

Press Release



November 9, 2022
transcosmos inc.

transcosmos assists the Tokyo Metropolitan Government in its SUTEKI MIRAI JYUKU Season 2, an employment support project designed for single-parent households

Offers business etiquette and call center agent training sessions as part of a single-parent education and employment support project

transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) hereby announces that the company will assist the Tokyo metropolitan government in its employment support project designed for single-parent households, SUTEKI MIRAI JYUKU – Bright Future Academy – (Outsourced to: NPO Single Mothers' Forum). Following the project season 1, transcosmos will offer business etiquette and call center agent training courses again for the project season 2.



SUTEKI MIRAI JYUKU, or Bright Future Academy, is an employment support project specifically designed for single parents run by the Tokyo metropolitan government. Through this project, the Tokyo government offers comprehensive support tailored to the requirements and aptitude of each individual, from goal setting, skill-up training, to follow-up right after employment so that single-parent households can secure a more stable job than before.

In order to assist the Tokyo metropolitan government in its project season 2, transcosmos will provide individuals who wish to acquire skills required for call center agents, with customer service training, call center tours, and round-table sessions with employees. In addition, the company will also offer employment opportunities for persons who wish to work at the centers. The training sessions are scheduled to be held on Sunday, December 4, Sunday December 11, and Friday, December 16, 2022.

Under the vision – Be the link between happiness and a wellbeing society with the power of communication – about 23,000 communicators under the transcosmos Digital Customer Communications (DCC) sector offer call center and other communication services from 34 locations across Japan. transcosmos will continue to carry out initiatives towards happiness and a wellbeing society.

■ About SUTEKI MIRAI JYUKU – Bright Future Academy – an employment support business designed for single-parent households by the Tokyo metropolitan government (no translation available: <http://single-mama.com/sutekimirai/>)

The academy starts with a career interview with each participant, and then offers skill-up training courses based on their preferred job types and industries. Throughout the program, mentors will assist each participant in designing their career path, balancing work and family, making a life plan including costs of education, and more. SUTEKI MIRAI JYUKU is an end-to-end employment support business covering career consultation, job matching and follow-up after securing a job.

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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 172 bases across 28 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 46 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.transcosmos.co.jp/english/>

Contact for Media Inquiries

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