

# Press Release



November 6, 2018  
transcosmos inc.

## transcosmos opens its first contact center in Taiwan

### Delivers services tailored to the Taiwan market building on its know-how of the Japanese quality management and security measures

transcosmos Taiwan inc. (Headquarters: Taipei, Taiwan; General Manager: Katsuro Ueda; transcosmos Taiwan), a wholly-owned subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) opened “Jiangzicui Center,” the first contact center in Taiwan and held an opening ceremony on October 31, 2018. With 190 workstations, the new center will deliver contact center services for the Taiwan market.



From left; Ms. Jenny Yang, Executive Supervisor of the Taiwan Contact Center Development Association (TCCDA), Mr. Miyakoshi, Head / Director of Economic and Trade Section, the Japan-Taiwan Exchange Association, Katsuro Ueda, General Manager of transcosmos Taiwan, Eijiro Yamashita, Corporate Executive Officer of transcosmos, Shigeaki Kashiwagi, Division Director of Contact Center at transcosmos Taiwan

In the opening ceremony, Ms. Jenny Yang, the Executive Supervisor of the Taiwan Contact Center Development Association (TCCDA) said:

“I am honored to attend the opening ceremony of the Jiangzicui Center on behalf of TCCDA today. Science and technology is evolving rapidly in Taiwan and companies are accelerating their initiatives on AI and other technologies. We believe the outcome of these initiatives will empower each agent and drastically improve their productivity. Listening to your presentations today, I felt that your new contact center is very well prepared and designed. Congratulations to all the members at transcosmos Taiwan for the official launch of your new center. We wish you all the best for your business success in Taiwan.”

Katsuro Ueda, General Manager of transcosmos Taiwan said:

“transcosmos operates the largest contact center outsourcing business in Asia with a total of over 30,000 workstations across more than 30 countries including Japan. Building on our long-standing experience in each country, we will deliver new digital contact center services that blend people, AI, and data in Taiwan whilst driving our proprietary DEC services by connecting the digital contact center with our existing services, namely, digital marketing and e-commerce services.”

Since transcosmos opened transcosmos Taiwan in September 2016, transcosmos Taiwan has been offering digital marketing services and e-commerce services for the Taiwan market. Now, the company will further extend its offerings and include inbound call center services such as order taking, customer support and product recall handling, outbound call

center services such as telesales and research, and chat services (bot/agent-based). Putting quality management and security measures in place based on its know-how of building and operating contact centers in Japan and other countries around the world, the new contact center will deliver operations that are tailored to the needs of the Taiwan market.

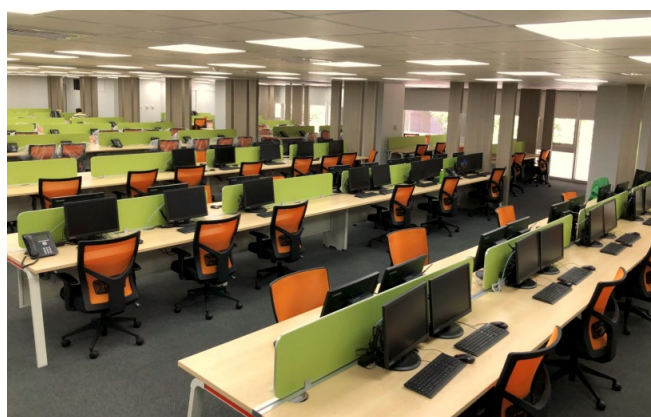
#### ■ “Jiangzicui Center” Overview

Location: 2F, No.242, Sec. 2, Wenhua Rd., Banqiao Dist., New Taipei City 220, Taiwan(R.O.C.)

Number of workstations: 190

Supported languages: Chinese (Mandarin), Taiwanese, Japanese, English

Supported channels: Call, email, chat, social media



transcosmos Taiwan is the first foreign capital, large-scale contact center business operator that joins the Taiwan contact center industry which has previously only been operated by the Taiwan local contact center operators. Going forward, transcosmos plans to deliver multi-services that combine contact center services with digital marketing and e-commerce services to clients in extensive industries that include manufacturing, media, e-commerce, retail, finance, and more with the aim to scale the center to the size of 1,000 workstations by 2023.

#### ■ transcosmos “DEC” Services

transcosmos has integrated Digital Marketing, E-Commerce, and Contact Center functions into “DEC,” taking the initial letter of each, and providing DEC services to clients. In order to accommodate changes in consumer behavior in the digital world, transcosmos believes it essential for businesses to provide digital-driven one-stop services for their customers from ads, to purchase, to customer care. transcosmos develops and provides an integrated platform “DECAds” which delivers its unique “DEC” services.

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

\* Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

#### **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 31 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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