

Press Release

May 12, 2025
transcosmos inc.

transcosmos signs strategic partnership agreement with KT, telecom company in South Korea

Builds collaborative framework in 4 areas including solution development to lead AI Transformation in South Korea's BPO market

transcosmos hereby announces that the company has entered into an agreement—Strategic Partnership to lead AI Transformation in the BPO market—with KT Corp. (KT), a telecommunications company in South Korea. On April 22, 2025, the two companies held a ceremony commemorating the signing of the partnership agreement at the headquarters of transcosmos's subsidiary in the country.



From left: Mr. Ahn Chang-yong, Vice President and head of enterprise division at KT Corp., Hiroyuki Tani, President at transcosmos Korea

The Strategic Partnership to lead AI Transformation in the BPO market is a partnership focusing on TCK AICC*, an integrated services platform that transcosmos provides in the country. Built on trans-Cloud, TCK AICC+ is a collective name for various services and solutions including transcosmos's IT infrastructure and application software, KT's AICC (AI Contact Center) services, and AI solutions co-developed by KT and Microsoft. Through providing TCK AICC+, the two companies will help various companies in the BPO market shift to an AI-driven approach easily and swiftly.

*TCK AICC+ stands for transcosmos Korea AI Contact Center.

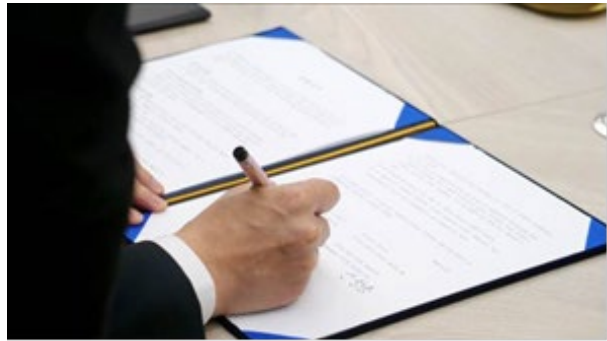
Under the partnership, the two companies aim to make a success in TCK AICC+ deployment and rapid market entry. To achieve the goal, the two companies will closely collaborate in four areas, namely, AI solutions development and adoption, cloud-based infrastructure development, joint marketing and sales activities, and expansion to global markets.

With a particular focus on developing solutions powered by generative GPT and other cutting-edge AI technologies, and then combining them with AICC services specifically designed for each industry, the companies will provide tailored services to meet the needs of each client, and offer differentiated customer experiences. What's more, transcosmos will design and build a cloud-based infrastructure to serve client needs flexibly while ensuring security and safety of the platform.

transcosmos and KT will also promote joint marketing and sales activities in full-scale. The two companies will further strengthen their position in the market by actively capturing new business opportunities. In addition, building on TCK AICC+ success cases, the two companies aim to make a joint market entry into Southeast Asia and other international markets.

Combining transcosmos's cloud infrastructure and KT's AI technologies, the companies will play a pivotal role in accelerating the shift to an AI-driven approach in the BPO industry as a whole. Through a close partnership, transcosmos and KT will boost the competitiveness of AI even further in South Korea and beyond to help clients achieve fundamental business transformation.

■At the signing ceremony



*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 185 bases across 36 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