

Press Release



June 17, 2025
transcosmos inc.

transcosmos holds 10-year anniversary ceremony of Hefei Center, its operations center in China

Helping clients enhance market competitiveness with expert contact center services

transcosmos hereby announces that the company held a ceremony commemorating the 10th anniversary of Hefei Center, its operations center in China, on June 6, 2025. At the ceremony, transcosmos celebrated the progress and growth the center achieved in the past 10 years with many related parties in Hefei (Shushan) E-commerce Industrial Park and other business partners.



At the anniversary ceremony

From left: Yang Jie, Deputy VP, Contact Center Business Unit, transcosmos China
Zhang Jian, General Manager, transcosmos Information Creative (China) Co., Ltd.
Wang Xiaohua, SVP, transcosmos China
Toshiya Okada, General Manager, transcosmos China

At the ceremony, Toshiya Okada, General Manager at transcosmos China, said: "Since opening our center in Hefei in 2015, we have been providing contact center services to clients. Hefei Operations Center kicked off with some 30 members working on one project. Now, the center has grown to one that engages in more than 10 projects with over 1,100 members, achieving significant success in the past 10 years. We could not have come this far without the relentless efforts and commitment to innovation of the Hefei Center members, or the tremendous support of the People's Government of Hefei Municipality and the Hefei (Shushan) E-commerce Industrial Park."

He continued, "Making the most of favorable geographic conditions and abundant human capital, Hefei Operations Center will continue to enhance its customer support capabilities, optimize costs, and enhance quality of service, thereby becoming a more advanced customer contact center. Ultimately, the center will help clients strengthen their competitiveness even further. transcosmos sees a huge potential for the future not only in Hefei but also in the China market as a whole. Staying true to our origins, we will continue to drive efforts to advance our technology-powered services, and co-create new value together with our partners and clients."

transcosmos entered the China market in 1995, and has been growing steadily in the market. In 2015, the company opened its operations center in Hefei, the capital of Anhui Province, China, to rapidly expand its contact center business and optimize

costs. Over the past decade, Hefei City has evolved dramatically from a second-tier city into a new first-tier city. Attracting many enterprises with its developing infrastructures and the Hefei model—its appealing industrial policies—Hefei has become a popular destination for foreign investment and business expansion. Success of Hefei Center is underpinned by the city's powerful growth .

■Overview of transcosmos Hefei Operations Center

Hefei Center is located in Hefei (Shushan) E-commerce Industrial Park, a nature-rich environment with well-developed infrastructure. Today, the center offers contact center services to multiple top-tier brands across diverse industries including the internet, fast-moving consumer goods (FMCG), and digital appliances.

Location:	Hefei (Shushan) E-commerce Industrial Park, Anhui Province, China
Number of workstations:	More than 800
Number of employees:	More than 1,100
Supported languages:	Chinese and English
Services:	Multichannel contact center services including inbound and outbound-calls, online chat, e-commerce platforms, AI smart solutions, etc.



transcosmos will continue to deliver Operational Excellence via Hefei Center and other operations centers in China, providing clients with contact center services that ensure both productivity and economic efficiency. At the same time, transcosmos will help clients boost market competitiveness and achieve sustainable growth by constantly pushing technological innovation forward and developing smarter, more efficient customer support solutions.

■transcosmos history in China

transcosmos entered the Chinese market and launched its offshore services business in 1995. In 2006, the company opened its first call center in Shanghai and started to provide call center services for the Chinese market. Today, transcosmos has its bases and subsidiaries across 25 cities in China including Shanghai, Beijing, Tianjin, Hefei, Changsha, Xi'an, Wuhan, Neijiang, Zhengzhou, Rizhao, Suzhou, Taipei and more. The company offers extensive services such as business process outsourcing (BPO) including contact centers, e-commerce one-stop, customer experience, digital marketing and system development for both Chinese and global brands.

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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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