

Press Release



October 11, 2019
transcosmos inc.

transcosmos Korea named a Kakao Most Valuable Partner for four consecutive years

Building on 9 years of partnership, the company offers chat-based customer services via Kakao Talk

transcosmos Korea, Inc. (Headquarter: Seoul, Republic of Korea; President and COO: Kwon Sang-chuel; transcosmos Korea), a business process outsourcing provider in the Republic of Korea and a subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda), is delighted to announce that the company was named one of the Most Valuable Partners for the fourth consecutive year at the “2019 Kakao Most Valuable Partners Day” held by Kakao Corporation (Headquarter: Jeju City, Republic of Korea; Chairman: Kim Beom-su; Kakao) on May 30th and 31st, 2019.



Kakao launched “Kakao Most Valuable Partners Day” in 2009 as an event where Kakao invites their business partners to share their successes that have been achieved in collaboration with their partners and to convey their appreciation to such partners. This year, 47 members from a total of 24 business partners across 14 different categories such as server, IDC (Internet Data Center), network, security, development and contact center have participated in the event. During the two-day event, participants enjoyed diverse programs including a Kakao headquarters tour, seminars, an award ceremony, recreation activities and more, whilst exchanging opinions and enhancing partnerships for the future.

At the award session, transcosmos Korea was named a Kakao Most Valuable Partner for four consecutive years. Building on its 9 years of partnership with Kakao, transcosmos Korea has been offering Kakao customer support services. In 2017, transcosmos Korea was named an official Kakao Talk Customer Service Dealer and since then, the company has been offering customer services via Kakao chat.

Here are the comments from Kwan Sang-chuel, president and COO at transcosmos Korea:

“I am so grateful that transcosmos Korea, a company with a long-standing partnership with Kakao, was named one of the Kakao Most Valuable Partners for four years in a row. Taking this opportunity, I would like to extend my sincere gratitude to our officers, managers and all employees for their continuous efforts in delivering the best service for clients. As we aspire to make a leap to become a global company, we will continue to collaborate and grow together with Kakao. Thank you very much.”

■ About transcosmos Korea

transcosmos Korea, a subsidiary of transcosmos inc., offers extensive professional business process outsourcing (BPO) services that include contact center services, chat services, field services, direct mail (DM) services, direct sales (DS) services, website

integration (WI) services, and internet promotion services (IPS) for businesses in the South Korean market.

Established: May, 2001
Number of bases: 14
Number of employees: 7,800 (approximate)
URL: <https://www.trans-cosmos.co.kr/>

Download the sales brochure here: https://www.trans-cosmos.co.kr/ko/company_new/company_main.asp#Brochure

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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 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, transcosmos 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. 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/>

Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp