

Press Release

June 17, 2019
transcosmos inc.

transcosmos celebrates 20 year anniversary in Okinawa

Today, 4,500 employees offer contact center, digital marketing and BPO services in 9 centers across Okinawa

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) held a ceremony marking its 20th anniversary in Okinawa on Friday, June 14, 2019, at Kariyushi Urban Resort Naha (Location: Naha, Okinawa).



In the late 1990s, the needs for call centers were on the rise in order to respond to customer calls about how to use PCs and to connect to the internet along with the popularity of PCs and the internet among general public in Japan. Under such social landscape, Okinawa Prefecture announced the Okinawa Multimedia Island Concept in 1998 and built industrial highways (or submarine cables). Backed by this concept, Okinawa City and the prefecture were actively inviting companies to Okinawa.

At that time, transcosmos was operating its call centers mainly in the metropolitan area whilst considering the possibility of opening regional call centers. In June 1999, transcosmos opened its first operations center in Okinawa, a prefecture with a pool of potential young employees and a great hospitality. Since then, transcosmos has steadily expanded its business in the prefecture, opening its own building in Omoromachi, Naha City in March 2006, followed by an operations center for BPO services that offers digital marketing services to help businesses develop websites and manufacturing support services in 2007. Today, transcosmos delivers its services with a total of 4,500 employees in nine centers across Okinawa Prefecture.

“20 years ago, we started our business in Okinawa City with just 15 employees,” Koji Funatsu, Chairman and CEO at transcosmos, said at the ceremony. “In just a few years, our services have managed to win recognition among clients and in turn we have successfully increased regional centers. Now we have a service network of 63 centers across Japan. We have achieved such successes precisely because of the valuable experiences we have had here in Okinawa. It was the Okinawa citizens’ thoughtful consideration and teamwork, in other words, always reaching out to someone who needs help that has made us grow. I am saying this because all these factors are crucial to connect businesses and consumers through communication. On top of these characteristics, citizens of Okinawa have a challenging spirit and persistence, never give up until they achieve the results. I would also like to take this opportunity to extend our sincere appreciation to the local government and residents of Okinawa Prefecture, Okinawa City, Uruma City, Urasoe City and Naha City for their kind support. We will continue to strive for a further growth with the aim of promoting employment opportunities and accelerating industrial development in Okinawa Prefecture whilst being a community-based company that serves for, and grow with the community.”

* 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 173 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 in 48 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.

<https://www.trans-cosmos.co.jp/english/>

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