

Press Release

May 14, 2018
transcosmos inc.

transcosmos opens its new contact center in Xi'an, Shaanxi province, China

Ventures into West China to offer its contact center services

Shanghai transcosmos Marketing Services Co., Ltd. (Headquarters: Shanghai, China; CEO: Eijiro Yamashita; transcosmos China), a wholly-owned subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda), opened a new contact center, "Xi'an Center" and held an opening ceremony on May 11, 2018. This is the 2nd center opening for transcosmos this year and Xi'an Center marks the 9th contact center in China.



Opening Ceremony

"As a global BPO player with a 52-year history, transcosmos continues to support clients to reduce their costs whilst expanding their sales," Eijiro Yamashita, CEO of transcosmos China said at the opening ceremony. "We already have our centers in 6 cities in China and this new Xi'an Center marks the first center in West China. Going forward, we will drive our initiatives to further digitalize our contact centers with the use of numerous technologies that include cloud-based chatbot, RPA, AI and auto-translation, in order to help clients more than ever before".

As an ancient city with a long history, Xi'an served as the capital under several of the most important dynasties in Chinese history. It is also the starting point of the Silk Road and contains rich historical and cultural heritage. As an educational center with universities and other facilities, the city continues to attract a pool of talented individuals, enjoys rapid technological advancement and is listed as one of the "New Tier I Cities". In 2017, the Shaanxi Free Trade Zone was established. Xi'an Center is located in the Software Park, Xi'an High-Tech Industries Development Zone, a leading area for China's research and development and emerging industries. As a center of the software industry with rapid technological innovation, the park offers a convenient transportation system, an excellent environment, and fully equipped support facilities. Since its launch in December 2017, Xi'an Center has dramatically expanded its staff and services.

● Xi'an Center Overview

Location: Software Park, High-Tech Industries Development Zone, Xi'an, Shaanxi province, China
 Business: Contact Center
 Language: Chinese (Mandarin)



Building where Xi'an Center is located (Left)



Operations Area



Meeting Room



Gym

Since transcosmos China launched its operations in Shanghai in 2006, the company has continued expanding its business, and now has multiple service bases in 6 cities in China, specifically, Shanghai (4 bases), Beijing, Tianjin, Hefei, Changsha, and Xi'an, as well as branch offices in Shenzhen and Taipei. transcosmos China offers extensive services such as e-commerce one-stop services including contact centers, digital marketing services, and system development services for over 80 prominent Chinese and global brands.

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

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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 reduction through our 172 locations across 33 countries 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 49 countries 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.

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