

Press Release



December 27, 2018
transcosmos inc.

transcosmos China wins the “Call Center Outsourcing Solutions Award” by CTI Forum for the second straight year

Recognized for its high-quality multilingual call center outsourcing services that support clients in diverse industries and sectors

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) is delighted to announce that Shanghai transcosmos Marketing Services Co., Ltd. (Headquarters: Shanghai, China; CEO: Eijiro Yamashita; transcosmos China), its wholly-owned subsidiary received the “Call Center Outsourcing Solutions Award” at the “CTI FORUM 2018 Editors’ Choice Award” which was held in parallel with the “2018 CTI Forum Industry Applications and Market Analysis Theme Salon” hosted by CTI Forum on December 20, 2018.



Call Center Outsourcing Solutions Award

This year marks the 8th anniversary of the “CTI FORUM Editors’ Choice Award,” one of the most prestigious awards in the Information Communication Technology (ICT) industry, that started in 2011. The winners were selected from several hundred companies after going through screening processes including “Self-nomination/Nomination and Experts’ reviews.” The CTI Forum, a dominant Chinese online media company which offers information services, carefully selected outstanding ICT products, solutions, and experts in the 2018 ICT industry based on its rich experience and powerful insights into the industry. Highly recognized for its high-quality multilingual call center outsourcing services that support clients in various industries and sectors, transcosmos China won the “Call Center Outsourcing Solutions Award” for two consecutive years.



Huang Wenbo, Quality & Training Department Director of Contact Center Business Unit at transcosmos China at the award

ceremony (second from left)

As one of the world's leading outsourcing service providers, transcocosmos China continues to deliver high-quality and highly productive business process outsourcing (BPO) services to clients. Since transcocosmos 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. transcocosmos 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. To date, transcocosmos China has extensive experience and service record in providing services to the world's top-class companies in diverse industries including the internet, 3C products (Computer, Communications, and Consumer Electronics), IT manufacturing, finance, baby care, apparel, cosmetics, retail, auto, telecommunications, and more.

transcocosmos currently supports 23 languages including Japanese, English, and Chinese. transcocosmos continues to help clients expand sales, reduce costs, and strengthen competitiveness by offering high-quality and high-value BPO services.

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

About transcocosmos inc.

transcocosmos 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. transcocosmos 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, transcocosmos 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. transcocosmos 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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