

# Press Release



June 26, 2023  
transcosmos inc.

## **transcosmos opens BPO Center Osaka Midosuji, a center which offers IT one-stop services from requirement definition, development, operations & maintenance to data utilization**

**With an IT center serving bottom to upstream processes, enhances services to meet accelerating DX needs**

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company has opened BPO Center Osaka Midosuji, a center which offers one-stop IT-related services from requirement definition, development, operations and maintenance, to data utilization.



As digital transformation (DX) accelerates, utilization of data, in particular a data-driven management approach, has become more important than ever in recent years. Given this trend, transcosmos BPO business unit has opened a center which offers comprehensive services for generating real data smoothly from requirement definition to data utilization at one-stop. By offering one-stop services from planning and designing, developing and testing, deploying to operating and maintaining systems and business processes at one-stop, transcosmos grasps client needs for their IT systems and business operations at an early phase. Based on the identified needs, transcosmos then develops new systems as well as optimizing existing packaged tools, and finally helps clients deploy and familiarize themselves with the new systems and processes. Building each process by combining cutting-edge technologies such as machine learning and AI, and interlocking and automating several processes together, transcosmos builds a framework with systems and business processes specifically designed for utilizing data. Ultimately, the framework enables clients to achieve total optimization.

### ■BPO Center Osaka Midosuji Overview

Address: HOMMACHI SANKEI BUILDING 21<sup>st</sup> floor, 4-3-9, Hommachi, Chuo-ku, Osaka city, Osaka, Japan  
Number of workstations: About 160 (virtual workstations: about 160)  
Business start date: July 2023  
Service: IT outsourcing services  
URL: <https://www.trans-cosmos.co.jp/bpo/it-outsourcing.html>



Workspace

Multipurpose Workspace

Relaxation Space

Equipped with virtual office tools, BPO Center Osaka Midosuji also offers a location-independent workstyle. Members log in to the center from locations in Japan and overseas as well as from home. The center accumulates and shares knowledge and ideas for making improvements from each location across the center network. Furthermore, the center functions as part of BCP (Business Continuity Plan), sharing operations across the centers. Utilizing 160 virtual workstations, team members perform their tasks from locations that best fit the nature of their work.

transcosmos will continue to offer services that underpin clients' operational transformation by combining highly specialized services and the right technology. At the same time, the company will serve society in solving challenges through business activities while creating job opportunities in local communities.

\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

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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 171 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.trans-cosmos.co.jp/english/>

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