

Press Release



October 4, 2021
transcosmos inc.

transcosmos opens Busan Center 3, a new operations base in South Korea

As the leading BPO player in South Korea, transcosmos provides outsourcing services from 15 locations with about 5,900 workstations in the market

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that the company has opened Busan Center 3 to accommodate the business growth in the Republic of Korea (South Korea). The new center, an operations base with approximately 330 workstations began its operations in September, 2021. Now, transcosmos has 15 bases with about 5,900 workstations (9,270 workstations including on-site locations) across South Korea.



transcosmos Korea, a subsidiary of transcosmos that provides business process outsourcing (BPO) services for businesses in the South Korean market, is 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 new Busan Center 3 is located in the center of Busan, a hub of government and financial facilities, with easy access to the stations and the two existing centers in Busan. transcosmos aims not only to grow its business in South Korea but also to contribute to the creation of jobs in this densely populated area.

■ Busan Center 3 Overview

Name: transcosmos Busan Center 3

Number of workstations: 330 (approximate)

Services: Contact center services



transcosmos has thorough infection control measures against the novel corona virus in place in its centers, 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.

- About transcosmos Korea

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Established: May, 2001

Number of bases: 15

Number of employees: 9,200 (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

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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 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/>

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