

Press Release



July 7, 2015
transcosmos inc.

transcosmos Expands “MCM Center Sapporo Kitaguchi”, a Contact Center in Japan

Due to Business Expansion, transcosmos Expands 360 Workstations and 500 Agents

transcosmos, inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda; TSE First Section: 9715; hereafter, transcosmos) has expanded its contact center “Marketing Chain Management Center Sapporo Kitaguchi” (hereafter, MCM Center Sapporo Kitaguchi) due to business expansion. It has started new business operations effective on July 7, 2015.

Since transcosmos entered into Sapporo City, Hokkaido in 1980, transcosmos has been providing contact center services for industries, such as manufacturing, telecommunications, finance, and transportation. The contact center service has an on-site system with four bases, and staff members staying at the corporate clients’ offices providing services. MCM Center Sapporo Kitaguchi was established in November 2013. It had been operating services by approximately 1,000 workstations on 3 floors. Due to its business expansion, transcosmos has added approximately 360 workstations on the each floor. Through this expansion, the total number of workstations became 2,720. As a consequence of this expansion, transcosmos becomes the largest contact center service provider in the Sapporo region.

Overview of MCM Center Sapporo Kitaguchi

Name: Marketing Chain Management Center Sapporo Kitaguchi
 Location: 2-9, Kita Nanajyo Nishi, Kita-ku, Sapporo City
 Total Floor Space: 4,383.32 square meters
 Number of Seats: Approximately 1,360
 Service Provided: Contact Center Service



Exterior



Powder Room



Refreshing Room

MCM Center Sapporo Kitaguchi, in the JR Sapporo station area where business facilities and commercial facilities are concentrated. It is located 3 minutes away by foot from the JR Sapporo station, where is extremely attractive from the viewpoint of recruitment and commuting. In pursuit of a good workplace from the women's point of view, the facility is equipped with a café-style refresh room and powder room. transcosmos has the largest-scale contact center base in Japan with over 13,500 workstations. There is still much demand for splitting the duties to multiple centers from the standpoint of BCP (Business Continuity Plan). Due to a request for cost optimization, the importance of a regional contact center is high. In order to respond to such demand, transcosmos will continue to strengthen development of the regional-type service. At the same time, transcosmos will contribute to activation and development of a regional society by creating employment.

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

* Other company names and product or service names mentioned are registered trade names or trademarks of various other companies.

About transcosmos inc.

transcosmos launched operations in 1966. Since then we have combined superior "human resources" with up-to-date "technological" capabilities to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers Cost Reduction Services (Contact Center, HR/Financial/Sales Back Office, Order Management/SCM, System Development/Management etc.) and Sales Expansion Services (Big Data Analysis, Internet Advertising, Website Construction/Management, Smartphone/SNS Utilization, Telemarketing etc.). transcosmos continues to pursue operational excellence by providing these services through our 147 locations in 25 countries with a focus in Asia. Furthermore, following the expansion of E-Commerce market on the global scale, transcosmos provides a comprehensive, one-stop global E-Commerce service to deliver our clients' excellent products and services to consumers in 34 countries. transcosmos aims to be the "Global BPO Partner" of our clients to provide them with high quality BPO services on a global scale.

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