

Press Release



August 7, 2024
transcosmos inc.

transcosmos certifies 3 globally recognized information protection standards in South Korea Became the first ISO 27001, ISO 27701, and ISO 27031 certified company in South Korea's BPO industry

transcosmos is proud to announce that the company has obtained three ISO certifications—internationally recognized standards developed by the International Organization for Standardization—in South Korea. The three ISO certifications are 1) ISO 27001: Information Security Management System, 2) ISO 27031: Business Continuity Management System, and 3) ISO 27701: Privacy Information Management System.



transcosmos became the first ISO 27001 certified company in South Korea's BPO industry in 2008. Following this accomplishment, the company now obtained ISO 27001 and ISO 27031. ISO 27001, an international standard for an information security management system, contains 93 controls, which are assigned to four categories: 1) organizational controls that include a company's information security policy, 2) people controls that address the human element of information security management, 3) physical controls, and 4) technological controls such as access control. transcosmos has been retaining the ISO 27001 certification for 16 years in South Korea.

As an extension to ISO 27001, ISO 27031 addresses ICT readiness for business continuity. The standard encompasses all events and incidents that could have an impact on ICT infrastructure and systems, and assesses organizations' readiness for continuing their business operations in case of such incidents. transcosmos is fully prepared to address possible security risks involved in the cutting-edge digital environment that includes technologies such as AI, IoT, and cloud, thereby ensuring stable business operations.

ISO 277001 specifies requirements and provides guidance for establishing, implementing, and continually improving a Privacy Information Management System for data and privacy information management within the context of the organization. transcosmos was certified with ISO 277001 as its information management system including privacy information management processes, encryption, and service security standards comply with data protection principles and requirements set out by the General Data Protection Regulation (GDPR), Europe's data privacy and security law.

Over the years, transcosmos has been developing information security systems that continue to demonstrate safety and security that meet global standards. transcosmos will continue to swiftly adapt to changes in security trends and gain client trust with its secure and stable services.

With around 10,000 people, transcosmos Korea is empowering more than 350 clients in South Korea with its business

process outsourcing (BPO) services specifically optimized for each industry. The services include IT solutions development, e-commerce, digital marketing, field services (FS), management of lifelong learning institutes and education consulting, contact center opening and management, direct mail (postal delivery), omnichannel system development and management (mobile, e-mail, postal delivery), and more. Offering optimum services for each individual client across industries and sectors, transcosmos Korea helps clients optimize costs and boost sales, productivity, and customer satisfaction (CS).

*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 182 bases across 35 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/>

Contact for Media Inquiries

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