transcosmos Outsourcing Services

**Back-Office services for Human Resources, Accounting, Sales, Ordering, SCM and Design Depts.**

- Combining the domestic nearshore and overseas offshore bases with over 10,000 employees, our services streamline back-office operations in Sales, Design, Production, Logistics, Human Resources, and Accounting departments.

**Omni-Channel Support Service**

- Offer superior customer experience by integrating every communication channel. Specifically, the service integrates traditional channels such as call, fax, e-mail, website, and brick-and-mortar store with new channels such as social media and LINE.

**Contact Centers**

- Support 23 languages
- Largest scale in Asia - 31 bases in Japan
- 17,600 workstations
- 44 global bases with 15,080 workstations

**Support languages**

23 languages including Japanese, English, Korean, Chinese, Cantonese, Taiwanese, Indonesian, Thai, Spanish, Portuguese, German, French, Italian, Dutch, Danish, Norwegian, Swedish, Hungarian, Polish, Russian, and others.

**Dec Services**

- The best mix of DEC services tailored to each client helps them achieve their goal in B2C communication such as to build awareness and provide customer support. Ultimately, our end-to-end support enables clients to boost the value of customer experience in the smartphone age.

Our DEC services help clients optimize operations by leveraging cutting-edge technology and AI to expand sales.

**Integrated Services**

- Connect the dots between ads, marketing, sales, and customer support in order to maximize business performance by making the most of every opportunity.

Delivers next-gen communication on everyday consumer messenger platforms like LINE and Facebook.

**AI-related Services**

- Support clients in data analysis, including unstructured data, and in leveraging AI through building and operating private DMP.
- Support clients in organizing data, selecting models and tuning to deploy AI to their communication businesses.

**Global E-Commerce One-Stop Services for Japan, North America, Europe, China, Taiwan, South Korea, ASEAN, India, and Latin America**

Offer E-Commerce One-Stop Services to 48 countries around the globe including Japan, North America, Europe, China, Taiwan, South Korea, ASEAN, India, Latin America, etc. The service ranges from sourcing, to operations, to sales, based on clients’ e-commerce business and branding strategy.
Sales Expansion

transcosmos supports our clients’ Sales Expansion through our various outsourcing services.

# DEC Services

**Digital Marketing** • **E-Commerce** • **Contact Center Services**

**Accelerating marketing innovation**

transcosmos Digital Marketing-E-Commerce-Contact Center (DEC) services blend the "Real" and the "Digital" world together and deliver various multi-dimensional customer communication services to clients. Our DEC services accelerate clients’ marketing innovation.

**Smartphone – a channel for everyone - connects and expands customer touch points**

Customer touch points continue to expand, from ads, to websites, to call, to chat and to bot. DEC services support every possible customer communication channel and seamlessly.

**Detailed Services**

- **Digital Marketing**
- **E-Commerce**
- **Contact Center Services**

**Integrated Marketing Solutions**

- DECode, Data Management Platform Services
- Internet Promotion Platform Services
- Website / Platform Development & Operations
- Digital Integration Services
- LINE
- Social Media
- Support & Retention Services
- Contact Center Services

**Global E-Commerce One-Stop Services**

- EC consulting & strategic planning / EC business start-up & operations / EC infrastructure rebuilding & operations / Campaign one-stop / EC fulfillment

**AI-related Solutions**

- Interactive AI total solutions / DECode / DataRobot / DECAds / Robotics Marketing / Analysis & Controlled AI solutions

**Integrated Omni-channel Platform**

- (offline behavioral data)

**Digital Platform**

- (online behavioral data)

**System Platform**

**Support Digital Transformation**

- Provide Data
- PF access
Deliver a new value of marketing via chat

Channel-integrated Communication Services

Through connecting clients and consumers via chat, transcosmos delivers one-stop support that ranges from “Digital Marketing,” to “E-Commerce,” to “Customer Care,” that are all aimed at realizing “full-channel communication,” an integrated communication concept that covers customer acquisition, purchase support, and after sales support.

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**Integrated Marketing**

**Integrated Marketing: Build & Operate DMP, Leverage AI**

"DECode," Data Management Platform Services

Private DMP, a closed environment, is essential in delivering data-driven, scientific channel integrated communication.

*DECode* integrates data across every possible channel, visualizes the results of analysis by machine learning and BI tools, and ultimately helps clients smoothly connect the data to external systems including automation tools.

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**Marketing Research**

**Aggregation Services**

**Analytics Services**

**Autonomation Services**

**Challenge 1: Data Integration**

Integrate & manage website, e-commerce, and customer data.

**Challenge 2: Visualization**

Visualize customers via AI, BI and visual analytics.

**Challenge 3: Autonomation**

Autonomate & optimize by connecting with MA & bot.

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**Increase sales**

**Customer support**

<table>
<thead>
<tr>
<th>Awareness</th>
<th>Compare &amp; Consideration</th>
<th>Deepen understanding</th>
<th>Outcome &amp; Action</th>
<th>Questions &amp; Concerns</th>
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<tr>
<td>Smartphone</td>
<td>Chat</td>
<td>Website</td>
<td>Social Media</td>
<td>Social Media</td>
<td>E-Commerce Website</td>
</tr>
</tbody>
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**Strategic Marketing**

Build engagement between consumers and clients

- Solve users’ challenges and boost their interests in clients’ services by offering more valuable information on services that ads cannot deliver, via the right communication channel at the right time
- Boost customer engagement by collecting and analyzing voice of consumers to optimize targeting accuracy as well as ad content
- Create a new value of ads

**Improve brand image**

Boost consumer recall, affinity, and appetite for the brand

- Increase brand recall, affinity, and motivate the users to take action by responding to chat
- Evaluate the ads performance by comparing with regular banner ads, TV commercials, etc.

**Connect data with our unique DMP**

Leverage chat data

- transcosmos’s DMP, “DECode” connects chat data with other various data to perform deep-dive customer analysis and reporting
- Deep-dive analysis on aggregated data offers new findings that help clients develop new marketing initiatives

**Machine learning and visualization support**

(data analysis, prediction, and visualization)

**Analytics Services**

- Identify target customer segment and build / tune prediction model by using “DataRobot,” as well as other tools to learn and analyze collected and aggregated data through leveraging machine learning
- transcosmos analytics, a team of specialists, supports highly advanced analytical tasks as required

**Multi-channel DB integration support**

Aggregation Services

- transcosmos’s extensive experience in digital marketing, e-commerce and contact center outsourcing services as well as know-how on research and analysis help clients implement integrated marketing across multiple channels
- Other fully-developed DB environment for centralized data management by collecting and aggregating customer attributes, comments and behavioral history via a variety of channels

**Set link to external systems (API, link, automation, and optimization)**

Autonomation Services

- Streamline operations and enable clients to have a dialogue with their customers through chatbots, anytime, anywhere by setting links to external systems including automation tool, chat, and bots on messaging apps
- Help clients achieve autonomation by optimizing and tuning AI and system settings, putting additional value on human touch
- Support clients’ digital transformation

**AI-related Services**

- Help clients deliver AI-based, next-gen communication by leveraging auto-reply technologies like chat-bot as well as cutting-edge natural language processing such as voice recognition and text summarizing
Support clients’ marketing strategies by leveraging cutting-edge ads technology

Internet Promotion Services

With our cutting-edge solutions that leverage the latest ad technology and our 6 ads operational bases in Japan, transcosmos offers global support for businesses’ marketing activities that have become ever more complex, with a myriad of different devices and media in addition to evolving ad technologies.

End-to-end support for social promotions ranging from planning to analysis

Social Ads
- With optimum promotional methods that make the most of Facebook, Twitter, and LINE, solve challenges that clients’ face. Our team of experts in social media operations and advertising assist clients with their social promotions based on data obtained from analysis.

Search Engine Marketing
- SEM (linking ads) & SEO (Search Engine Optimization) specialists develop and execute strategies by making the most of cutting-edge ad technologies on major media such as Google, Yahoo!, and Amazon.

One-stop support for customer acquisition, data analysis and monetization via apps

Apps Marketing
- Propose the best solutions for challenges clients face such as increasing sales and expanding sales. transcosmos helps clients maximize their profits by leveraging their proprietary method and technology.

Data Analysis
- By analyzing data, transcosmos develops solutions for challenges that websites, apps, and social face.

Data Feed Marketing
- Maximize ad performance by conducting personalized marketing for each individual customer based on customer and product data automatically. Primarily focusing on Google Shopping Ads and Facebook dynamic ads that work in sync with product and inventory information, the service helps clients solve the challenges they face.

Creative Methods
- transcosmos’ experts with an extensive record in creating content for diverse industries develop creative content. By developing and verifying creative content based on statistics and psychology, our proprietary method helps clients improve their ad performance rapidly.

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Website / Platform Development & Operations

Deliver the best channel and experience to clients through operating a PDCA cycle at one stop

Digital Integration Services

With the largest service framework in Japan, transcosmos offers a total solution for clients to solve business challenges they face. Leveraging our know-how acquired through serving over 600 clients annually, transcosmos delivers effective and competitive digital marketing services.

Website Development Services
- Plan, design and create page flow and content optimum for clients’ business requirements, leveraging our diverse know-how and the extensive proven record of developing websites for over 600 companies every year
- Develop websites that are compatible with devices with different screen sizes while balancing usability and operational efficiency

Marketing Solutions Implementation Services
- Select and propose the best solution for each client’s specific challenges from a variety of service offerings that include MX, CXM, and CRM. Our experienced staff helps clients implement solutions.
- Implement marketing solutions
- Support clients to design and implement “Salesforce Marketing Cloud” and “Adobe Marketing Cloud” that enable marketing automation and cross-channel campaign management
- Implement CMS
- Based on clients’ business scale, needs and operations, we propose, implement, build, and operate the best CMS as a packaged service.

Tablet Solutions Services
- Electronic applications from tablet
- Ensures highly secure environment, even used for credit card applications
- 7 days a week support center available
- Receive purchase order for tablet
Propose total solutions to leverage LINE-based services

**Integrated Services for LINE**

ctranscosmos helps clients communicate with their customers through operating LINE official accounts and running LINE-based marketing promotions by leveraging all available LINE solutions. We offer extensive LINE-based services ranging from customer support to one-to-one marketing.

**Social Media Services**

ctranscosmos experts in various service domains that include consulting, planning & creation, marketing promotion, operation & monitoring and research & analysis work as a team to help clients make the most of social media.

**Maximizing the value of social media**

**Social Media Services**

- **Consulting Services**
  - Support clients in opening various media accounts, designing communication strategy and developing documents and materials to support the establishment of strategy. Propose, execute and evaluate the performance of social media plans that are aimed at expanding client’s fan base, all in one go.
  - Content planning, creation, and operations services
  - Deliver highly sophisticated operations to the needs of clients.

- **Active Communication and Review Monitoring**
  - Operate content to build close communication with fans.
  - Design rules for collecting Voice Of Customer (VOC) data from social media and perform text mining.
  - Mine customer and POS data, analyze websites and SNS access logs, perform text mining on VOC as needed, and integrate the results.
  - Report the results of analysis and encourage clients to utilize the findings and the PDCA model for future improvements.

- **Research and Analysis Services**
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  - Mine customer and POS data, analyze websites and SNS access logs, perform text mining on VOC as needed, and integrate the results.
  - Report the results of analysis and encourage clients to utilize the findings and the PDCA model for future improvements.

**Content Creation and Operations Services**

- Effectively deliver valuable information on social media by writing attractive content that maximizes the power of social media accounts whilst ensuring the optimum creative content for the media. Plan, create, and operate content according to the needs of clients.

- Provide comprehensive support ranging from promotion planning to performance evaluation.

**Marketing and Promotion Support Services**

- Deliver highly sophisticated operations services by utilizing Facebook insights and social media ads, and optimizes Facebook ads for clients.
- The social listening capabilities of “Sprinklr,” an integrated social management platform, improves Twitter ad operations by collecting and analyzing Twitter data.

**Research & Analysis**

- **Social media ads** Create campaigns, initiatives to build engagement.
- **Communication, Marketing and reporting** Competitor & VOC analysis.
- **Social media ads** Optimize Facebook and Instagram ad-operation through social gear Ads+, Meta FB Ads, etc.
- **Social media services** Manage various media accounts, design rules for collecting Voice Of Customer (VOC) data from social media and perform text mining.

**Content Creation & Consulting Services**

- **Active Communication & Review Monitoring**
  - Social analysis desk
  - Ad-hoc analysis
  - Create campaigns, initiatives to build engagement.

**Operate content to build close communication with fans**

- **Social Media Services**
  - Content creation and operations services
  - Marketing and promotion support services.
Platforms that connect online and offline

Omni-channel integrated platforms
"Gotcha!mall" & "Quick Ticket"

A platform which connects consumers with stores and brands.

Gotcha!mall
Gotcha!mall, a shopping mall-style platform matches up consumers with stores and brands with the power of technology, invites consumers to store via smartphones, and promotes them to shop and dine out.

Gotcha!mall - 3 distinctive features
1. Provides an easy-to-use touchpoint where non-regular customers keep coming back regularly.
   - Integrating touchpoints and integrating social media, the platform encourages everyone to shop actively.

2. Considering the needs and wishes of each individual consumer, Gotcha!mall motivates everyones to shop actively.
   - Artificial intelligence analyses each individual’s various behavioral data and delivers incentives that best match each user’s specific attributes and situations.

3. Gotcha!mall incentive-based pricing
   - (pay-per-sale) is linked to store sales and profits.
   - No initial or fixed monthly payments. Stores & brands can execute effective and economical sales promotions continuously. What’s more, they can control their total expense budget by setting the number of visiting clients.

An “e-ticketsing” service that builds smart stadium via LINE

Quick Ticket
The world’s most simple, user-friendly “e-ticketing” service that enables users to “issue tickets via LINE and enter a stadium with an e-stamp”. Just connect an existing ticketing system with Quick Ticket and you’re ready to go! Quick Ticket also offers various smart stadium solutions that let stadium visitors enjoy new game experiences by enabling real-time communication with fans.

Quick Ticket - 4 distinctive features
1. Easy to implement with existing ticketing system.
   - Simple and easy to implement, just connect with the existing ticketing system via an API and add “issue via LINE” to ticket delivery options.

2. Easy to receive & prevent illegal resale.
   - Users can receive and issue their tickets via LINE and emails very easily. Without any special apps, the service prevents illegal resale of tickets.

3. Able to use together with paper-based tickets.
   - No special equipment or time required to accept a stamp. Easy to use the service with a low workload at event sites.

4. Enables continuous communication with event visitors.
   - Quick Ticket enables clients to connect with fans via LINE and other platforms, and to share information on programs that are available both inside and outside the event, promote events, and attract visitors to shop items.

Research & Analytics and Consulting

Grow fan base and improve revenue by integrating, analyzing and utilizing big data

Analytics and Consulting Services
transcosmos consultants and data scientists integrate big data collected via every customer touchpoint and perform research and analysis as well as implement solutions. Based on the results, we help clients grow fan bases and improve revenue by developing marketing initiatives, boosting contact center customer satisfaction as well as improving contact center operations.

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Research & Analytics and Consulting
- Solve CRM and marketing related challenges by utilizing Big Data
  - Plan and execute the optimum research and analysis per each objective and challenge
  - Research on product & service recognition level and U&A (usage and attitude)
  - Digital context access analysis and usability survey
  - Promotion & campaign performance evaluation
  - Customer satisfaction (CS) and Net Promoter Score (NPS) survey
  - Call monitoring and mystery call
  - Customer segmentation (RFM, cluster analysis, etc.)
  - Prediction model development (decision tree, logistic regression, etc.)
  - VOC analysis (call reason analysis, KPI variation factor analysis, etc.)
  - Offer one-stop services for various types of data and methods
    - Survey (postal mail, call, website, round table, visits, etc.)
    - Interview and behavior monitoring
    - MRDIC and insight community (build and operate internal monitoring processes)
    - Access log and website traffic flow analysis (website, smartphone, tablet, etc.)
    - Customer segmentation (RFM, cluster analysis)
    - Customer satisfaction (CS) and Net Promoter Score (NPS) survey
    - Data mining and text mining
    - Social listening
    - Global research

DataRobot, an automated machine learning platform
- DataRobot is the world’s most advanced automated machine learning platform developed by the world’s leading data scientists. Its AI automatically searches through millions of combinations of advanced machine learning algorithms and builds the best predictive models for users regardless of their skill-level and machine learning experience. Ultimately, it helps users increase speed of analysis whilst reducing costs. Its built-in features offer the deepest insights and a whole new understanding of analysis results. Users can also deploy the predictive models to systems via API.

100% subsidiary specializes in research and analysis
- Books by transcosmos analytics
- The world’s most advanced enterprise automatic machine learning platform
- 100% subsidiary specializes in research and analysis

transcosmos analytics overview
Over 60 consultants and data scientists collect and analyze various data. The company supports improving customer satisfaction and expanding sales, through combining its extensive know-how on data with the latest IT.
transcosmos supports our clients’ overseas business development

**Global E-Commerce One-Stop Services**

transcosmos provides e-commerce one-stop services ranging from sourcing, to operations, to sales in 48 countries including Japan, Europe, the United States, China, Taiwan, South Korea, ASEAN and Latin American countries according to the clients’ e-commerce and brand strategy.

**Global E-Commerce One-Stop Services**

**Sourcing**

Company A

Company B

Company C

**Operation**

E-Commerce One-Stop Center

**Strength of One-Stop Center: Operational Excellence**

transcosmos realizes seamless communication in operational processes and improves “Operational Excellence” through centralizing e-commerce operational functions in One-Stop Center. We execute “Real-Time Marketing” to streamline sales and marketing processes to expand clients’ sales in this dynamic market while rapidly improving operational processes from consumers’ perspective to optimize “Customer Experience.”

**Clients**

Delivers superior and attractive Japanese products to global market

**Consumers**

**Sales**

**E-commerce shopping mall – the home of masterpieces –**

E-commerce website for Sake Delivers Japanese drinks around the globe

**E-commerce website for Sake Delivers Japanese drinks around the globe**

**Supporting Services**

**Photo Shooting Area**

**E-Commerce Website Development & Operation Area**

**Customer Care Area**

**Research & Analysis Area**

**Web Promotion Area**

**Order Taking & Inventory Management Area**

**Merchandise Sorting & Storage Area**

**Merchandise Receiving Area**

**Picking & Packing Area**

**Shipping Area**

**Gift Packaging Area**

**Merchandise Measuring Area**

**Returned Merchandise Storage Area**

**Kita-Kashiwa E-Commerce One-Stop Center**

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Global E-Commerce One-Stop Network

We secure sales space in major e-commerce malls, websites, and retailers around the world by aggressively partnering with and investing in players focusing on the growing e-commerce market. transcosmos provides clients’ products and services in 48 countries around the globe through closely working together with prominent local e-commerce outsourcing companies.

E-Commerce One-Stop Service Coverage

Asia
- Japan
- China
- South Korea
- Taiwan
- Philippines
- Vietnam
- Thailand
- Malaysia
- India

North America
- Canada

Latin America
- Brazil
- Mexico
- Argentina
- Colombia

Europe
- UK
- Germany
- France
- Spain
- Denmark
- Poland
- Russia
- Greece
- Portugal
- Luxembourg
- Latvia
- Slovakia

North America
- U.S.
- Canada

Latin America
- Brazil
- Mexico
- Argentina
- Chile

Europe
- UK
- Germany
- France
- Spain
- Denmark
- Poland

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- U.S.
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- UK
- Germany
- France
- Spain
- Denmark
- Poland

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Delivers superior Japanese Sake to consumers in Japan and abroad

A cross-border e-commerce website - A gem for Japanese character items -

Sells clients’ products via our e-commerce channels

For the Japanese Market

A US-based digital agency specializing in e-commerce

Digital Operative

A European e-commerce support company

VAIMO

NASDa-listed PFSweb is a leading company in the U.S. e-commerce one-stop services industry. PFSweb delivers e-commerce solutions via various global standard e-commerce platforms that include Salesforce Commerce Cloud (former Demandware), Oracle Commerce, Magento, SAP hybris, and IBM WebSphere Commerce.

Headquartered in San Diego, U.S., Digital Operative is a digital agency specializing in e-commerce. Being a certified partner, Digital Operative excels in website development on these e-commerce platforms - Shopify / Shopify Plus and Magento. Digital Operative also offers content improvement services like A/B testing and conversion optimization solutions.

As an e-commerce support company specializing in developing e-commerce solutions, VAIMO was named as the leading e-commerce solutions partner in the EMEA region by Magento. With its offices in Sweden, the United Kingdom, and South Africa, VAIMO develops e-commerce systems for clients in Europe and the United States.

transcosmos sells clients’ products via our e-commerce channels such as “Nihon Chokuhan,” “Fujimaki Department Store,” “Saketora” and “Geek Jack,” in addition to providing one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment.

transcosmos provides one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment.

Major Achievements in Japan

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transcosmos has been providing services in China for 20 years, accumulating vast experience with e-commerce operations for over 50 companies. Through strong partnerships with major Chinese businesses, we support clients’ e-commerce business expansion considering Chinese culture and characteristics.

Since its entry into Taiwan in 2016, transcosmos has been offering its e-commerce one-stop services to clients via various channels that include their own e-commerce websites, e-commerce shopping malls, and e-commerce retail stores.

**Major Achievements in China and Taiwan**

- Supported to launch a store on “TMALL” China’s largest e-commerce mall.
- Delivers Facebook / LINE ads for Taiwanese consumers.
- Delivers digital agency operation.
- Certified as a cross-border service provider of Lazada by TMALL.

**For the Chinese and Taiwanese Markets**

transcosmos named FIVE STAR SERVICE PROVIDER by TMALL as e-commerce operations service provider, recognized for its superior service capability and collective strength.

**Clients’ Products**

- Supported to launch a store on TMALL.
- China’s largest apparel e-commerce support company.
- Offers QQO initiatives by connecting online stores with brick-and-mortars.

**Distribution Channels**

- E-commerce Websites
- Local E-commerce Websites
- Local E-commerce Websites
- Cross-Border E-commerce Websites

**For the ASEAN Markets**

transcosmos supports clients’ e-commerce business entry into ASEAN market, with strong partnerships with top players in the market and our know-how accumulated by the local subsidiaries in Thailand, Vietnam, the Philippines, Malaysia, and Indonesia.

**Major Achievements in ASEAN**

- Cross-border sale of clients’ products into ASEAN market.
- As an online master distributor in South Korea, transcosmos performs import wholesale business operations for DeAGOSTINI Japan.

**For the South Korean Markets**

transcosmos has been providing contact center, direct mail, and field services including E-Commerce One-Stop Services to over 200 major companies in South Korea for 14 years. Now, we are the largest independent BPO vendor in South Korea.

**Major Achievements in South Korea**

- As an online master distributor in South Korea, transcosmos performs import wholesale business operations for DeAGOSTINI Japan.
- Cross-border sale of clients’ products into ASEAN market.
Cross-Border E-Commerce

Cross-border e-commerce market value was 1.3 trillion yen in FY 2017; in 2021, it is expected to be doubled to over 2.85 trillion yen (from “FY 2017 Market Research pertaining to Electronic Commerce Business” by Ministry of Economy, Trade and Industry). In addition, due to the popularity of internet and improvement of logistics infrastructure in ASEAN countries as China Plus One, the ASEAN market is expected to grow rapidly.

transcosmos’s Cross-Border E-Commerce Channels for Japan, China, and the ASEAN Markets

- Japan to China
- Japan to Thailand, Malaysia, and Singapore
- China to ASEAN
- Japan to Global

- Unique sales approach, leveraging local subsidiaries’ expertise in business practices in respective market
- Understanding the local market, transcosmos sources products that meet local needs and executes effective brand & marketing initiatives to expand sales.
- Pipeline with prominent local sales channels
  - Leveraging prominent local cross-border e-commerce sales channels as well as its own, transcosmos maximizes sales volume for its clients.
- International logistics, leveraging E-Commerce One-Stop Center
  - transcosmos’s E-Commerce One-Stop Center realizes the optimum international logistics for consumers around the globe, capitalizing on its expertise in international logistics including customs, laws and regulations, delivery scheme, etc.
- Cross-border e-commerce business operations
  - Provides end-to-end services from e-commerce website development and operation, order management, customer support to international logistics, capitalizing on its know-how on international e-commerce business operations.

transcosmos provides cross-border e-commerce websites for Japan, China, and the ASEAN market and sells high-quality products to local consumers.

Major Achievements in Europe and the United States

VAIO® Brand PC to Enter the U.S. Market

Provides Comprehensive Support for VAIO® Brand PC to Enter the U.S. Market

- Provides end-to-end services from e-commerce website development and operation, order management, customer support to international logistics, capitalizing on its know-how on international e-commerce business operations.

Major Achievements in Latin America

Major Achievements in Latin America Market

- Provides comprehensive services ranging from market research & analysis, e-commerce website development & operations, sales promotion, to fulfillment.

Services for Latin America Markets

- Sells local e-commerce websites in Latin America.
- Allows providing store opening support on Latin America’s largest e-commerce retailers such as "Mercado Libre," "amazon.com.mx," and "amazon.com.br."

Services for Europe and the U.S. Markets

transcosmos provides one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment.

transcosmos Group’s E-Commerce Outsourcing Companies

- One of the best E-Commerce One-Stop outsourcing companies in Europe and the United States
- A NASDAQ-listed company offering e-commerce one-stop services in Latin America.
- A Swedish e-commerce system solutions company with over 20 years of experience in designing e-commerce websites for over 400 companies.
- A European e-commerce system solutions company with a track record of developing e-commerce websites for over 400 companies. The winner of 2015 EMEA Partner of the Year Award.

transcosmos provides one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment.

- VAIMO: A Swedish e-commerce system solutions company with a track record of developing e-commerce websites on "Magento," the global standard open e-commerce platform, for over 400 companies.
- PFSweb: the e-commerce one-stop services company which has operational experience with over 150 companies in Europe and in the United States. In addition to offering fulfillment and customer support services at their own warehouse, PFSweb delivers a wide range of services that include payment processing, e-commerce system development and sales promotions.
- A US-based digital agency specializing in e-commerce.

Transcosmos’s Cross-Border E-Commerce Business

- Local
- Seller
- Domestic Market
- Global Market
- Consumer
- Company
- Warehouses
- Distribution Company
- Seller
- E-Commerce Website Overarching
- Local Delivery
- Orders
- Free Trade Zone
- Bonded Zone
- Customs Office
- Local Sales Agreement
- Domestic Market
- Production
- Warehouse
- Manufacturer
- Product Sales
Cost Optimization

transcosmos supports our clients’ Cost Optimization through our various outsourcing services.

Digital BPO

Digital BPO is our new services integrated digital technology into the existing high-level of human operations.

Key Point

- Analyze existing business processes, categorize and standardize common tasks to the max, and ultimately build a new operations process.
- Clarify decision-making criteria and identify regularities in order to conduct pattern analysis and generate algorithms.
- Automate optimized processes with the power of RPA and AI.
- Using transcosmos’s proven operational know-how, put together each client’s common operations and build a platform. The shared platform helps clients maximize their performance.

Steps to fully utilize Digital BPO services (e.g. billing to payment process)

Bring digital transformation to your and your business partners’ operations processes.

Digital Transformation (for illustrations purpose only)

Service coverage

- Dealer management
- Document solutions
- Sales back-office
- Revenue management
- Dealer management
- HR
- Procurement
- Accounting
- Information systems
- Helpdesk
Optimize operations cost by improving clients' indirect operations processes

**Back-office Services**

transcosmos helps clients shift their resources from indirect operations to direct operations through optimizing processes and costs of various indirect operations including those in critical functions.

- **Corporate Back-office Services**
  - Provide comprehensive back-office support for corporate functions such as accounting, human resources, and procurement departments.
  - Optimize cost by leveraging shared services and offshore and nearshore BPO centers.
  - Realize further cost reduction in clients’ subsidiaries and shared departments.
  - Support ID verifications and system registration for obtaining "My Number" under secure environment.

- **Sales Back-office Services**
  - Provide comprehensive back-office support for sales-related tasks.
  - Conduct BPR and identify focus tasks for sales department.
  - Drive shifting time and efforts from indirect tasks to making proposals and closing deals.
  - Provide comprehensive support for sales and back-office tasks for stores, dealers, and franchises.
  - Centralize support desk and improve convenience for the customers.
  - In the social security business area, we support policyholders in obtaining "My Number" under a secure environment.

- **Document Solution Services**
  - Efficiently support creating various documents under a secure environment.

- **Full Outsourcing Services for Order Fulfillment**
  - Review and optimize order fulfillment process ranging from processing incoming orders via various tools like EDI and FAX, to checking inventory, to managing delivery.
  - Optimize complete process by performing industry-specific BPR.
  - Develop operational scheme which does not rely on individual skills by leveraging our unique operations support tool which is developed through our know-how built upon our extensive track record.

- **SCM Back-office Services**
  - Optimize order fulfillment center cost, quality, and productivity.

- **Contact Receivable Collection Services**
  - Support clients in managing complex payment-related operations including acceptance inspection, invoicing, and collecting account receivables.
  - Ensure service quality by utilizing our operations support tool which visualizes the specific characteristics of each business partner whilst standardizing the process.

- **Optimized order fulfillment process and introducing volume-based charge system**
  - Prepare, build, and maintain facilities and resources required for order fulfillment including IT equipment, network infrastructure, business application, and work area.
  - Our optimized standard order fulfillment process enables clients to shift to new environment swiftly.
  - Volume-based charge system optimizes operational cost.
Housing & Construction Designing, Construction Back-Office, and BIM Implementation Support & Operation

Deliver one-stop support for end-to-end process ranging from planning to follow-up after sales

Building Infrastructure Services
transcosmos offers extensive, end-to-end outsourcing services ranging from sales to follow-up after sales for clients in the housing, facility, construction, and electric power industries.

Design support
- Pre-address basic plan, perspective and detail drawings, etc.
- Created design data for contracts
- Created components and create a working budget
- Production back-office services for renovation

Platform for energy saving calculation and architectural design
- Building envelope calculation
- Productivity's energy consumption
- Calculation of various costs
- Various housing performance applications and BIM applications
- Safety calculation, structural
- Centralized, structural design points

Construction

Building power equipment calculation
- Pre-address basic plan, perspective and detail drawings, etc.
- Created design data for contracts
- Created components and create a working budget
- Production back-office services for renovation

Support services for various applications
- Construction plan drawing design
- Construction project conversion
- Technical support desk
- Application development support, etc.

Sales back-office
- Estimation (residential and non-residential)
- Perspectives and presentation boards
- Product injuries, etc.

BIM
- Object functional design
- Object weight saving
- Object construction, etc.

Services for Housing Industry
- Comprehensive support ranging from basic design, to detailed design, to production design
- Respond to customers' inquiries whilst ensuring safety to enable clients to focus on their core business
- Develop system infrastructure including business systems and building component DB
- For builders, deliver platform services that specialize in calculating energy savings, developing various housing performance applications and creating structural designs

Offer platform which supports high performance-homes

Support extensive processes in the building equipment industry

Services for Building Equipment Industry
- Develop proposal and estimation for products and respond to inquiries from wholesalers
- Comprehensive support ranging from basic design, detailed design to production design
- Convert product design data to 3D product data
- Create various functional design data to build BIM objects for construction products

Support extensive processes in the building equipment industry

IT+BPO services offer extensive support ranging from design to construction

Services for Construction Industry
- Remodel and streamline operations for designing and construction
- One-stop support for business process transformation with BIM
- A mix of various project solutions and construction back-office services enable clients to boost productivity at the construction site as well as to focus on their core business

Provide flexible and stable development framework

Built-In Development Services
- Support design development, operation check and functional testing and verification in built-in development business area
- Guarantee customer's quality requirements by setting up an operational framework which supports development process model for automobile industry and is in compliance with functional safety standards

Optimize process and cost

Back-Office Services for Design and Production
- Support visualizing various processes for product design

Design Services
- Provide contracted design services for derived models and variations of each model
- Provide wide range of services from design, to analysis, to assessment for press molding and resin parts
- Support designing various design data (3-dimensional modeling, 2-dimensional drawing)

Support obtaining various certifications required for manufacturing business

Engineering IT Services
- Support implementing and operating B/LM to centralized information
- Provide training and support for various engineering tools including CAD and PDM
- Support building and operating system infrastructure to streamline design tasks

Pattern for energy saving calculation and architectural design
- Building envelope calculation
- Productivity's energy consumption
- Calculation of various costs
- Various housing performance applications and BIM applications
- Safety calculation, structural
- Centralized, structural design points

Services for Electric Power and Telecommunications Industry
- Offer designing and construction back-office services for FTTH, wireless networks, electricity and pipeline facilities
- Organize and improve operations whilst optimizing operational costs by leveraging our BPO centers
- The services include tasks in system infrastructure area, such as developing original tools including building family and functions

Optimize in electric power and telecommunications industry

Machine Designing, Built-In Development and Back-Office for Design & Production

End-to-end support ranging from product designing and development, to all related operations

Engineering Services
transcosmos provides diverse support services for clients in the manufacturing industry, including design, development, manufacturing, and customer service by leveraging our know-how in design built upon a proven record. Ultimately, we help clients boost their competitiveness in the global market.
Support business's digitalization at optimum costs with our one-stop services ranging from implementation to utilization of IT and systems

**IT Outsourcing Services**

Leveraging our know-how built upon our extensive service record, transcosmos offers IT Outsourcing Services to support business’s digitalization at optimum costs with our one-stop services ranging from implementation to utilization of IT and systems.

- **Support Desk**
  - Support diversified contact centers that meet the business objectives
  - Support designing contact centers based on user feedback and collecting data from contact centers
  - Support implementing and operating contact centers

- **System Operation and Maintenance**
  - Improve business efficiency by providing support from user’s perspective with fully understanding the business
  - System Operation and Maintenance Services
    - Detect early signs of defects and failures by daily monitoring and data analysis
    - The services include monitoring, performing primary isolation when failure is detected, troubleshooting and onsite support, and various environments such as on-premises and cloud
    - Prevent operational errors and improve operational efficiency by standardizing monitoring processes and implementing automation tools
    - Provide 24/7 services by combining onsite and centers

- **IoT & Multi-device lifecycle**
  - Help clients protect their valuable assets from cyber attacks
  - Offer ever increasing devices effectively and securely
  - Offer diversified channels

**Contact Center Services**

As customer behavior and mindset continue to diversify, customer services at contact centers become ever more critical. transcosmos helps clients build and operate strategic contact centers that support dialogue with their customers via various communication channels.

- **Contact Center Services**
  - Deliver contact center services that optimize and maximize the value of customer experience
  - Provide services in China, South Korea, ASEAN, Europe and the U.S.
  - Support designing contact centers that meet the business objectives

**Platform Services**

- A cloud-based service centrally manages customer inquiries received via every possible channel. The platform has an ability to work with cutting-edge technologies that include voice recognition, bot and AI.
Offshore Services

transcosmos’s offshore resources provide high-quality, affordable services in Japanese for clients in Japan.

Support non-core, back-office tasks

Back-Office Services

- Provide one-stop support for back-office tasks in accounting, human resources and administration departments
- Enable sales department to focus on their core tasks by providing support for creating sales report, managing customer and product information, making various application forms, making arrangements, managing contracts, creating quotation and processing expenses
- Reduce cost and improve productivity by leveraging our offshore bases

Process mass data at a low cost

Document Solution Services

- Digitalize and encrypt reports and personal information documents by cooperating with data centers in Japan that are compliant with security guidelines recommended by FISC (The Center for Financial Industry Information Systems)
- Decrypt the encrypted data and perform data entry in offshore bases with the operational framework which matches with the task volume
- Recompose the reports and documents into divided digital data to prevent identifying the original personal information during the data entry process

Build framework for global website operation

Website Operation Services

- Build cost efficient framework while securing quality by cooperating with Japan domestic bases for multi-language translation, website development and verification
- The services include building 24/7 operational framework
- Offer English support desk services

Support multi-channel in Japanese

Customer Support Services

- Vietnamese, Chinese and Japanese operators provide support in Japanese via multi-channel including call, e-mail and chat
- Optimize cost by leveraging Japan domestic and offshore bases

Deliver quality development services equivalent to or surpassing that of Japan

Application Development Services

- Support various development services for website, smartphone apps and others
- Conduct end-to-end project management from design, development to system testing. Our dedicated quality management team offers high-quality service which meets Japanese quality standards
- Sign laboratory contract with us and we provide overseas production and maintenance bases for our clients. Our dedicated engineers that are well-versed in Japanese development process provide services in the dedicated development environment which is built on organized infrastructure
- Develop high-value systems, flexibly accommodating the clients’ needs, using hybrid solutions that mix agile with traditional waterfall method

Realize cost reduction while securing high quality design tasks

Design and Development Support Services

- Provide wide-ranging supports for construction industry, including consulting for design and development, sales promotion, design and development, production and construction
- Optimize cost by leveraging Japan domestic and offshore bases
- Provide one-stop support for back-office tasks in accounting, human resources and administration departments
- Enable sales department to focus on their core tasks by providing support for creating sales report, managing customer and product information, making various application forms, making arrangements, managing contracts, creating quotation and processing expenses
- Reduce cost and improve productivity by leveraging our offshore bases

Ensure service quality equivalent to that of Japan at an affordable price

transcosmos’s Global Bases

U.S. (Silicon Valley / Sacramento / New York / Los Angeles / Stevens Point / Phoenix)
UK (London)
China (Shanghai / Beijing / Tianjin / Daqing / Dalian / Benxi / Shenyang / Suzhou / Changzhou / Jinan / Wu) / Hebei / Xi’an / Changsha / Wuhan / Guangzhou / Shenzhen)
Taiwan (Taipei / Jianguzhou)
South Korea (Seoul / Seongnam / Daegu / Daejeon / Busan)
Indonesia (Jakarta / Semarang)
Thailand (Bangkok)
Vietnam (Hanoi / Ho Chi Minh)
Philippines (Manila)
Malaysia (Kuala Lumpur)
Singapore (Singapore)

Partners and Affiliates

U.S. (New York / Seattle / Raleigh / Dallas / San Diego / Allen / Minneapolis / Minneapolis / Denver)
China (Beijing / Shanghai / Guangzhou / Shenzhen / Jinan)
South Korea (Busan) Canada (Toronto)
Sweden (Stockholm / Gothenburg) Norway (Oslo)
Finland (Oulu / Helsinki) Denmark (Copenhagen)
Estonia (Tallinn) UK (London / Milton Keynes / Southampton)
Belgium (Genk / Liege) Hungary (Budapest / Debrecen)
Ukraine (Kiev) Bulgaria (Sofia)
Poland (Poznan / Warsaw) Romania (Cluj)
Vietnam (Ho Chi Minh) Philippines (Manila)
Singapore (Singapore) South Africa (Pretoria)
India (Banglore) UAE (Dubai)
Brazil (Sao Paulo) Mexico (Mexico City)
Argentina (Buenos Aires) Colombia (Bogota)

China & Taiwan Services for the Chinese and Taiwanese Markets
South Korea Services for the South Korean Markets
ASEAN Services for the ASEAN Markets
Europe & the United States Services for Europe & the United States and Latin America Markets
Latin America Markets

Global Expansion with our various outsourcing services
Support clients’ global expansion

Services for the Chinese and Taiwanese Markets

transcosmos provides our clients that operate in the Chinese and Taiwanese market with e-commerce one-stop services, contact center services, digital marketing services, and IT outsourcing services, all localized for China.

Support all kinds of e-commerce channels

E-Commerce One-Stop Services
- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including “TMALL,” the largest e-commerce shopping mall in China
- Distribute our clients’ products, focusing on cosmetics, to e-commerce retailers including “JD.com,” “JUMEI,” “vip.com,” and Amazon
- Sell our clients’ products on cross-border e-commerce websites such as “JOYBUY,” “TMALL Global,” and “Alibaba
- Formed capital and business partnership with “Magic Panda,” China’s largest apparel e-commerce support company and “Tensyn,” the leading digital agency in China

Guarantee quality contact center operations equivalent to that of Japan

Contact Centers Services
- Provide contact center services via call
- Proven track record in providing services for over 700 companies in Chinese market
- Provide CRM solutions that fit to local market

Optimize IT cost by providing one-stop support for the clients

IT Outsourcing Services
- Optimize IT cost by rebalancing clients’ IT environment
- Provide wide-ranging support from planning, designing, developing to operating various web marketing activities for website, campaign website, creatives, and smartphone apps
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Digital Marketing Services
- Provide one-stop services from planning, designing, developing to operating various web marketing activities for website, campaign website, creatives, and smartphone apps
- Execute digital marketing activities targeting Chinese before and during their visit to Japan to lure them into the brick-and-mortar stores and to promote them to make repeat purchases

Digital Marketing Solutions
- Provide wide-ranging support from creating, printing, enclosing to sending the mails
- Provide direct mail services, field services, and support services for the South Korean market
- Provide contact center services via call
- Large-scale operational framework having 10 contact centers with 6,400 staff in South Korea
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services
- Provide contact center services via call
- Large-scale operational framework having 10 contact centers with 6,400 staff in South Korea
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Digital Marketing Services
- Provide one-stop services including planning, designing, developing, and operating various web marketing activities for website, campaign website, creatives and smartphone apps
- Our specialists, well-versed in various industries and areas such as customer support, product explanation, sales promotion, sales management, and marketing events
- Our dedicated staff support store operations and help expanding sales
- Strongly support e-commerce business expansion in South Korea

E-Commerce One-Stop Services
- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including “eBay,” the largest e-commerce shopping mall in South Korea
- Formed capital and business partnership with “Magic Panda,” China’s largest apparel e-commerce support company and “Tensyn,” the leading digital agency in China

Digital Marketing Services
- Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails
- Receive “High Performance Award” from eBay Korea
- Prevent troubles during printing and enclosing process through leveraging patented system and workflow. Manage data in collaboration with our contact centers

Direct Mail Services
- Our operational framework includes large-scale, the latest printing and binding facilities that enable high-speed mass printing
- Strongly support e-commerce business expansion in South Korea
- Our dedicated staff support store operations and help expanding sales

Field Services
- Provide onsite support for wide-ranging store operations such as customer support, product explanation, sales promotion, sales management, and running events
- Our people are highly talented specialists and are well-versed in various industries and areas
- Support our clients to expand their sales by assigning the optimum staff and supporting store operations on site
Support clients’ global expansion

Services for the ASEAN Markets

transcosmos provides our clients that operate in the ASEAN market with contact center services, digital marketing services, and e-commerce one-stop services, all localized for each ASEAN member country.

Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services
- Provide contact center services via multi-channel
- Provide multi-language services in Indonesia, Thailand, Vietnam, and the Philippines
- The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff

Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services
- Provide contact center services via multi-channel
- Provide multi-language services in Indonesia, Thailand, Vietnam, and the Philippines
- The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff

Provide the optimum web marketing solutions that fit local market

Digital Marketing Services
- Our specialists, well-versed in the local market, select the optimum media and provide one-stop support for planning, designing, building, developing and operating various web marketing activities for websites, campaign websites, creatives, and smartphone apps
- Provide services for each country and area from bases in the Philippines, Malaysia, Singapore, Indonesia, and Vietnam
- Offer services provided by our affiliates
- Formed a capital and business alliance with “Heroleads,” a Singaporean company specializing in e-commerce services

Support clients’ global expansion

Services for Europe & the United States and Latin America Markets

transcosmos provides our clients that operate across the globe with e-commerce one-stop services and contact center services, all localized for each market.

Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services
- Provide contact center services via multi-channel
- Provide multi-language services in the United States, the Philippines, Hungary and the United Kingdom
- Offer services provided by our affiliates
- Formed a capital and business partnership with “Infracommerce,” a Singaporean e-commerce services company

Provide strong support for e-commerce expansion in the Europe and the United States market

E-Commerce One-Stop Services
- Formed capital and business partnership with “PPSwee,” the largest company in e-commerce one-stop services industry in the United States
- Formed capital and business partnership with “VARIO,” a Swedish e-commerce system solutions company
- Formed a capital and business partnership with “PFSweb,” the United States’ largest e-commerce retailer “Mercado Libre,” “amazon.com.mx,” and “amazon.com.br”
Management Philosophy and Corporate Vision

Client satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future.

people & technology  |  Origin of our Business
The origin of transcosmos’s business is to offer high-value services through uniting people and technology by “scheme”.
People refer to highly specialized human resources who can offer fine-tuned services and Technology refers to the up-to-date technology in the world which can provide value for our customers.
transcosmos continues to polish the origin of our business that is to create the optimum business process through combining “people & technology” now and into the future.

Operational Excellence  |  Service Philosophy
transcosmos adapts to the diverse global market and identifies the optimum “people & technology” for each market to create the excellent business operation. What we call Operational Excellence refers to the operational strength which realizes the highest level of speed, cost, and accuracy, provides our clients with a significant competitive advantage in their business process and ultimately makes the process the source of their

Global Digital Transformation Partner  |  Corporate Message
As digital technology continues to evolve, consumer touchpoints with businesses have diversified and consumer influence on businesses has become more powerful than ever before. At the same time, industrial borders have become as vague as new players, focusing on the cutting-edge technology, continue to emerge. Now, in order to adopt to the changing business environment and to support our clients’ transformation, transcosmos provides two new suites of services, tapping into the digital technology.
First is the services that support improving customer experience by removing the barrier between marketing, sales and support to centralize diversified consumer touchpoints. Integrating our longstanding, proven know-how on consumer communication and digital technology with our global service network, transcosmos aims to become the one and only partner who can work with the clients to drive their initiatives to improve customer loyalty as well as to expand their sales and profit. Second is the services that support digitalization of client’s internal business processes to respond to digitized market and consumers. Leveraging the digital technology-based automation and the digital platform, transcosmos develops a simple business process together with the clients and supports its operation.
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Business Satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future.

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Sales and Clients

<table>
<thead>
<tr>
<th>Sales (in million yen)</th>
<th>2018/3</th>
<th>2017/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total sales</td>
<td>195,178</td>
<td>224,005</td>
</tr>
<tr>
<td>Retail</td>
<td>291,403</td>
<td>326,945</td>
</tr>
<tr>
<td>Non-retail</td>
<td>194,662</td>
<td>198,657</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>10.5%</td>
<td>10.3%</td>
<td>10.4%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Information services</td>
<td>15.6%</td>
<td>15.6%</td>
<td>15.6%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Wholesale</td>
<td>7.0%</td>
<td>7.0%</td>
<td>7.0%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Other services</td>
<td>7.6%</td>
<td>7.6%</td>
<td>7.6%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Retail</td>
<td>5.1%</td>
<td>5.1%</td>
<td>5.1%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sales by key clients 2018/3</th>
<th>2017/3</th>
<th>2016/3</th>
<th>2015/3</th>
<th>2014/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (PCNA)</td>
<td>43.1%</td>
<td>43.2%</td>
<td>43.3%</td>
<td>43.4%</td>
</tr>
<tr>
<td>B (Recruitment Advertising)</td>
<td>16.6%</td>
<td>16.6%</td>
<td>16.6%</td>
<td>16.6%</td>
</tr>
<tr>
<td>C (Traveling services)</td>
<td>15.5%</td>
<td>15.5%</td>
<td>15.5%</td>
<td>15.5%</td>
</tr>
<tr>
<td>D (Architectural materials/equipment)</td>
<td>1.3%</td>
<td>1.3%</td>
<td>1.3%</td>
<td>1.3%</td>
</tr>
<tr>
<td>E (Automobile Manufacturer)</td>
<td>1.1%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
Corporate History

1966 June Established Maruei Keisan Center, forerunner of transcosmos
1985 June Established transcosmos
1992 October Listed on the Second Section of the Tokyo Stock Exchange
1995 February Established transcosmos Information Creative (China)
1997 May Established J-Stream
1999 September Listed on the First Section of the Tokyo Stock Exchange
2000 March Established SkyLight Consulting
2003 October Tokyo headquarters moves to new premises in Shibuya-ku
2005 April Established transcosmos assist
2006 June Established Team Lab Business Development
2007 April Established transcosmos Information System (Benni)
2008 November Established Suzhou transcosmos Information Creative
2009 July CIC Korea and Inwoon tech have merged and renamed as transcosmos Korea
2010 April Established transcosmos business service outsourcing Suzhou
2012 May Established transcosmos analytics
2013 May Formed a capital alliance with PFweb
2013 June Established transcosmos Indonesia
2014 October Established Daqing transcosmos design development
2014 December Established transcosmos Asia Philippines
2015 March Established transcosmos Vietnam
2015 April Formed a capital and business partnership with Ookbee
2015 September Established TRANSCOSMOS (MALAYSIA)
2015 October Formed a capital and business partnership with UNQ (Shanghai) Supply Chain Management
2015 November Established TRANSCOSMOS (UK)
2015 December Established transcosmos Technologic Arts
2015 December Established Jinan transcosmos Information Creative
2016 February Established TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE
2016 April Formed a capital and business partnership with Shangdong Ya Nuoda E-Commerce (Magic Panda)
2016 April Invested in Grand Design
2016 August Formed capital and business partnership with Hotdeal
2016 September Formed capital and business partnership with VAIMO
2016 November Formed capital and business partnership with Anchanto
2016 December Formed capital and business partnership with INTERBASE RESOURCES
2017 May Acquired partial share of Fujitsu Human Resource Professionals
2017 April Formed a capital and business partnership with Infracommerce
2017 December Digital Operative became subsidiary
2018 January Formed a capital and business partnership with Workshift Solutions
2018 May Formed a capital and business partnership with Soft Space Sdn Bhd
2018 June Formed a capital and business partnership with playground
2018 September Formed a capital and business partnership with me&stars
2018 October Established Dentsu Digital Drive
2018 December Established Machine Learning Solutions
2019 December Established Social Media Counseling Association

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2019.03.01