

# Press Release



March 7, 2023  
transcosmos inc.

## transcosmos receives ISO/IEC 27001 certification in Indonesia


### transcosmos Indonesia offers diverse services including contact center, Trust & Safety, and digital marketing with a team of 2,600 people

transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) is proud to announce that its subsidiary PT. transcosmos Indonesia (Headquarters: Jakarta, Indonesia; CEO President Director: Seisuke Kobayashi; transcosmos Indonesia) has received ISO/IEC 27001: 2013 certification, an international standard for an information security management system (ISMS). transcosmos will continue to develop and operate its ISMS with the aim of offering innovative technologies and high quality services to clients.



In June 2013, transcosmos co-established PT. transcosmos Indonesia with PT Cyberindo Aditama (Headquarters: Jakarta, Indonesia), an IT company under the major Indonesian conglomerate, Salim Group. Today, the company offers various services including contact center services via calls, emails, and chats; Trust & Safety for monitoring and policing user-generated online content; internet ads and social media operations; and app development for digital marketing services with a team of 2,600 people. Highly recognized for its information security management system, processes and guidelines for systems, data center management, business continuity plans, network management, etc. transcosmos Indonesia has successfully received the ISO/IEC 27001: 2013.

#### ■ Certificate of Registration

	Standard	ISO/IEC 27001:2013
	Certificate number	IS 724974
	Certified offices	PT. Transcosmos Indonesia (transcosmos Indonesia) ・Jakarta RDTX Tower site (Head Office): ・Jakarta Mten site (Operational Office) ・Semarang UTC site

	Certified services	The Management of Information Security in provision of IT Operation and Support for Contact Center Services.
	Registration date	Jakarta: May 9, 2022, Semarang: February 8, 2023

“Due to the nature of outsourcing business, we manage clients’ information. We have always had rigorous operational and management systems to protect and secure information,” Seisuke Kobayashi, CEO President Director at transcocosmos Indonesia said. “The successful renewal of the ISO27001 certification in Jakarta, and the certification obtained by our center in Semarang prove that our information security management system satisfies international standards. As a Global Digital Transformation Partner, we will not only continue to offer high-value services that solve clients’ business challenges and help us grow together, but also further enhance our services that clients around the world can trust.”

\*transcocosmos is a trademark or registered trademark of transcocosmos 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 transcocosmos inc.**

transcocosmos 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. transcocosmos 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, transcocosmos 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. transcocosmos 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/>

<p><b>Contact for Media Inquiries</b></p> <p>transcocosmos inc. Public Relations &amp; Advertising Department  Email: <a href="mailto:pressroom@trans-cosmos.co.jp">pressroom@trans-cosmos.co.jp</a></p>
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