



May 15, 2023

transcosmos inc.
Cogent Labs Inc.

**transcosmos forms capital and business alliance with Cogent Labs, a company
which develops & offers cutting-edge AI technologies
Aims to expand its BPO x DX service portfolio**

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) and Cogent Labs Inc. (Representative Director, President CEO: Eric Hideyuki Whiteway; Cogent Labs) hereby announce that the two companies have signed a capital and business alliance agreement. Leveraging cutting-edge AI technologies that Cogent Labs owns, the two companies now collaborate in expanding transcosmos's BPO x Digital Transformation (DX) service offerings.



Given the workforce and talent shortage in recent years, there is a growing momentum towards workstyle reform and digital transformation (DX). Adopting DX to a wider range of processes brings more benefits to businesses. And so, there is also an increasing demand for services that combine DX with business process outsourcing (BPO); services that help organizations modernize, standardize and optimize their overall business processes.

Under the BPO Services Business unit, transcosmos has been offering a range of Digital BPO Services that underpin clients' business foundation by combining BPO and information technology (IT) services. Its competitive strength lies in its ability to transform and optimize each business process by merging operational excellence and various technologies. At transcosmos, process optimization starts from digitizing all kinds of documents securely and accurately. From there, transcosmos performs decision making and data processing tasks required for each operational process on its platforms.

Cogent Labs stands out from the crowd with its ability to extract and digitize information quickly and accurately from a range of documents with the power of cutting-edge AI technologies. transcosmos has also been using SmartRead, a next-gen AI OCR service by Cogent Labs, in digitizing documents efficiently.

With this capital alliance, the two companies will combine their respective technologies and strengths and expand the service coverage, thereby serving many more clients in reinforcing their business foundation. With AI OCR services by Cogent Labs, businesses can not only digitize standard form documents, but also all kinds of non-standard documents including design drawings, as well as commercial documents such as invoices. In addition, the two companies will help clients streamline business processes and achieve DX by using the AI OCR services for

automatic sorting and process management on a variety of transcosmos data platforms all designed for a specific operational process.

Together, transcosmos and Cogent Labs will provide clients with services that underpin their efforts in reinforcing their business foundation, and ultimately help clients solve their challenges and create additional value.

*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 Cogent Labs Inc.

Cogent Labs is a company that is working to digitally transform knowledge work by developing and offering cutting-edge yet practical AI services that can be used from the cloud to the edge. It provides AI-based products and services to support companies that are dealing with such issues as improving productivity in the workplace or that are facing shortages of skilled labor. The company made its SmartRead IDP service available as it moves ahead with building its Cogent DX platform for realizing digital transformation in documents through recognition and natural language processing technologies. Currently, Cogent Labs offers Kaidoku SmartFind, an enterprise document search service utilizing its proprietary natural language processing engine.

Head Office: Sumitomo Fudosan Roppongi Grand Tower 36F, 3-2-1 Roppongi, Minato-ku, Tokyo 106-0032

Established: April 2014

Representative Director: Eric Hideyuki Whiteway

Capital: 4,601,591,952 yen (including reserves)

URL: <http://www.cogent.co.jp/en/>

● 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 170 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.

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