

# Press Release



October 4, 2024  
transcosmos inc.

## transcosmos wins two awards at The Best Contact Center Indonesia 2024

### Wins Platinum for Contact Center Operations category and Silver in Employee Engagement category

transcosmos is proud to announce that on September 17, 2024, the company won two prestigious awards at The Best Contact Center Indonesia 2024 (TBCCI), organized by the Indonesia Contact Center Association (ICCA). transcosmos won the platinum award for the Contact Center Operations category and the silver award in the Employee Engagement category. At its annual event, TBCCI, ICCA recognizes companies for their dedication to delivering exceptional customer service and innovation in the contact center industry.



TBCCI is an annual competition designed to recognize companies and individuals who demonstrate excellence in customer service. This year, 68 companies participated in the competition, including state-owned enterprises and ministries, with a total of 1,114 participants.

In the Contact Center Operations category, transcosmos presented a case study on the implementation of AI and automation solutions. With the solution, transcosmos has successfully reduced traffic to agents by up to 41.5%, thereby improving supervisor's efficiency by 22.6%, and lowering operational costs by 30%. It also positively impacted the customer experience, decreasing detractor scores in the speed of service category of NPS® by more than 5%.

In the Employee Engagement category, transcosmos showcased its strategic approach to fostering a company culture focused on employee development. Its unique training programs as well as initiatives to enhance employee engagement and internal communication were key elements recognized by the judges. Through these initiatives, transcosmos has successfully created a work environment that supports employee well-being and productivity.



Andi Anugrah, Chairman of the Indonesia Contact Center Association, said, “transcosmos was awarded platinum in the Contact Center Operations category because the company successfully combined operational excellence with the implementation of cutting-edge, relevant technology that has significantly impacted operations processes. In the Employee Engagement category, transcosmos demonstrated that the company is capable of creating a work environment that actively engages employees and ensures that employees feel valued in achieving the company’s goals.”

Ardi Sudarto, Vice President Director of transcosmos Indonesia, said, “These two awards reinforce transcosmos's commitment to two key pillars, people & technology. transcosmos's focus on sustainable employee development and continuous efforts to improve service quality through technological advancement have been the key factors in securing these awards. Both awards reflect our dedication to always delivering the best, both for our employees and clients. We hope this achievement serves as motivation for the entire team to continue innovating and improving service quality.”

transcosmos entered the Indonesian market in 2013. Since then, the company has been operating within the realms of digital business services and customer experience. With over 4,300 employees spread across three locations in Indonesia- Jakarta, Semarang, and Yogyakarta, transcosmos has garnered trust from a diverse clientele spanning multiple industries such as e-commerce, retail, telecommunications, banking, and insurance. transcosmos offers a wide range of services including contact center support, digital marketing, e-commerce assistance, data entry, IT support, and more, making it a reliable partner for businesses seeking comprehensive solutions.

\*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.

\*Net Promoter®, NPS®, NPS Prism®, Net Promoter System®, and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Net Promoter Score<sup>SM</sup> is a service mark of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Coro® is a service mark of Bain & Company, Inc.

#### **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](mailto:pressroom@trans-cosmos.co.jp)