

Press Release



September 10, 2026
transcosmos inc.

transcosmos establishes CX Square Park23 Bali in Indonesia

Provides multilingual CX services by expanding its operations network in Indonesia to 7 locations

transcosmos today announced the opening of CX Square Park23 Bali, a new operation site in Indonesia. As its 7th operation site in Indonesia and the first in Bali, the new site will provide multilingual CX services.



As an internationally recognized tourist destination, Bali continues to evolve into a creative and digital economy hub and is renowned for its hospitality and service-oriented culture. The establishment of CX Square Park23 Bali reflects transcosmos's commitment to strengthening operational flexibility by expanding its operation site network across Indonesia while creating career opportunities for local talent. CX Square Park23 Bali will support businesses operating in the Indonesian market, while also serving global companies seeking to establish and expand their presence in Indonesia.

As technology continues to evolve and customer expectations become increasingly sophisticated, transcosmos remains committed to strengthening its service portfolio through the integration of digital technologies and artificial intelligence (AI). Through the delivery of these services, transcosmos will not only strengthen its business but also contribute to Indonesia's growing digital economy.



transcosmos has evolved from a traditional contact center provider in the Indonesian market into an integrated digital

solutions ecosystem that includes omnichannel CRM, chatbots, AI voicebots, content services, e-commerce support, and now RPA. As a leading CX and digital business services provider, transcosmos delivers integrated solutions that support various aspects of clients' business operations in the Indonesian market. The company has earned several accolades, including Platinum Winner for Contact Center Operations and Silver Winner for Employee Engagement at the ICCA Awards—cementing its role as a key player in Indonesia's CX and BPO industries.

*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 united superior “people” with cutting-edge “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 189 bases across 36 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of the e-commerce market on a global scale, transcosmos provides 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 is committed to treating the challenges of its clients and society as its own—discussing and addressing their issues from planning to execution—and Make It Real, Together. Visit us here <https://www.trans-cosmos.co.jp/english/>

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