

# Press Release

March 16, 2022  
transcosmos inc.

## transcosmos opens Manila Center 2, a new operations center in the Philippines

### Scales its Philippines business to 650 workstations and also ensures BCP by distributing tasks between the Manila Center 1 and 2

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) is pleased to announce that the company has opened Manila Center 2 located in Quezon City, Metropolitan Manila, its second operations center with 340 workstations in the Philippines.



transcosmos established transcosmos Asia Philippines, Inc. (Headquarters: Metropolitan Manila, the Philippines; President: Hideki Yamashita; transcosmos Philippines) in December, 2013. Since then, transcosmos Philippines has been providing contact center and back-office services as well as website/e-commerce site development & operations services for both global and domestic markets with mainly English-language support.

Now, transcosmos has opened Manila Center 2 to accommodate its growth in the market. Given the impact of the COVID-19 pandemic, transcosmos Philippines currently offers its services mainly via a work-at-home model in the Philippines. Yet, the model is not always the best solution due to working conditions and internet connectivity. To solve such challenges and satisfy clients' needs to ensure BCP (Business Continuity Plan), transcosmos has built a flexible service framework by distributing tasks between the existing center, work-from-home and the new Manila Center 2.

#### ■ Manila Center 2 Overview

Location: Quezon City, Metropolitan Manila, the Philippines  
Floor space: 1,790 square meters  
Number of workstations: 340  
Supported languages: English and Filipino  
Services: Contact Center and BPO services for both global and domestic markets

#### ■ transcosmos Philippines, Inc. Overview

Name: transcosmos Asia Philippines, Inc.  
Representative: President Hideki Yamashita  
Location: Metropolitan Manila

Founded: December, 2013  
Number of employees: 800 approximate (as of February, 2022)  
Business: Contact center services, back-office support services,  
and digital platform/tool development & operations services



<Open Office Space>



<Cafeteria>

With its operations bases in Vietnam, the Philippines, Thailand, Malaysia and Indonesia, transcosmos offers a variety of localized services including contact centers, digital marketing and e-commerce one-stop services. transcosmos continues to deliver extensive services to both local companies and global companies that plan to expand into local markets, with the aim of assisting them grow sales whilst optimizing costs.

\*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 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 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](mailto:pressroom@trans-cosmos.co.jp)