

# Press Release

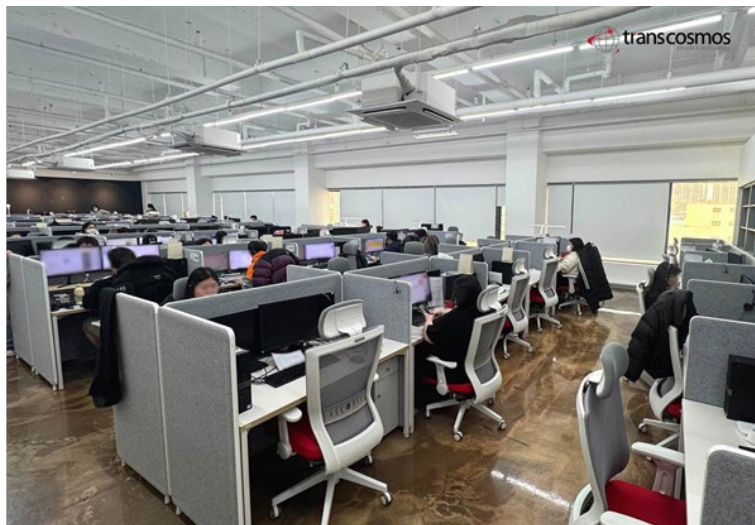
February 19, 2025

transcosmos inc.

## **transcosmos opens CX Square Yongsan, its new operations center in South Korea**

### **Offers contact center services with 400 workstations**

transcosmos hereby announces that the company has opened a new operations center, CX Square Yongsan (Yongsan Center), in Yongsan District, a district in central Seoul, South Korea. With around 400 workstations, the new center will provide services focusing on contact center services.

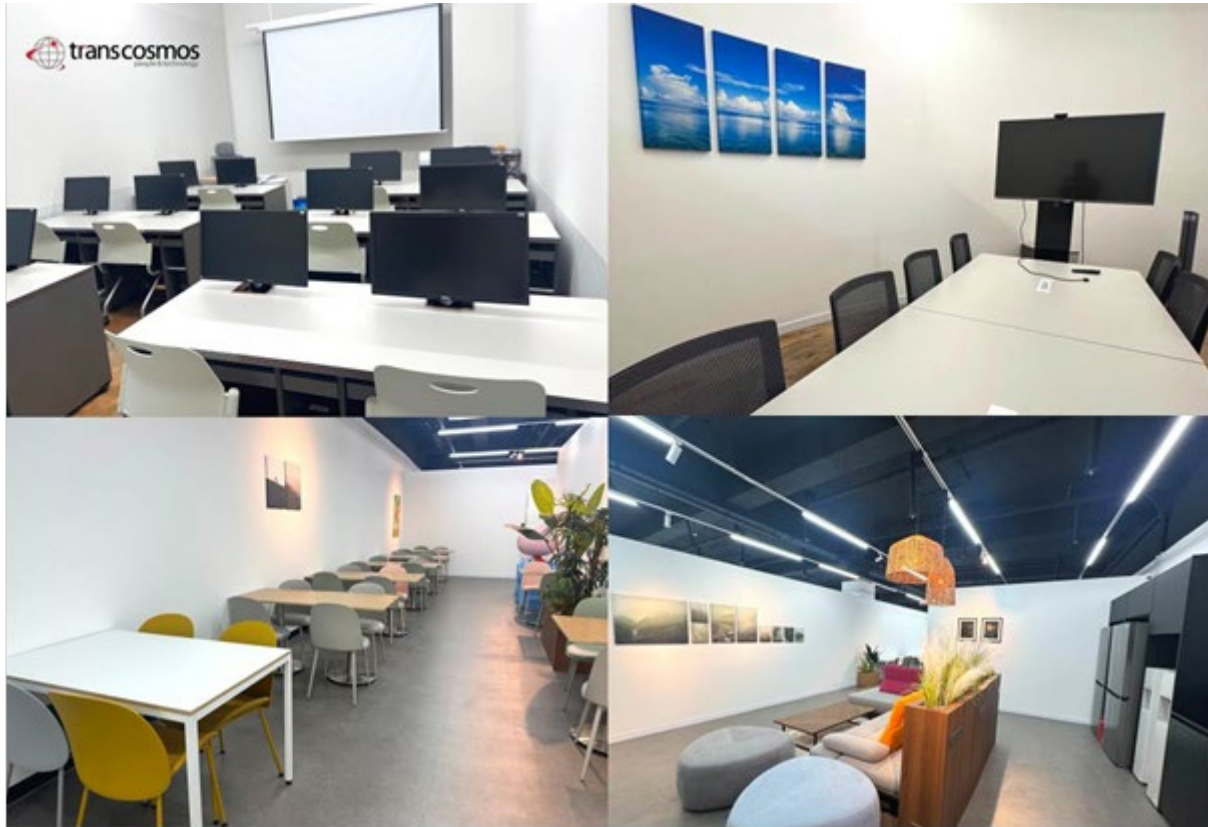


To accommodate its growing business both with new and existing clients in South Korea, transcosmos has opened the Yongsan Center with approximately 400 workstations. Working together with the existing contact center CX Square Namyeong located nearby, the new center ensures business continuity while increasing operational efficiency. In building the Yongsan Center, transcosmos prioritized creating an employee convenience office. The center is adjacent to both Yongsan Station—a station which directly connects to Seoul Subway Line 1 and the Gyeongui-Jungang Line—and Shinyongsan Station on the Seoul Subway Line 4, thereby minimizing employee commuting time and stress. In addition, located at the heart of Seoul City, the new center offers easy access to various convenient facilities as well as to business infrastructure.

Yongsan Center is equipped with a range of facilities in addition to workspace, including training rooms, meeting rooms, and an employee lounge. In the employee lounge, which is designed to create a different atmosphere by areas, employees can casually interact with others or take rest as they wish.

By opening Yongsan Center, transcosmos will increase employment opportunities and strategically broaden its business network even further. By reinforcing its operation centers located in major cities in South Korea, transcosmos will continue to provide clients with stable and reliable services.

With around 10,000 people, transcosmos Korea is empowering more than 350 clients in 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).



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\*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/>

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