transcosmos Outsourcing Services

**Back-Office services for Accounting, Procurement, HR, Sales, Document Management, SCM and Design Deps.**

- 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 departs.

**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.

**Dec Services**

- The best mix of Dec services tailored to each client helps them achieve their goal in BtoC communication. Our DEC services help clients optimize operations by leveraging cutting-edge technology and AI to expand sales.

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

**Contact Centers**

- Support 23 languages
- Largest scale in Asia - 32 bases in Japan
- 18,140 workstations
- 14,350 workstations

- Includes contact centers and BPO centers

**Supported 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.

**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.
Service Network

167 Bases 38,230 Workstations

Japan 63 bases

Greater Tokyo Area

5 Bases 4,310 Workstations
Contact Center 4 Bases 2,120 Workstations
Digital Marketing 2 Bases
E-Commerce One Stop 1 Base

Tohoku Area

4 Bases 2,000 Workstations
Contact Center 1 Base
Business Process Outsourcing 2 Bases
Digital Marketing 1 Base
E-Commerce One Stop 1 Base

Hokkaido Area

3 Bases 1,830 Workstations
Contact Center 3 Bases 900 Workstations
Business Process Outsourcing 1 Base
Digital Marketing 3 Bases
E-Commerce One Stop 3 Bases

Kyushu Area

5 Bases 2,260 Workstations
Contact Center 2 Bases 570 Workstations
Digital Marketing 2 Bases
E-Commerce One Stop 2 Bases

Central / West Area

5 Bases 2,610 Workstations
Contact Center 2 Bases 1,700 Workstations
Digital Marketing 2 Bases
E-Commerce One Stop 2 Bases

Okinawa Area

5 Bases 4,300 Workstations
Contact Center 4 Bases 830 Workstations
Business Process Outsourcing 2 Bases
Digital Marketing 4 Bases
E-Commerce One Stop 4 Bases

Global

South Korea

Korea

Northwest China

Shanghai

South China

Central China

South Korea

Japan

Pusan

Manchester

Seoul

Busan

London

Hamburg

Dublin

Tokyo

Bangkok

Shanghai

Denver

Shanghai

Manchester

Birmingham

Tokyo

Tokyo

London

Tyne and Wear

South Korea

Japan

104 Bases across 29 countries/regions

Asia 64 Bases

Japan 63 bases

Greater Tokyo Area

5 Bases 2,120 Workstations
Contact Center 4 Bases 1,300 Workstations
Digital Marketing 2 Bases
E-Commerce One Stop 1 Base

South Korea

37 Bases 21,100 Workstations
Contact Center 13 Bases 10,200 Workstations
Business Process Outsourcing 14 Bases
Digital Marketing 18 Bases 8,900 Workstations
System Development 9 Bases

China 9 Bases

Japan 5 Bases 1,600 Workstations
Contact Center 4 Bases 1,200 Workstations
Business Process Outsourcing 1 Base
Digital Marketing 1 Base
E-Commerce One Stop 1 Base

Europe other 20 Bases

4 Bases 890 Workstations
Contact Center 2 Bases 470 Workstations
Business Process Outsourcing 2 Bases
Digital Marketing 1 Base
E-Commerce One Stop 1 Base

North America / South America 20 Bases

5 Bases 1,300 Workstations
Contact Center 4 Bases 1,300 Workstations
Digital Marketing 5 Bases
E-Commerce One Stop 9 Bases
System Development 11 Bases

Overall 635 Bases 210,000 Workstations

Contact Center 325 Bases 181,400 Workstations
Business Process Outsourcing 325 Bases 57,400 Workstations
Digital Marketing 325 Bases 9,000 Workstations
System Development 325 Bases 9,000 Workstations
E-Commerce One Stop 325 Bases 9,000 Workstations

Includes a base providing two or more services

*Includes a base providing two or more services

Global 104 bases across 29 countries/regions

As of May 31, 2019
Sales Expansion

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

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Decelerating 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 calls, chats and chat bots. DEC services support every possible customer communication channel and seamlessly.

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Customer
Psychology & Behavior (5A’s)

Know & Recall
(Aware)

Attracted
(Appeal)

Search & Compare
(Ask)

Buy, Use & Experience
(Act)

Repurchase & Recommend
(Advocate)

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Integrated Marketing: Build - - - Channel-integrated Communication Services
Leverage AI, BI & DMP - - - AI & Data-Driven Communication Services
Internet Promotion - - - - - - - Internet Promotion Services
Website / Platform Development & Operations - - - - - Digital Integration Services
LINE - - - - - - - - - - - - - Integrated Services for LINE
Social Media - - - - - - - - - - - - - Social Media Services
Omni-channel - - - - - - - - - - - - - Omni-channel Integrated Platforms
“Gotcha!mall” & “MOALA”
Research & Analysis - - - - - - - Marketing Research / Analytics Services
E-Commerce One-Stop - - - - - - - Global E-Commerce One-Stop Services
Contact Center - - - - - - - - - - - - - Contact Center Services

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Digital Experience Services

- Social Network Ads
- Product Listing Ads
- Display Ads
- In-feed Ads
- Video Ads
- O2O Promotion

Digital Experience Platforms

- Integrated Omni-channel Platform (offline behavioral data)
- Digital Platform (online behavioral data)
- System Platform
Maximize your fan base by executing marketing strategies that are based on "5As" research methodology whilst communicating with them via all available channels.

Channel-integrated Communication Services

transcosmos offers innovative loyalty marketing services with the exclusive rights to use "5As" research methodology in Japan. With the aim of helping clients communicate with their customers throughout the customer journey from awareness, to action, to advocacy phase, transcosmos provides "Digital Marketing," "E-Commerce," and "Customer Care" all at one stop.

Develop marketing strategy with "5As" research methodology
- transcosmos has received the exclusive rights to use "5As" research methodology in Japan. Philip Kotler proposed "5As" in his "Marketing 4.0.,” replacing the traditional AIDMA model.
- transcosmos has formed an alliance with MarkPlus Inc., a company founded by Hermawan Kartajaya, the co-author of "Marketing 4.0.,” and exclusively offer "5As" research technology in Japan.

Strengthen communication
- 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 customers to optimize targeting accuracy as well as ad content.
- Create a new value of ads

Improve return on ad media
- Further improve return on ad budget by maximizing the ads’ value through leading ad visitors to chat.
- Improve the efficiency of ad delivery by categorizing users’ chat responses in order to re-approach only the right users based on their category.

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.

How to use "5As" research methodology

Increase sales
Aware
Appeal
Ask
Act
Advocate
Customer support

Leverage AI, BI & DMP
Offer "scheme" and "operations services" that enable AI powered, data-driven integrated communication

AI & Data-Driven Communication Services

By integrating data obtained from various channels and leveraging a "scheme" that connects with AI and BI tools, transcosmos offers "operations" services with the power of AI and data to let's clients deliver integrated communication. Operations services include optimizing targeted ads and messages, visualizing KPI management and more.

A "scheme" that integrates all data across multiple customer channels including marketing and customer support into DMP (Data Management Platform), and connects the data with AI, BI and other tools.

Feed customer data accumulated through operations into "DECode," transcosmos’s proprietary DMP.

Feed data into DECode
DataRobot calculates prediction score
Apply & Utilize the score for operations

Optimize retargeting with the power of AI

Retailing Advertising Services
- Apply machine learning to web access log analysis and predict customer segment with high conversion probability scores.
- Target and effectively deliver retargeting ads only to customer segments with high purchase probability scores.
- Automate the whole operations process from prediction to delivery.

Optimize segmented delivery with the power of AI

LINE Messaging Service, "WHITE BASE"
- Improve ROAS (Return On Advertising Spend) by delivering LINE messages by segment instead of sending them to all friends.
- WHITE BASE auto-generates a list that shows "individuals who are most likely to buy" and "the best time to show your offer."
- Manages lists and KPIs with WHITE BASE's proprietary tools.
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 ads technology.

Social Ads
- With optimum promotional methods that make the most of social networks that include Facebook, Instagram, Twitter and LINE, transcosmos solves challenges that clients face. Our team of experts in social media and ad operations help clients succeed in their social promotions by using data obtained from analytics.

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

Apps Marketing
- Propose the best solutions for challenges clients face such as increasing media and expanding sales. transcosmos helps clients maximize their profits by offering integrated app marketing support that includes app planning and operations, and user analysis with the use of DMP.

Data Analysis
- Analyzing data, transcosmos solves marketing-related challenges that businesses face. Our dedicated team has expertise in Google Analytics and other analytic tools with data KPIs, supports implementation and develops analysis reports. The team helps clients smoothly operate their marketing PDCA cycle.

Creative Methods
- Transcosmos’s 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.

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, CRM, and CRM. Our experienced staff help clients implement solutions.
- Implement marketing solutions.
- Provide design and support services to implement “Salesforce Marketing Cloud,” “KARTE” and “Adobe Marketing Cloud” that enable marketing automation and cross-channel campaign management.

Support developing website and systems to maximize performance

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 variety of devices with different screen sizes while balancing usability and operational efficiency.

Website Operations and Improvement Services
- Build the best operational scheme for each client by combining on-site, nearshore, offshore and outsourcing to streamline operations while reducing costs.
- Conduct research and analysis in order to improve user experience: Our experts in building and operating websites carry out analysis from client’s perspective.
- Develop websites that are compatible with a variety of devices and screen sizes while balancing usability and operational efficiency.

Marketing Solutions
- Solve clients’ business challenges, regardless of industry or scale.

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.

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

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Marketing Solutions
- Solve clients’ business challenges, regardless of industry or scale.
Propose total solutions to leverage LINE-based services

**Integrated Services for LINE**

transcosmos 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.

**Maximizing the value of social media**

transcosmos 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.

**Social Media Services**

- **Consulting Services**
  - Support clients in opening various media accounts, design communication strategy and developing documents and proposals.
  - Propose, execute and evaluate the performance of social media marketing plans that are aimed at expanding client's fan base, all in one go.

- **Active Communication and Review Monitoring**
  - Offer initiatives that best match clients’ objectives such as branding, boosting brand awareness, and sales promotion.

- **Marketing and Promotion Support Services**
  - Develop and offer promotional initiatives for various media based on client’s objectives. In addition, transcosmos runs marketing promotions that resonate with clients’ customers.
  - Manage all social network service marketing activities and data on one integrated platform “Sprinklr.” Using the data stored on “Sprinklr,” transcosmos creates and applies its proprietary methods that help clients improve their ad performance.

**LINE**

- **Social Media Services**
  - Maximize the value of social media
  - Propose total solutions to leverage LINE-based services

**LINE Official Account Opening and Operations Services**

- **LINE Sponsored Stickers & Direct Stickers**
  - Offer comprehensive support for operating a LINE account such as developing creative and rich messages and rich menus, and developing analytics reports

- **LINE Ads Platform**
  - Develop an effective and efficient ad operations method and propose ad menu and plans that are tailored to each client’s specific requirements.

**Support businesses’ internal communication**

- **LINE WORKS – LINE for Business –** Services
  - Enable businesses to use LINE, the everyday communication channel, for their internal communication in a secure environment.
  - Offer end-to-end support ranging from implementing the service to managing mobile devices.

**Joint venture between transcosmos, LINE and salesforce.com**

- Combining Salesforce-related services, transcosmos offers diverse solutions and services that build a better and stronger relationship between businesses and users by leveraging LINE’s platform user base and transcosmos’ sales, planning and development capabilities.

**Provide comprehensive service for LINE**

- Line ranging from opening and operating LINE official accounts, customer support to CRM strategy

**Create total solutions to leverage social media**

**Consulting Services**

- Support clients in opening various media accounts, design communication strategy and developing documents and proposals.

**Active Communication and Review Monitoring**

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**Top performing LINE agency**

- **LINE Official Account Opening and Operations Services**
  - Plan content and design delivery scheme to meet clients’ objectives such as increasing sales and boosting customer engagement.

**Improve corporate image and win fans**

- **LINE Sponsored Stickers and Direct Stickers Services**
  - Offer comprehensive support for operating a LINE account such as developing creative and rich messages and rich menus, and developing analytics reports

**Boost customer satisfaction**

- **Customer support services via LINE**
  - All automatically replies to customer inquiries on LINE talk, using a pre-developed knowledge base.
  - Serving customers when necessary, using stickers and emojis.

**LINE ads**

- **Social Media Services**
  - Maximize the value of social media
  - Propose total solutions to leverage LINE-based services

**Consulting Services**

- Support clients in opening various media accounts, design communication strategy and developing documents and proposals.

**Active Communication and Review Monitoring**

- Offer initiatives that best match clients’ objectives such as branding, boosting brand awareness, and sales promotion.

**Marketing and Promotion Support Services**

- Develop and offer promotional initiatives for various media based on client’s objectives. In addition, transcosmos runs marketing promotions that resonate with clients’ customers.
Platforms that connect online and offline

Omni-channel integrated platforms
"Gotcha!mall" & "MOALA"

**Gotcha!mall**
- A platform that connects consumers with stores and products
- Gotcha!mall is a shopping mall-style platform that matches up consumers with stores and products with the power of technology, invites consumers to stores via smartphones, and promotes them to shop and dine out.

**MOALA**
- A web-based platform that integrates digital into a whole live experience
- MOALA is a connected stadium platform which is based on an implementation-ready e-ticketing service "Quick Ticket." By digitizing all kinds of services associated with a live experience, MOALA lets visitors enjoy the live event more than ever before.

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**Gotcha!mall**

**3 distinctive features**

1. Provides an easy-to-use touchpoint where non-regular customers keep coming back regularly.
   - Having a diverse store network provides non-regular customers with touchpoints.
2. Considering the needs and wishes of each individual consumer, Gotcha!mall motivates everyone to shop actively.
   - Artificial intelligence analyzes each individual’s various behavioral data and delivers incentives that match each user’s specific attributes and situation.
3. Gotcha!mall incentive-based pricing (pay-per-sell) 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 selecting the number of winning capsules.

**MOALA**

**3 implemented features**

1. Quick Ticket
   - An e-ticketing service, no app required.
   - Easy to implement with existing ticketing system.
   - Easy to receive & prevent digital fraud.
   - Easy to use together with paper-based tickets.
2. MOALA Market
   - An e-commerce feature specifically designed for real events. Visitors use the platform to buy live-related products and services including drink tickets, name tags, over 100% subsidiary specializes in research and analysis. data-driven marketing and communication.
3. MOALA Pocket
   - A logging feature that enables users to manage all live experiences and store memories at home.
   - Share experience with friends after the event and relish memories at home.

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**Marketing Research and Analytics Services**

Expand revenue and improve customer experience by researching, analyzing and utilizing big data

**Marketing Research Services**
- Identify areas for improvement in terms of customer convenience and satisfaction based on "information to be collected" through questionnaires and interviews.
- Utilize various research methods that include both performance measurement, website UI improvement, CS and Intention to Recommend survey, global research and more.

**Big Data Analysis and Machine Learning**
- Analyze customer behavior and comments based on "collected information" that include access and call logs.
- Help clients create customer segmentation and predict purchase probability by making the most of machine learning and text mining methodologies.

**Platforms and BI Tools**
- Assist clients to connect their systems to external systems that include all delivery engine and automation tools.
- Offer "tableau," a BI tool and help clients develop & implement dashboard.

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**"DataRobot," an automated machine learning platform**
- An automated machine learning tool which is developed by the world’s leading data scientists.
- DataRobot AI automatically builds the best predictive models and helps clients streamline analytics processes.
- Ensure easy and fast system deployment with its API-connect and other useful features.

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100% subsidiary specializes in research and analysis

- 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/regions including Japan, Europe, the United States, China, South Korea, Taiwan, ASEAN and Latin American countries according to the clients’ e-commerce and brand strategy.

Global E-Commerce One-Stop Services

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

Transcosmos realize 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.”

**Sourcing**

- **Clients**
  - Company A
  - Company B
  - Company C

Delivers superior and attractive Japanese products to global market

**Operation**

- **E-Commerce One-Stop Center**
  - **Reception of Merchandise**
  - **Merchandise Measuring Area**
  - **Merchandise Sorting Area**
  - **Merchandise Storing & Storage Area**
  - **Photo-Shooting Area**
  - **Web Promotion Area**
  - **Research & Analysis Area**
  - **Order Taking & Inventory Management Area**
  - **Shipping Area**
  - **Picking & Packing Area**
  - **Customer Care Area**

**Consumers**

- **Sales**
  - **eBay Korea**
  - **TMALL**
  - **Alibaba Group Holding Limited**
  - **White Dave**
  - **Joom**
  - **RSW**
  - **G2A**

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

- **Sourcing Sales Operation**
- **Global E-Commerce One-Stop Services**
- **transcosmos** named FIVE STAR SERVICE PROVIDER by TMALL, the largest online marketplace in China, for its superior e-commerce operations.

**High Performance Award**

eBay Korea
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/regions around the globe through closely working together with prominent local e-commerce outsourcing companies.

E-Commerce One-Stop Service Coverage

Asia
- Japan
- Singapore
- Indonesia
- Thailand
- Malaysia
- South Korea
- Taiwan
- Philippines
- Vietnam

North America
- U.S.
- Canada
- Mexico

Latin America
- Brazil
- Chile
- Argentina
- Colombia

Europe
- UK
- Germany
- France
- Spain
- Italy
- Holland
- Sweden
- Denmark
- Poland
- Hungary
- Portugal
- Luxembourg
- Latvia
- Lithuania
- Estonia
- Cyprus
- Malta
- Slovak Republic

North America
- U.S.
- Canada
- Mexico

Latin America
- Brazil
- Chile
- Argentina
- Colombia

Europe
- UK
- Germany
- France
- Spain
- Italy
- Holland
- Sweden
- Denmark
- Poland
- Hungary
- Portugal
- Luxembourg
- Latvia
- Lithuania
- Estonia
- Cyprus
- Malta
- Slovak Republic

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- A leading fintech player offers payment platform including mobile POS terminals and mobile wallets for retail and logistics companies in Asian countries.
- A US-based digital agency specializing in e-commerce.
- Cross-border e-commerce websites targeting Chinese market.
- A digital native apparel brand from the West Coast.
- A leading e-commerce one-stop services company in Europe and the United States.
- A US-based digital agency specializing in e-commerce.
transcosmos's eCommerce HUB is an integrated e-commerce platform that is filled with over 50 years of IT outsourcing operational excellence. eCommerce HUB seamlessly links the systems required for e-commerce business at real-time. Moreover, the platform satisfies clients’ diverse needs by closely integrating logistics, payment, advertising, and all other essential services.

Global E-Commerce One-Stop Services
(Per Country / Region)

Selection of One-Stop E-Commerce Services optimized for each country's e-commerce market. Each client can select from diverse e-commerce business strategies to fit its needs such as entering e-commerce market by itself, executing cross-border e-commerce business from Japan or commissioned sales through transcosmos's e-commerce channels.

For the Japanese Market

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.

Major Achievements in Japan

NASDAQ-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.

A US-based 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 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.

**For the Chinese Market**

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

China’s Largest E-Commerce Mall

transcosmos was once again awarded a five-star rating as TMALL service partner for the first half of 2019 by TMALL, the largest online marketplace in China (earned the award for the fourth consecutive year since 2016).

transcosmos’s two group companies, UNQ and Magic Panda, also won the five-star ratings as TMALL service partners once again.

**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

**For the South Korean Market**

transcosmos has been providing contact center, direct mail, and field service 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.

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

South Korea’s Largest E-Commerce Mall

transcosmos has received "High Performance Award" from eBay Korea, operating company of Gmarket, for our contribution to overseas sales business for Gmarket, South Korea’s largest online shopping mall.

**Major Achievements in South Korea**

- As an online master distributor in South Korea, transcosmos performs import wholesale business operations for DeAGOSTINI Japan.

**For the ASEAN Market**

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.

transcosmos Commerce delivers the excellent products of our clients in Japan and around the world into the hands of Indonesian consumers.

transcosmos helps brands boost their brand awareness and expand sales by merging online and offline marketing.

**Major Achievements in ASEAN**

- Sale of Panasonic eneloop on “Lazada” in Thailand
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

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

- 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 branding & 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’s Cross-Border E-Commerce Business

- Domestic Market
- Global Market
- Consumes
- Seller
- Sales Agreement
- E-Commerce Website
- Local Delivery
- Bonded Zone / Free Trade Zone
- Customs Office
- Warehouse
- Production Factory
- Distribution Company
- Manufacturer
- Product Sales
- Product
- Sales
- Production

Major Achievements in Europe and the United States

- Provides Comprehensive Support for VAIO® Brand PC to Enter the U.S. Market
- A NASDAQ-listed company offering e-commerce one-stop services 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 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. The winner of 2015 EMEA (Europe, Middle East, and Africa) E-Commerce Partner Of The Year Award.
- A European e-commerce system solutions company with operational experience with over 150 companies in Europe and in the United States. In addition to offering e-commerce one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment, PFSweb, the e-commerce one-stop services company which has operational experience with over 150 companies in Europe and in the United States and VAIMO, the e-commerce system solutions company with experience of designing e-commerce websites for over 400 companies.
- One of the Best E-Commerce One-Stop Services Companies in Europe and the United States
- 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. The winner of 2015 EMEA (Europe, Middle East, and Africa) E-Commerce Partner Of The Year Award.
- A US-based digital agency specializing in e-commerce
- A digital agency specializing in e-commerce certified solutions partner of Shopify Plus and Magento.
- 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. The winner of 2015 EMEA (Europe, Middle East, and Africa) E-Commerce Partner Of The Year Award.
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.

Service coverage

- Dealer management
- Document solutions
- Sales back-office
- Revenue management
- Dealer management
- HR
- Procurement
- Accounting
- Information systems
- Helpdesk

Digital Transformation (for illustrations purpose only)

- Manual
- RPA
- RPA/AI
- Digital PF

"Digital BPO®" is a registered trademark of transcosmos inc. (Registration No. 5982495)
Selling, SCM, Finance and Documentation

Comprehensive operations support services for Selling & Distribution departments

Business Process 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.

BPO Services for Selling, Contracting and Billing

- **Outsourcing services for selling, contracting and billing**
  
  - Provide comprehensive services to assist companies in processes that include acceptance, processing, managing, renewing and terminating contracts, billing and collection.
  
  - Support services for stores & dealers
  
  - Provide support for all kinds of selling activities. The services include responding to enquiries from stores and dealers about store operations and products, and receiving and managing repair orders.
  
  - Support services for managing repair orders
  
  - Offer diverse services such as responding to customer enquiries about products, arranging dates and time for repair, renewing maintenance agreement and more.

BPO Services for Supply Chain Management

- **Integrated outsourcing services for end-to-end order fulfillment processes**
  
  - Provide extensive support services with a focus on order management operations. The services include arranging inventory level, receiving payments, managing delivery, billing, and collecting payments. Our platform-based services optimize operational costs by applying a volume-based pricing model that allows for pricing adjustment based on the quantities ordered. transcosmos helps clients realize accurate payment management from invoicing, to collection to reconciliation.
  
  - Outsourcing services for logistics management & trade administration
  
  - Provide extensive support services from receiving requests for transportation, to delivery, to shipping and storage, to responding to customer enquiries to operations management. With an understanding on the whole logistics and trading processes, transcosmos optimizes procedures for preparing and submitting all necessary documents for invoices, a bill of lading and more.

BPO Services for the Finance & Insurance Industry

- **transcosmos’s proprietary operations support system and specialized teams handle end-to-end processes from receiving application (including assessment and completeness check) to contract termination in a short period of time.**
  
  - Provide complete operational services for signing new contracts, maintaining and renewing contracts, payments and more.
  
  - Offer high-quality, affordable services to digitize medical certificates and medical check-up forms by utilizing clients’ own systems.

BPO Services for Documentation

- **Provide effective documentation services in a secure environment**
  
  - Provide comprehensive documentation services at one-stop. The services include printing, delivering, digitizing and more.
  
  - Help clients digitize and store all documents that are required to comply with laws and regulations and to launch new services in a secure environment.

Accounting, Procurement and HR

Effectively assist clients’ corporate functions to improve their business processes

Corporate BPO Services

transcosmos helps clients’ corporate functions, the core of their business, achieve business transformation, and ultimately contributes to clients in enhancing their competitive strengths.

Human Resources (HR)

- Provide comprehensive support services to assist clients’ HR department. The services include managing employee data from enrollment to separation, maintaining monthly attendance management and calculating payroll.
  
  - Streamline operations by standardizing various processes and rules.
  
  - Perform identity verification and data registration that are required to receive My Number (the Individual Number) in a secure environment.

Procurement

- Provide end-to-end support services for accounts receivable management that range from billing based on invoice data, to collection to payment confirmation.
  
  - Assist clients’ Procurement department in receiving purchase orders from other departments, submitting request for quotation to suppliers, and making necessary arrangements.
  
  - Conduct BPR in order to optimize man-hours and quality by standardizing tasks and unifying operations among various groups.

Finance & Accounting

- **Leverage a platform to streamline finance and accounting operations**
  
  - transcosmos leverages both its platform and BPO services to streamline a series of expense reimbursement processes.
  
  - Provide extensive services to support all expense reimbursement processes. The services include hyper care support for platform implementation and user training.
  
  - Perform some of the monthly closing processes to let clients’ Finance & Accounting members focus on their core tasks.
BIM Services Construction Support Housing & Housing Equipment Design

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.

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.

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

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

Offer platform which supports high performance-homes

Services for Housing Industry
• Comprehensive support ranging from basic design, to detailed design, to production design
• Provide services to assist developing catalogue, perspective and quotation and thereby let clients focus on responding to owner enquiries.
• Develop system infrastructure including business systems and building component CB
• For builders, deliver platform services that specialize in calculating energy savings, developing various housing performance applications and creating structural designs

Going beyond BIM modeling to BIM-based construction management field

BIM Services
• Offer extensive services to maximize the power of BIM. The services include deciding scope of BIM usage, defining processes and operations
• Comprehensive support from leveraging platform, to designing, to construction and facility management.
• Provide support services for BIM implementation, training and operations. The services include boot training sessions and classroom support on-site or off-site
• Create BIM objects for manufacturers of building products

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 production data
• Offer designing and construction back-office services for FTTH, wireless networks, electricity and pipeline facilities

Support visualizing various processes for product design

Technology Certification Services
• transcosmos carries out security trade controls (fills out parameter sheets) throughout export control processes on behalf of clients.
• Provide comprehensive services for clients to obtain product certifications including environmental certification and type approval. The services include collecting necessary information, filling out parameter sheets and developing documents.

Support effective use of essential IT tools for product development

Engineering IT Services
• Support implementing and operating PLM to centralize information
• Provide training and support for various engineering tools including CAD and PDM.
• Support building and operating system infrastructure to streamline design tasks

Support implementing and operating PLM to centralize information

Design & Built-In Development
• 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 paths
• Provide designing various design data (3-dimensional modeling, 2-dimensional drawing)
• 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 operational frameworks which supports development process model for automobile industry and is in compliance with functional safety standards

Support implementing and operating PLM to centralize information

Cost Optimization

Cost Optimization
Provide effective IT infrastructure operations services to achieve digital transformation

**IT Outsourcing Services**

Leveraging our know-how built upon our extensive service record, transcosmos offers comprehensive support from the best service base for each client to help them strengthen their competitiveness by utilizing IT.

### Desktop One-Stop Support Services

- Subscription-based services for all required features related to PC (assets, applications, endpoint security).
- Deliver one-stop support services from implementation and deployment, to operations and management. Designed to simplify complex business processes in clients' IT department.

### Support Desk Services

- Provide wide-ranging support from implementation planning and training for business operation system and ERP to helpdesk services.
- Propose effective solutions based on our business expertise, fully understanding the context of the inquiries coming from agents and dealerships.
- Provide the optimum support for every industry and business from the user’s perspective.
- Provide multi-language, 24/7 service by combining onsite and centers.

### Offer ever increasing devices effectively and securely

**MDLM** Services

- One-stop services ranging from procurement, to kilting, to operations management for multiple devices including PC, tablet, smartphone, and more.
- Manage assets, configuration information, and critical information to ensure security, along with device information.
- Support time-consuming operations such as developing master image, verification after OS and application updates, etc.

### Provide effective IT infrastructure operations services to achieve digital transformation

**Support Desk, System Operation & Maintenance, IoT, and Multi-device lifecycle**

Provide comprehensive support services including user training and operations support after SAP implementation

**SAP Operations Services**

- Deliver one-stop support services that fit clients’ distinctive business characteristics. The services include user training and support desk services after SAP system implementation.
- Conduct user-centric training sessions that result in drastic reduction in user enquiries after system culver.

### 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, under various environments such as cloud and on-premises.
- Prevent operational errors and improve operational efficiency by standardizing monitoring process and implementing automation tools.
- Provide 24/7 services by combining onsite and centers.

### Help clients protect their valuable assets from cyber attacks

**Security Services**

- Based on vulnerability diagnosis, assessment, and analysis, propose countermeasures according to clients’ needs.
- Detect alerts at an early phase via security monitoring, and solve issues immediately.
- Offer training to prevent ever diversifying targeted attack email.
- Offer an early alert report on unprecedented cyber attacks.
- Help clients set up endpoint security measures to prevent information leakage from information terminals.

### Deliver contact center services that optimize and maximize the value of customer experience

**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 Consulting Services

- Support designing contact centers that meet the business objectives
- Designing and developing based on the business characteristics. The services include user training and operations support after SAP implementation.

#### Cloud Contact Center Services

- Provide services in China, South Korea, ASEAN, Europe and the U.S.

#### Next-gen contact center solutions

- Provide services in China, South Korea, ASEAN, Europe and the U.S.

### Customer support services via LINE

- Provide call-chat hybrid customer support services via LINE.

### Speech Recognition Solution, “Transspeech”

- Help call centers improve service quality and streamline operations by offering one-stop services that include implementation of a speech-recognition environment and cloud-based services.

### Cloud Contact Center Services Powered by Amazon Connect

- By merging its operational know-how into the basic functions of Amazon Connect, transcosmos delivers a contact center with cloud-based, flexible system architecture and consulting services.
Ensure service quality equivalent to that of Japan at an affordable price

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 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
- Vietnam, 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
- Develop diverse services with a focus on CMS
- 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
- Realize both quality and cost reduction by performing mass design tasks in offshore bases under transcosmos’s management
Support clients' global expansion

Services for the Chinese Market

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 platforms including "TMALL," the largest e-commerce shopping mall in China
- Distribute clients' products to e-commerce retailers including JD.com, JUMEL, VIP.com, and PinKucada.
- Cross-border e-commerce services to sell clients' products on "TMALL Global" and "9AOLA."
- Formed a capital and business partnership with "Magic Panda," China's largest apparel e-commerce support company.

Digital Marketing Services
- Provide one-stop services from planning, designing, developing to operating various web marketing activities for sales, campaign websites, creatives, and smartphone apps
- Execute digital marketing activities targeting Chinese consumers and leverage them into the brick-and-mortar stores. Plan and execute e-commerce marketing services after the visits to promote them to make repeat purchases.

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

IT Outsourcing Services
- Optimize IT cost by rebuilding clients' IT environment
- Provide wide-ranging support from planning, designing, developing, and operating the system according to the system lifecycle
- Provide one-stop support for maintenance and operation, including business application troubleshooting and program updates
- Provide end-to-end support for system infrastructure from design, development, maintenance to operation

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
- Receive "High Performance Award" from eBay Korea
- Our specialists, well-versed in the local market, select the optimum media, plan and execute the marketing plans and SEM strategies
- Prevent troubles during printing and enclosing process
- Support our clients to expand their sales by assigning the optimum staff and supporting store operations on site

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 "TMALL," the largest e-commerce shopping mall in South Korea
- "Call Center Outsourcing Solutions Award" received by "transcosmos China" for its superior e-commerce operations
- "25 industry-leading employees received "COPC," a global standard in the customer services industry.
- Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails
- Our operational framework includes large-scale, the latest printing and binding facilities that enable high-speed mass printing
- Prevent problems during printing and enclosing process through leveraging patented system and workflow. Manage data in collaboration with our contact centers
- Our dedicated staff support store operations and help expanding sales
- Provide on-site 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 South Korean Market

transcosmos provides our clients that operate in the South Korean market with contact center services, digital marketing services, e-commerce one-stop services, direct mail services, and field services, all localized for South Korea.

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
- 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 the local market, select the optimum media, plan and execute the marketing plans and SEM strategies

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 "TMALL," the largest e-commerce shopping mall in South Korea
- "Call Center Outsourcing Solutions Award" received by "transcosmos China" for its superior e-commerce operations
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- Our operational framework includes large-scale, the latest printing and binding facilities that enable high-speed mass printing
- Prevent problems during printing and enclosing process through leveraging patented system and workflow. Manage data in collaboration with our contact centers
- Our dedicated staff support store operations and help expanding sales
- Provide on-site 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

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 the local market, select the optimum media, plan and execute the marketing plans and SEM strategies

Field Services
- Provide on-site 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 Market

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.

- **Contact Center Services**
  - Provide contact center services via multi-channel
  - Multilingual services
  - Offer services in multiple languages in the ASEAN region (English, Chinese, Indonesian, Thai, Vietnamese, etc.). Clients can select from a centralized (Malaysia) or decentralized (each ASEAN nation) service model both operated under centralized control. transcosmos’s English-speaking staff at Single Point of Contact manages multiple languages and countries with the same standards and rules at the same time.
  - The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff.

- **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 mobile applications.
  - Provide services for each country and area from bases in the Philippines, Malaysia, Singapore, Indonesia, and Vietnam.
  - Formed a capital and business alliance with “Heroleads,” a digital performance marketing provider in Thailand with 150+ Japanese bilingual staff.

- **E-Commerce One-Stop Services**
  - Operate “Gotchamall,” a platform which connects customers and stores in ASEAN. Through the provision of personalized digital performance marketing, Gotchamall promotes customers to “visit, purchase, and re-visit” stores.
  - Help brands boost their brand awareness and expand sales by merging online such as ASEAN’s largest e-commerce shopping mall “Lazada” and offline including department stores and cosmetic stores, and digital marketing.
  - “transcosmos Commerce,” an Indonesian subsidiary specialized in e-commerce, delivers the excellent products of our clients in Japan and around the world into the hands of Indonesian consumers.

Guarantee quality contact center operations equivalent to that of Japan

Support clients’ global expansion

Services for Europe & the United States and Latin America Market

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

- **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 varieties of delivery options according to the needs of clients.
  - The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff.
  - Offer services for Europe and the United States from our offshore base in Manila
  - Established “transcosmos OmniConnect,” following the purchase of a call center business, a subsidiary of Berkshire Hathaway (US).
Corporate Overview, Management Philosophy and Corporate Vision, Sales and Clients

Management and Organization

Management

Origin of our Business

people & technology

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

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 competitive edge. transcosmos, as a BPO vendor who optimizes clients' business process and drives innovation, upholds this Operational Excellence as our service philosophy.

Global Digital Transformation Partner

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 vague as new players, focusing on the cutting-edge digital technology, have entered the market. It is becoming more important than ever before to enhance the service quality of businesses and to align with the changing customer needs. At transcosmos, we are committed to developing new value-added services that incorporate digital technology and to creating new business models. We believe that transcosmos has the potential to become the world’s best global digital transformation partner.

Sales and Clients

Client 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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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
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
June Established Team Lab Business Development
2006 January Established transcosmos design development
March Established transcosmos China (former transcosmos CC China)
2007 April Established transcosmos Information System (Bendi)
September Established transcosmos Field Marketing
2008 August Established transcosmos Information Creative Japan
November Established Suzhou transcosmos Information Creative
2009 July CIC Korea and Inwoo 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
June Established transcosmos Indonesia
July Opened Kyoto Business Office
October Established Daqing transcosmos design development
December Established transcosmos Asia Philippines
2014 March Established transcosmos Vietnam
April Formed a capital and business partnership with Ookbee
September Established TRANSCOSMOS (MALAYSIA)
October Formed a capital and business partnership with UNQ (Shanghai) Supply Chain Management
November Established TRANSCOSMOS (UK)
Established transcosmos Technologic Arts
December Established Jinan transcosmos Information Creative
2015 March Established TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE
Established transcosmos artus (former MetroDeal)
June Formed a capital and business partnership with Shangdong Ya Nuoda E-Commerce (Magic Panda)
Invested in Grand Design
August Formed capital and business partnership with Hotdeal
September Formed capital and business partnership with VAIMO
November Formed capital and business partnership with Anchanto
Formed capital and business partnership with INTERBASE RESOURCES
2016 February Acquired partial share of Fujitsu Human Resource Professionals
April transcosmos Information System became subsidiary
(former Merlin Information Systems Group)
May Established transcosmos online communications
SOCIAL GEAR became subsidiary
August Established transcosmos Taiwan
November Formed a capital and business partnership with Infraocommerce
December Digital Operative became subsidiary
2017 January Formed a capital and business partnership with Workshift Solutions
May Formed a capital and business partnership with Soft Space Sdn Bhd
June Established playground
September Established me&stars
Established Dentsu Digital Drive
Established Machine Learning Solutions
Established Social Media Counseling Association
December Established TRANSCOSMOS OMNICONNECT
2018 March Established Edge Intelligence Systems
April Established Edge Intelligence Systems
November Formed a capital and business partnership with Heroleads (Thailand)
December Formed a capital and business partnership with RaBlockCo., Ltd

transcosmos inc.

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Sapporo, Aomori, Sendai, Kawaguchi, Ichikawa, Tokyo, Yokohama, Nagoya,
Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Sasebo, Kumamoto, Oita,
Miyazaki, Naha, Okinawa, Uruma, Japan 63 Bases

Domestic Bases
China, South Korea, Taiwan, Vietnam, The Philippines, Thailand, Malaysia,
Indonesia, Singapore, India, UAE, Norway, Finland, Sweden, U.K., Estonia,
Denmark, Poland, Ukraine, Belgium, Hungary, Bulgaria, South Africa,
Canada, U.S., Mexico, Colombia, Brazil, Argentina

Global Bases
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