

Press Release

May 29, 2018
transcosmos inc.

transcosmos has expanded its contact center, "MCM Center Tama"

Adds 220 workstations and plans to hire 300 new staff

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) has expanded its contact center, "Marketing Chain Management Center Tama (MCM Center Tama)" in order to correspond to its growing operations. transcosmos added 220 workstations in May 2018 and is planning to hire 300 new staff by the end of FY2018.



MCM Center Tama opened in October 2007, as a contact center which provides customer support and e-commerce operations services mainly for the distribution industry, the public sector, and the financial industry. Located 5 to 7 minutes' walk from "Tama Center" station which connects to Keio Sagamihara line, Odakyu Tama line, and Tama monorail, the center offers its employees great access not only to the station but also to various compound cultural facilities and commercial facilities. Now, in order to correspond to its growing business, the center has added 220 workstations to its existing 850 workstations.

In collaboration with "E-Commerce One-Stop Center Kitakashiwa", MCM Center Tama offers e-commerce one-stop services and promotes the use of cutting-edge technologies that include an AI system for converting voice data to text and visual IVR. transcosmos continues to hire and develop talent, improve services and operations, and boost efficiency in order to satisfy clients' needs in the ever-digitalizing industries while contributing to the revitalization and development of local communities through creating jobs.

■MCM Center Tama Overview

Name:	Marketing Chain Management Center Tama
Location:	5F/B1F, New City Tama Center Building, 1-47, Ochiai, Tama city, Tokyo
Floor space:	4,292.64 m ²
Number of workstations:	1,070 (approx.)
Services:	Contact center services

Its office space is equipped with white desks and gray and blue chairs that create a relaxing workplace, and clients can see and feel the atmosphere from a meeting room through glass windows. With a counter table, indirect lighting and sofas, its break area offers a stylish, café-like atmosphere for employees to get refreshed. Also, in order to make the center truly comfortable for employees that are primarily women, it offers a powder room close to a locker space.

<Operations Room>



<Meeting Room>



<Powder Room>



<Break Area>



transcosmos owns the largest network of contact centers in Japan with over 16,890 workstations nationwide. transcosmos continues to hire and develop people who can satisfy clients' various demands that include digitalizing customer touchpoints and globalization, in order to contribute to revitalizing and developing local communities through creating jobs. At the same time, it will strengthen efforts on improving the environment for employees.

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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.

Contact for Media Inquiries

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