

Press Release



February 14, 2024
transcosmos inc.

transcosmos expands Bangkok Center 2 to reinforce Trust & Safety services in Thailand

Offers manned website content monitoring services

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company has expanded its operations center Bangkok Center 2 in Thailand. Adding nearly 300 workstations, the center will enhance its trust & safety services for monitoring and policing online content with around 2,040 workstations.



transcosmos entered the Thailand market in 2004. Since then, transcosmos has been offering customer experience (CX) solutions including contact center services and e-commerce one-stop services for the Thai local market. On top of providing support to clients in the country, transcosmos assists companies that plan to expand into Thailand from Japan and other countries. In 2015, transcosmos formed a capital and business alliance with SAHA GROUP (Headquarters: Bangkok, Thailand; Chairman: Boonsithi Chokwatana).

Bangkok Center 2 has been offering integrated CRM (customer relations management) services focusing on contact center services for the Thai local market. Now, the upsized Bangkok Center 2 will start offering trust & safety services for monitoring and policing online content in different major languages of ASEAN, the same services that transcosmos has been offering at its Chiang Mai Center. With these new manned trust and safety services, a dedicated team at the center monitors clients' online content – text, posts, videos, etc. – helping clients protect and enhance the integrity of their online content.

■Bangkok Center 2 Overview

Name: Bangkok Center 2 (transcosmos (Thailand)Co., Ltd.)
Address: Pakin Building – 5, 8, 12F (9 Ratchadaphisek Rd., Bangkok)
Number of workstations: 2,040
Main services: Multilingual call centers, digital marketing, e-commerce, and trust & safety

Together with 160 workstations in Bangkok Center 1 and 700 in Chiang Mai Center, transcosmos operational capacity in Thailand reaches 2,900 workstations in total.

■Bangkok Center 2 (for illustration purposes only)



With its operations centers in Vietnam, the Philippines, Thailand, Malaysia and Indonesia, transcosmos delivers a series of services for each local market in the ASEAN region, including contact centers, digital marketing and e-commerce one-stop services. transcosmos will continue to assist many more clients in offering a greater CX to their customers with its diverse range of services that help not only local companies but also international businesses entering the local markets expand sales and optimize costs.

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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 166 bases across 27 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/>

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