

Press Release



August 9, 2023
transcosmos inc.

transcosmos opens a new operations center in Mexico

Being a nearshore center for the US market, enhances English & Spanish contact center services

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company has opened a new operations center, Mexico City Center in Mexico. Along with the opening of this new center, transcosmos will enhance its English and Spanish services for the US market. Starting with about 200 workstations, the company plans to expand the center up to 400 workstations by the end of 2024.



transcosmos entered the US market in 1989, followed by market expansion to China in 1995 and South Korea in 2000. Since then, the company has continued to increase its business locations and service offerings in these markets and grow into other countries and regions including those in the ASEAN and Europe. Today, transcosmos provides services across 27 countries and regions overseas with 100 bases.

As of the end of fiscal year 2021, overseas market sales grew to account for 24% of transcosmos Group's consolidated net sales.

transcosmos has been growing its business with a focus on Asia, a market which continues to expand. Now, with a belief that the company must establish its position in the Americas to further grow in the global market, transcosmos aims to expand its business in the US market. To achieve the goal, transcosmos has opened a new operations center in Mexico City, Mexico, a country which offers both English and Spanish service capabilities for the US market and highly attractive cost-effectiveness as well as cultural similarities with the US. transcosmos plans to offer chat-based services in addition to voice-based services.

■ Mexico City Center Overview

Number of workstations: 200 (400 by the end of 2024)

Supported languages: English and Spanish

Services: Contact center, BPO and digital marketing services for the US local market

transcosmos America Inc. (Headquarters: State of California; President & COO: Kiyonori Takechi; transcosmos America), a

wholly owned subsidiary of transcosmos, will manage the Mexico City Center. Leveraging transcosmos Group's business foundation built in the Asian market, transcosmos will now grow its business in the Americas. At the same time, the company will work on other initiatives to further increase the global market such as building new business models. At the same time, the company will hire local talent in partnership with technology universities and colleges in the country.



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To expand its global business, transcosmos will continue to develop and offer competitive digital transformation (DX) services in partnership with its Group companies both in Japan and overseas. At the same time, as a partner for its clients, transcosmos will help clients grow in the global market by swiftly adapting to the changes in the global economic environment.

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

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