

# Press Release



October 3, 2019  
transcosmos inc.

## transcosmos receives ISO/IEC 27001 certification in Taiwan

### transcosmos Taiwan offers call center and e-commerce one-stop services primarily for the Taiwan market

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) is proud to announce that the company has received ISO/IEC 27001 certification, an international standard for an information security management system (ISMS). transcosmos Taiwan will continue to develop and operate its ISMS with the aim of offering innovative technologies and high quality services to clients.



transcosmos Taiwan offers call center and e-commerce one-stop services primarily for the Taiwan market. Highly recognized for its call management system operations, information security management and operations, call tracking system operations, and server room development and maintenance, transcosmos Taiwan has successfully received the “ISO/IEC 27001: 2013.”

#### ■ Certificate of Registration

	Standard	ISO/IEC 27001:2013
	Certificate number	ISMS171
	Certified office	transcosmos Taiwan Call Center (address: 2F, No.242, Section 2, Wenhua Road, Banqiao District, New Taipei City)
	Certified services	The Information Security Management System operations of the contact center, including: <ul style="list-style-type: none"> <li>• Maintenance process related to call management system</li> <li>• Maintenance process related to CTS (Call Tracking System)</li> <li>• Server room development</li> </ul>
	Registration date	September 20, 2019

“Since our foundation in September 2016, transcosmos Taiwan has been offering e-commerce one-stop services and call center outsourcing services to global, Japanese and local Taiwanese companies who are committed to ensuring information security and service quality,” Katsuro Ueda, General Manager at transcosmos Taiwan said. “We are delighted

to receive this ISO certification for one of our business segments, call center services. Always being mindful of transcocosmos Management Philosophy, specifically, “Client satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future,” all transcocosmos Taiwan members will continue to work together to provide enhanced services to our clients.”

\*transcocosmos is a trademark or registered trademark of transcocosmos 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 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 167 bases across 30 countries/regions 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 48 countries/regions 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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