

Press Release

January 17, 2019
transcosmos inc.

transcosmos opens “Semarang Center” and “Jakarta Center No. 4” in Indonesia

Delivers contact center, digital marketing and e-commerce one-stop services with 1,800 workstations

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) has opened two new operating centers in Indonesia, namely, “Semarang Center” and “Jakarta Center No. 4.”



■ Opened the first nearshore center in Semarang, one of the top 5 cities in Indonesia

Semarang, the capital of Central Java province in Indonesia with a population of approximately 1.64 million (as of 2016), is one of the top 5 cities in Indonesia. transcosmos was planning to expand into a city beyond Jakarta in order to put a business continuity plan in place and selected Semarang over other cities as the city is home to various universities and has potential cost-saving benefits. The new center began delivering contact center services respectively to a major Indonesian e-commerce company at the end of November 2018 and a prominent Indonesian online travel agency in January 2019.

Semarang Center Overview

Name:	transcosmos Semarang Center
Location:	Vina House, Jl. Diponegoro No.29, Lemponsari, Gajahmungkur, Kota Semarang, Jawa Tengah 50231
Site area:	1.875 m ²
Number of workstations:	400
Supported languages:	Indonesian and English
Services:	Contact center services, email support services, chat support services, social media support services, e-commerce one-stop services



■ Opened “Jakarta Center No. 4” in Jakarta to accommodate business growth

In June 2013, transcosmos opened “Jakarta Center No.1” and launched contact center services for the Indonesian market. Since then, transcosmos has steadily expanded its business in the market, opening “Jakarta Center No.2,” a center which offers digital marketing services for the Japanese and Indonesian market in October 2014, and “Jakarta Center No. 3” in December 2016, a center which primarily offers contact center services. Now, transcosmos has opened another new center, “Jakarta Center No. 4,” in order to further expand contact center services. The center began offering contact center services in December 2018 for the e-commerce industry with 220 workstations.

Jakarta Center No.4 Overview

Name:	transcosmos Jakarta Center No. 4
Location:	Ariobimo, Jl. HR Rasuna Said Blok X-2 Kav. 5 Jakarta Selatan
Site area:	760 m ²
Number of workstations:	220
Supported languages:	Indonesian and English
Services:	Contact center services, non-voice support services



transcosmos co-established PT. transcosmos Indonesia (President Director: Hiroyoshi Hara) with PT Cyberindo Aditama (Headquarters: Jakarta, Indonesia), an IT company under the major Indonesian conglomerate, Salim Group. Today, the company delivers services with 1,800 workstations and over 2,000 employees. In the Indonesian market which is expected to grow further, transcosmos will assist Japanese companies that plan to expand into Indonesia whilst focusing on providing business outsourcing services to both local and global companies in order to help clients boost sales whilst optimizing costs.

* 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 169 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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