

Press Release



June 13, 2025
transcosmos inc.

transcosmos becomes business operator for advancing parent-teacher communication in the field of education, project run by MEXT as part of its initiative towards achieving workstyle reform in school

Presents a new form of parent-teacher communication

Aims to reduce workloads of teachers and staff while boosting CX in parent-teacher communication

transcosmos hereby announces that the company has been chosen as a business operator by the Ministry of Education, Culture, Sports, Science and Technology-Japan (MEXT) for MEXT's project towards solving challenges in parent-teacher communication in the field of education (research for advancing parent-teacher communication in the field of education). In partnership with the Board of Education, Susono City, Shizuoka Prefecture, transcosmos launched a demonstration experiment on managing inquiries from parents and community residents directed to schools (project).



The project is aimed at reducing workloads of teachers and non-teaching staff, and ensuring effective communication between schools and parents and community residents. To achieve the goal, transcosmos contact centers will receive a range of inquiries coming from parents and community residents directed to schools, and address each case effectively and appropriately. With the aim of easing the burden of teachers and non-teaching staff, enhancing parent satisfaction, and advancing and streamlining communication between schools and parents, transcosmos will conduct field experiments in collaboration with professionals in various issues in schools (*) at the city's 13 primary and junior high schools with the support of Susono City Board of Education.

*Professionals: Coordinator (deals with excessive parental complaints, unreasonable demands and other complex cases)
Counselor (deals with cases that must be considered from a psychological approach)
School lawyer (deals with cases that require legal advice)

(Project background)

In recent years, cases that schools cannot resolve alone such as excessive complaints and unreasonable demands from parents and communities are becoming a serious challenge in school management. For schools, government support in collaboration with professionals in various fields is essential to address the current situation. At the same time, some pointed out that giving advice, providing consultation, and dealing with complaints directed to schools via call and other media put undue burden on teachers and non-teaching staff. Against this backdrop, and to accelerate workstyle reform in school, it is

necessary to identify the benefit of involving external institutions to settle such cases in reducing workload of teachers and non-teaching staff as well as enhancing the quality of communication with parents and other related parties.

■Project schedule and next steps

The project is planned to run from Sunday, June 1, 2025 to Saturday, January 31, 2026. transcosmos aims to share insights from the project with various parties.

■transcosmos social initiatives

Committed to our purpose of expanding our social impact as a business and ultimately maximize the well-being of society as a whole through solving social challenges, we, transcosmos, are engaging in meaningful business activities to become a Sustainable Transformation (SX) Partner for all. As part of its initiatives towards promoting sustainability, transcosmos will continue to help achieve digital transformation (DX) in education.

*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/>

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