

Press Release



January 13, 2021
transcosmos inc.

transcosmos expands & relocates “Busan Center 1,” which it operates in South Korea

As the leading independent BPO company in South Korea, it provides outsourcing services with 13 centers and about 5,000 workstations in the market

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) hereby announces that the company has expanded and relocated “Busan Center 1,” adding 172 workstations to the existing 428 to accommodate the growth of business in the Republic of Korea (South Korea). The company now has 13 bases with around 5,000 workstations in the aggregate (8,000 workstations including on-site locations) across the South Korean market.



Since its foundation in 2001, transcosmos Korea, Inc. (Headquarter: Seoul, Republic of Korea; President and COO: Kwon Sang-chuel; transcosmos Korea), a subsidiary of transcosmos that provides business process outsourcing (BPO) services for businesses in the South Korean market, has been steadily growing its businesses in the market. Today, the company has become the leading independent IT outsourcing company in South Korea, offering extensive professional 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 market.

The “Busan Center 1” has now expanded and relocated to an office building only a one-minute walk from Jungang Station, a station next to Busan station. The center has 600 workstations, occupying four floors. With an additional 172 workstations, it is not only expected to expand its business but also further contribute in generating employment opportunities in Busan. In addition, it also acts as a backup center for centers located in Seoul and is therefore positioned as a critical center in terms of risk management.

■ “Busan Center 1” Overview

Name: transcosmos Busan Center 1

Number of workstations: 600 / As the Covid-19 control measures, currently operating with 552 workstations

Number of employees: 370 (as of the end of October, 2020)

Services: Contact center services, field services, back-office services

The renewed Busan Center 1 is equipped with a cafeteria, a rooftop terrace, backup power, an employee dining room, employee training rooms, and more. In addition, the center has adopted infection control measures against the novel corona virus such as dividing each workstation with an anti-droplet protective panel, and avoiding 3C’s (Closed spaces, Crowded areas, and Close-contact settings) by ensuring social distancing in the break room. Under the coronavirus crisis, the

importance of contact centers has been increasing as one of the social infrastructures. With the goal of continuing business operations whilst controlling the expansion of infections, transcosmos will create workplaces where employees can feel safe.



Entrance / work area



Training room



Break room



Large meeting room



Training room



Lounge

Operating across 29 countries with 101 bases overseas, transcosmos offers diverse range of outsourcing services for each local market including contact centers, digital marketing, e-commerce one-stop shop services. transcosmos will continue to provide outsourcing services that satisfy clients' various requests whilst respecting the culture and commercial practices of each market, thereby contributing to clients in expanding sales.

*transcosmos is a trademark or registered trademark of transcosmos 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 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: 13

Number of employees: 8,000 (approximate)

URL: <https://www.trans-cosmos.co.kr/ko/index.asp>

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

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 168 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