

Press Release



October 17, 2018
transcosmos inc.

transcosmos wins “CCM Award -The Best Outsourcing Provider in China”

Highly recognized for its extensive record and strong operational capabilities in delivering 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) was awarded the “CCM Award – The Best Outsourcing Provider in China” at the “CCMW 2018 Annual Conference & the 14th China’s Best Customer Center Award (CCM Award)” held in Beijing, China, on October 16, 2018.



“CCM Award - The Best Outsourcing Provider in China”

This year marked the 14th anniversary of the CCM Award, a competition to determine China’s best customer center, organized by the prestigious institution in the Chinese contact center industry called Customer Care & Management World (CCMW) and co-sponsored by the Contact Center – Capability Maturity Model Organization (CC-CMM Organization). Hundreds of enterprises took part in this year’s competition. After receiving applications from enterprises, the award organizers asked for experts’ nominations and went through a rigorous screening process that includes mystery calls, data collection, performance exams, and an intensive evaluation in order to comprehensively assess all candidates from various perspectives including their service capabilities and their number of workstations. Among qualified enterprises, those that contributed to the development of the contact center industry with achieving outstanding results were carefully chosen as award winners. Highly recognized for its abundant record in the contact center industry and strong operations capabilities, transcosmos won the “CCM Award - The Best Outsourcing Provider in China” at “the 14th China’s Best Customer Center Award.”

As one of the world’s leading outsourcing service providers, transcosmos has 52 years’ experience in service operations. Building upon its proven experience in managing services in compliance with global and local standards, transcosmos delivers contact center services that reflect each market’s business practices to consumers in diverse countries where clients’ operate, whilst helping clients boost their customer satisfaction, optimize costs and expand sales.



■ Ms. Lily Ma, VP of Contact Center Business Unit of transcosmos China at the ceremony

Since transcosmos China launched its operations in Shanghai in 2006, the company has continued expanding its business, and now has multiple service bases in 7 cities in China, specifically, Shanghai, Beijing, Tianjin, Hefei, Changsha, Xi'an, and Wuhan, 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, system development services and end-to-end DEC services for over 70 prominent Chinese and global brands.

transcosmos continues to help clients grow their businesses by offering high quality, high value BPO services.

* 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 optimization through our 172 locations across 32 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

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