

transcosmos Out sourcing Services

Number of bases: 171 (53 in Japan, 118 overseas across 30 countries)



Back-Office services for Human Resources, Accounting, Sales, Ordering, SCM and Design Depts.

- Combining the domestic nearshore and overseas offshore bases with over 10,000 employees, our services streamline back-office operations in Sales, Design, Production, Logistics, Human Resources and Accounting depts.

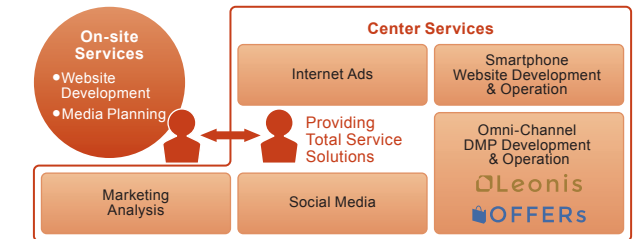


Marketing Research & "Big Data" Analysis

- Nurture fans and improve profit by integrating, analyzing and leveraging Big Data.
- Investigate and analyze all kinds of customer touch points ranging from behavior log to voice of customers.
- Provide consultation and solutions for Marketing and Contact Centers.
- 605 Google Analytics Individual Qualification (GAIQ) certified members, the Global No.1 level. (as of May 2016)

Internet Ads & Promotion / Website Development & Operation

- Offer one-stop services ranging from internet ads, performance analysis, multi-device website development and operation to social CRM with the largest operational framework in Japan.



Social Media

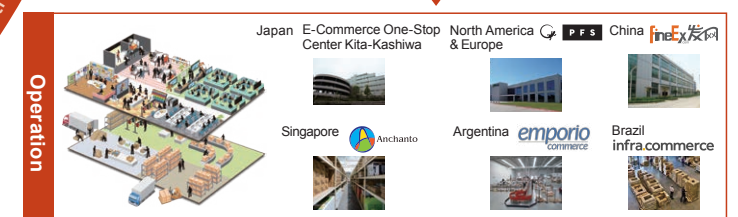
Provide comprehensive service for LINE including official account opening and operation, customer support and CRM strategy.

Optimize Facebook and Instagram ads operation utilizing "social gear Ads+", the ad management service.

Provide "HubNami", a tool which benchmarks and reports other companies' social media operations.

Global E-Commerce One-Stop for Japan, North America, Europe, China, South Korea, ASEAN, India and Latin America

Offer E-Commerce One-Stop Services to 49 countries around the globe including Japan, North America, Europe, China, South Korea, ASEAN, India, Latin America, etc.. The service ranges from sourcing, operation to sales, based on clients' e-commerce business and branding strategy.



Japan Regional Bases



Contact Centers

- Support 23 languages
 - Largest scale in Asia
 - 25 bases in Japan with 15,470 seats
 - 35 global bases with 10,550 seats
- *Including partners and associates

Supported languages

23 languages including Japanese, English, Korean, Chinese, Cantonese, Taiwanese, Indonesian, Thai, Spanish, Portuguese, German, French, Italian, Dutch, Danish, Norwegian, Swedish, Hungarian, Polish, Russian and others.

Omni-Channel Support Service®

- Offer superior customer experience through integrating all communication channels combining traditional channels such as call, fax, e-mail, website and brick-and-mortar store with new channels such as social media and LINE.

