transcosmos Outsourcing Services

**Back-Office services for Human Resources, Accounting, Sales, Ordering, SCM and Design Depts.**
- Combining the domestic network and overseas offshore bases with over 10,000 employees, our services streamline back-office operations in Sales, Design, Production, Logistics, Human Resources, and Accounting depts.
- **Offer superior customer experience by integrating every communication channel.** Specifically, the service 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.
- **Support 23 languages.**
- **Largest scale in Asia.**
- **Japan domestic** 9,300 employees
- **China, Thailand, and Vietnam** Offshore 1,400 employees
- **17,320 workstations
- **30 bases in Japan**
- **13,490 workstations
- **Including partners and associates.

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

**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 business.
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.
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.

Increase sales

Customer support

Strengthen communication

Build engagement between consumers and clients

\- Solve users’ challenges and boost their interest 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 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

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 chats

\- Evaluate the ads performance by comparing with regular banner ads, TV commercials, etc.

Connect data with our unique DMP

Leverage chat data

\- Transcosmos’ 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

Multi-channel DB integration support

Aggregation Services

\- Transcosmos’ 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

\- Offer fully-developed DB environment for centralized data management by collecting and aggregating customer attributes, comments and behavioral history via a variety of channels

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

Autonomation Services

\- Support clients’ digital transformation

\- 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

Set link to external systems (API link, autonomation, and optimization)

"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 autonomation tools.
Support clients’ marketing strategies by leveraging cutting-edge ad 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 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.
- Boost ad performance by using varieties of ad tools that include ad operations tools offered by Social Gear Inc., a certified Facebook partner, and “Sprinklr”, an integrated social management platform.

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 search engines 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 offering integrated apps marketing support that includes ad planning and operations, and user analysis with the use of DMP.

Data Analysis
- By analyzing data, transcosmos solves marketing-related challenges that businesses face. Our dedicated team that has expertise in Google Analytics and other analytic tools sets KPIs, develops customer touchpoint-oriented media strategies across all devices. We optimize ad delivery and targeting by programmatic media buying, and boost ad performance.

Maximize ad performance with the power of cutting-edge technology

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’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.

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

Website Operations and Improvement Services
- Conduct research and analysis in order to improve user experience. Our experts in building and operating websites carry out analysis from client’s perspective.
- Research and analyze client’s current operations
- Develop customer journey map
- Analytic solutions
- Competitive research and analysis
- Log analysis

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 Operations and Improvement Services
- Develop and use guideline
- Develop and apply operational design
- Implement and develop website
- Maintain and update system
- Tablet solutions.

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 DMR. Our experienced staff help 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 for credit card applications
- 7 days a week support center available
- Receive purchase order for tablet

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

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Support developing website and systems to maximize performance

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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.

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**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.
- Offer comprehensive support for operating a LINE account such as developing creative messages and rich menus, and developing analytics reports.
- Improve corporate image and win fans.

**LINE Sponsored Stickers and Direct Stickers Services**

- Our dedicated LINE sticker design team has an extensive record creating various popular stickers.
- Develop attractive and simple stickers by focusing on standbills and moving of character designs while considering actual situations where stickers are used, and analyzing user mindsets.
- Original character design service is also available.

**LINE ADs Platforms**

- Develop an effective and efficient ad operations method and propose ad menu and plans that are tailored to each client’s strategy to reach customers.
- Maximize ad performance by utilizing our proven record in developing and testing creative.

**LINE Customer Connect**

- AI automatically replies to customer inquiries on LINE talk, using a pre-developed knowledge base.
- Serving customers when necessary, using stickers and emojis, our operators make customers highly satisfied.
- "Call to LINE, LINE to Call" connects calls and LINE seamlessly, providing support via the optimal channel, meeting customer needs.

**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.

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**Social Media Services**

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.

**Maximizing the value of social media**

- **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 offering the optimal creative content for each media. Plan, create, and operate content according to the needs of clients.

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

- **Operate content to build close communication with fans**
  - Our dedicated facilitators post information that include selling points to boost fan engagement.
  - Collect keywords on Twitter, actively communicate with fans and expand the power of positive word-of-mouth.

- **Comprehensives services**
  - Comprehensive service for LINE ranging from opening and operating LINE official accounts, customer support to CRM strategy.
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**LINE Biz-Solutions Partner Program**

- Certification as a "Diamond" partner, the highest certification for "Sales Partner" in the "LINE Biz Account" category for the "LINE Biz-Solutions Partner Program", a program by which LINE certifies sales and development partners of LINE enterprise 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 stores 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.
   - Having a diverse store network provides non-regular customers with touchpoints.
2. Considering the needs and wishes of each individual customer, Gotcha!mall motivates everyone to shop actively.
   - Artificial intelligence analyzes each individual’s various behavioral data and delivers incentives that best match each user’s specific attributes and situation.
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 incentives.

Quick Ticket: An "e-ticketing service" that builds smart stadium via LINE

Quick Ticket
Visitors via an API to implement the service. Quick Ticket also offers various smart stadium solutions via LINE and enter a stadium with an e-stamp". Just connect an existing ticketing system with Quick Ticket.

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 “Receive 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.
   - Easy to welcome visitors at event sites. No special equipment or item required to accept a digital ticket. Easy to use the service with a low overhead at event sites.
4. Enables continuous communication with event visitors.
   - Quick Ticket enables clients to connect with visitors via LINE and other channels, and to add unique, interactive solutions to their ticketing services. Quick Ticket also offers various smart stadium solutions that let stadium visitors enjoy new game experiences by enabling real-time communication with visitors.

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 conduct 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.

Solve CRM and marketing related challenges by utilizing Big Data

Research and Analytics Services
- 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 Promotor 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
- MROC and insight community (build and operate internal monitoring process)
- Access log and website traffic flow analysis (website, smartphone, tablet, etc.)
- Computer vision analysis
- Data mining and text mining
- Social listening
- Global research
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, South Korea, ASEAN, India and Latin American countries according to the clients’ e-commerce and brand strategy.

Global E-Commerce One-Stop Services

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

Company A

Company B

Company C

Sourcing

Delivers superior and attractive Japanese products to global market

Operation

Sales

Consumers
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

Japan

Indonesia

Thailand

Malaysia

Vietnam

Philippines

South Korea

China

Taiwan

U.S.

Canada

Mexico

Argentina

Colombia

Brazil

A leading fintech player offers payment platform including mobile POS terminals and mobile wallets for retail and logistics companies in Asian countries.

Optimizes Facebook ads / Instagram ads utilizing "social gear Ads+", the ads management service.

Sells and operates Facebook and Instagram ads around the globe.

Number of members: 10 million
Japan's e-commerce mail order website
E-commerce website for Sake
Delivers Japanese drinks around the globe
A cross-border e-commerce website - A gem for Japanese character items -

A US-based digital agency specializing in e-commerce

E-commerce One-stop services company in Europe and the United States

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E-Commerce Website for Sake Delivers Japanese Drinks Around the Globe

A cross-border e-commerce website delivering Japanese character items to fans around the globe

E-commerce shopping mall – the home of masterpieces –
Sells attractive Japan-themed products only available here

transcosmos Provides E-Commerce One-Stop Services

Clients' Products

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.

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 provides 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.

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.

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E-Commerce Website for Sake Delivers Japanese Drinks Around the Globe

A cross-border e-commerce website – A gem for Japanese character items –
Delivers superior Japanese Sake to consumers in Japan and abroad

A leading e-commerce one-stop services company

A U.S-based digital agency specializing in e-commerce

A European e-commerce system solutions company

A leading e-commerce one-stop services company in Europe and the United States

Digital Operative

VAIMO

PFSweb

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Digital Operative

VAIMO

PFSweb
**For the Chinese Market**

transcosmos has been providing services in China for 20 years, accumulating vast experiences 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.

**Major Achievements in China**

- **BAN DAI**
- **PEACH JOHN**
- **Canon**
- **YAMAHA**
- **MONKL**
- **okaidi-obaii**
- **FOREVER 21**

**For the South Korean Market**

transcosmos has been providing contact center, direct mail, and field service including E-Commerce One-Stop Services to over 100 major companies in South Korea for 14 years. Now, we are the largest independent BPO vendor in South Korea.

**Major Achievements in South Korea**

- **DeAGOSTINI Japan**

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**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 and Malaysia.

**Major Achievements in ASEAN**

- **Wacoal**
- **Panasonic**
transcosmos provides support for clients’ e-commerce business entry into Europe and the United States market with a strong partnership with 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.

**Major Achievements in Latin America**

- **Services for Latin America Markets**
  - **infrastructure.commerce**: Latin America’s E-Commerce One-Stop Companies
    - Offers e-commerce one-stop services in Latin America in addition to providing store opening support on Latin America's largest e-commerce retailer “Mercado Libre” and “Amazon.com.mx”
  - **VAIO® Brand PC to Enter the U.S. Market**
    - Provides comprehensive support for VAIO® Brand PC to enter the U.S. market

**Major Achievements in Europe and the United States**

- **Services for Europe and the U.S. Markets**
  - **transcosmos Group’s E-Commerce Outsourcing Companies**
    - **One of the Best E-Commerce One-Stop Services Companies in Europe and the United States**
      - 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.
    - **An A European e-commerce system solutions company**
      - A Swedish e-commerce system solutions company with a track record of developing an e-commerce website 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**
      - digital-operatives
    - **A digital agency specializing in e-commerce**
      - Shopify Plus and Magento.
  - **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, leveraging its expertise in international e-commerce business operations.

**Cross-border e-commerce**

- **Cross-border e-commerce market value was 795.6 billion yen in FY 2015; in 2019, it is expected to exceed the maximum of 2.3 trillion yen, which is 3 times as much**
  - 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**: Provides services to Japanese clients aiming to sell on China’s huge online retail market through “Made-in-Japan” products.
- **Japan to Thailand, Malaysia, and Singapore**: Provides services to Japanese clients aiming to sell on ASEAN’s huge online retail market through “Made-in-Japan” products.
- **Japan to Global**: Provides services to Japanese clients aiming to sell on global online retail markets through “Made-in-Japan” products.

- **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**

- **Production**
  - Manufacture
  - Distribution Company
- **Product Sales**
  - Seller
  - E-Commerce Website Operations
- **Sales Agreement**
  - Sales Agreement
  - Local Delivery
- **Consumers**
  - Consumers
  - Orders
  - Custom’s Office
  - Free Trade Zone
  - Bonded Zone
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.

Digital Transformation (for illustrations purpose only)

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
- G&A
- Accounting
- Information systems
- Helpdesk

Digital BPO® is a registered trademark of transcosmos inc. (Registration No. 5982495)
Back-Office for Human Resources, Accounting, and Sales depts

Optimize operations cost by improving clients' indirect operations processes

Back-Office Services

costcosmos 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.

Optimize process and cost of mission-critical tasks

Corporate Back-Office Services

- Provide comprehensive back-office support for corporate functions such as accounting, human resources, and administration 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

Wide range of support for incidental / indirect operations of marketing and sales activities

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
- Provide comprehensive back-office support for signing new contracts, maintaining registered data and collecting payments
- Provide high quality, affordable services to digitize medical certificates and medical check-up forms by utilizing clients’ system
- Provide services for credit cards, credit sales, and leasing industry
- Our dedicated team supports end-to-end process from application (including credit and error checking) to cancellation with a short delivery time by utilizing our operational system, which is built on our proven know-how
- Services for distribution industry and new businesses

End-to-end support for SCM-related operations

SCM Back-Office Services

Leveraging our know-how on order fulfillment operations for various products, transcosmos delivers highly productive, high quality back-office services including receiving orders, balancing supply and demand, arranging shipments, and collecting payments, via improving clients' complex operations that tend to rely on individual skills.

SCM, Sales and Logistics Departments

- SCM, Sales and Logistics Departments
- Ordering, Delivery, Adjustment & Collection
- Factory

- SCM Back-Office Services
- End-to-end support for SCM-related operations
- Optimize order fulfillment center cost, quality, and productivity
- 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
- Account Receivable Collection Services
- Support payment management ranging from invoicing, to collection, to reconciliation

- SCM Back-Office Services
- Document Solution Services
- Ensure service quality by utilizing our operations support tool which visualizes the specific characteristics of each business partner whilst standardizing the process

- SCM Back-Office Services
- SCM Back-Office Services

- Full Outsourcing Services for Order Fulfillment
- From receiving and registering shipping and delivery orders, to managing warehouse and delivery data
- Delivery Management and Trade Administration Outsourcing Services
- Receive orders for delivery, transportation, shipping and storage, respond to delivery-related inquiries and manage delivery information
- With knowledge of the entire business process, develop required documents such as invoices and bill of lading, and optimize application procedures

- Full Outsourcing Services for Order Fulfillment
- SCM Back-Office Services

- Account Receivable Collection Services
- Support payment management ranging from invoicing, to collection, to reconciliation

- SCM Back-Office Services
- Document Solution Services
- Ensure service quality by utilizing our operations support tool which visualizes the specific characteristics of each business partner whilst standardizing the process

- SCM Back-Office Services
- SCM Back-Office Services

- SCM Back-Office Services
- SCM Back-Office Services
## 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.

<table>
<thead>
<tr>
<th>Housing</th>
<th>Building Equipment</th>
<th>Construction</th>
<th>Electric Power and Telecommunications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Design support</strong></td>
<td>Basic design, drawing, and implementation support for architectural design drawings</td>
<td>Implementation assessment, design modeling, and construction process simulation</td>
<td>BIM  - Support for design and production, including support for product design and development</td>
</tr>
<tr>
<td><strong>Platform for energy saving</strong></td>
<td>Calculation and visualization support for building envelope visualization</td>
<td>Operation and maintenance support, including SW maintenance</td>
<td>Software support desk, including support for BIM applications and IT systems</td>
</tr>
<tr>
<td><strong>Architecture-based office services</strong></td>
<td>Planning and design support for office space</td>
<td>CAD &amp; PLM operation and maintenance</td>
<td>Data extraction and integration, including support for BIM and IT systems</td>
</tr>
<tr>
<td><strong>Sales back-office</strong></td>
<td>Support for presentations and sales activities, including preparation of presentations and sales documents</td>
<td>System &amp; Product verification, including support for various applications</td>
<td>Application development support, including support for system and product verification</td>
</tr>
<tr>
<td><strong>Construction back-office</strong></td>
<td>Support for waste management and disposal, including support for waste management and disposal processes</td>
<td>Quality &amp; Environmental certification, including support for various certifications</td>
<td>Software support desk, including support for various applications</td>
</tr>
</tbody>
</table>

### Services for Housing Industry

- Comprehensive support ranging from basic design to detailed design, including product design
- Support for design and production
- Support for design and production
- Support for design and production

### Services for Building Equipment Industry

- Proposal and design for products and services
- Support for builders and manufacturers
- Support for various applications
- Support for IT services and systems

### Services for Construction Industry

- Support for design and production
- Support for design and production
- Support for design and production
- Support for design and production

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

End-to-end support ranging from product design 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.

<table>
<thead>
<tr>
<th>Reform Area</th>
<th>Front-loading</th>
<th>Consumer engineering</th>
<th>Quality &amp; Environmental certification</th>
<th>Centralized information management &amp; Traceability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operation Area</td>
<td>Project management</td>
<td>Technical document</td>
<td>System &amp; Product verification</td>
<td>CAD &amp; PLM operation and maintenance</td>
</tr>
</tbody>
</table>

### Built-In Development Services

- Provide flexible and stable development frameworks
- 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 framework which supports development process model for automobile industry and is in compliance with functional safety standards

### Back-Office Services for Design and Production

- Support process and cost
- Support process and cost
- Support process and cost
- Support process and cost

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

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 comprehensive support from the best service base for each client to help them strengthen their competitiveness by utilizing IT.

Security Services
- Provide the optimum helpdesk which matches with business objectives
- Provide wide-ranging support from implementation planning and training for business operation system and ERP to helpdesk services
- Process effective solutions based on our business expertise, fully understanding the content of the inquiries coming from agents and dealerships
- Provide the optimum support for each industry and business from the user's perspective
- Provide multi-language, 24/7 service by combining onsite and centers

Help clients protect their valuable assets from cyber attacks

Support Desk Services
- Identify 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 on-premises and cloud
- Prevent operational errors and improve operational efficiency by standardizing monitoring process and implementing automation tools
- Provide 24/7 services by combining onsite and centers

Lifecyle services for Multi-Devices
- Monitor one-stop services ranging from procurement, to kitting, to operations management for multiple devices including IC, 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 update, etc.

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.

Support diversified channels
- Offer non-voice services for smartphone users on top of traditional contact center services to support diverse, essential channels
- Chat operators and chat-bots offer non-voice services
- Help clients increase sales and boost customer satisfaction

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

"Call to LINE" versus "LINE to Call" - two features of LINE Customer Connect
- "LINE to Call" enables users to make a free call with just one click on "LINE" or when they visit a company website, which will automatically connect them to their IP phones.
- "LINE to Call" integrates IVR (Interactive Voice Response) and operators can send messages to users' LINE accounts and invite them to "LINE" chat support based on their mobile numbers.
- Delivers a call-chat hybrid customer support service via "LINE".

Supporting services: Marketing, customer support, corporate planning

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.

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

Contact Center Consulting Services
- Visualize contact center's missions and identify challenges
- Rebuild and create ideal contact centers by developing improvement plans
- Develop and apply quality management criteria and the cycle of continuous improvement

Supporting services: Marketing, customer support, corporate planning

Digital Communication Services
- Offer non-voice services for smartphone users on top of traditional contact center services to support diverse, essential channels
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Supporting services: Marketing, customer support, corporate planning
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 the task volume
- Re-compose the reports and documents into divided digital data to prevent identifying the original personal information during the data entry process

Realize cost reduction while securing high quality design tasks

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 websites, 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 is built on organized infrastructure
- Develop high-value systems, flexibly accommodating the clients’ needs, using hybrid solutions that mix agile with traditional waterfall method

Support multi-channel for global website operation

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

Global

transcosmos supports clients’ Global Expansion with our various outsourcing services

Partners and Affiliates
China (Beijing / Shanghai / Guangzhou / Shenzhen / Jinan)
South Korea (Busan) Canada (Toronto)
Sweden (Stockholm / Gothenburg) Norway (Oslo)
Finland (Oulu / Helsinki) Denmark (Copenhagen)
Germany (Munich) UK (London) (Milan / Basingstoke)
Estonia (Tallinn) Belgium (Liege) Hungary (Budapest)
Debrecen) Ukraine (Kiev) Bulgaria (Sofia)
Poland (Warsaw) Romania (Cluj)
Vietnam (Ho Chi Minh) Philippines (Manila)
Singapore (Singapore)
South Africa (Pretoria)
India (Bangalore / Noida / Pune)
UAE (Dubai)
Brazil (Sao Paulo) Mexico (Mexico City)
Argentina (Buenos Aires)
Colombia (Medellin / Bogota)

Offshore

transcosmos’s Global Bases

U.S. (Silicon Valley / Sacramento / New York / Los Angeles)
UK (London)
China (Beijing / Shanghai / Hefei / Tianjin / Dalian / Guangzhou / Shenzhen / Suzhou / Daqing / Changzhou / Changsha / Shenyang / Xi’an)
South Korea (Seoul / Seongnam / Gyeonggi / Daejeon / Gwangju / Busan)
Taiwan (Taipei)
Indonesia (Jakarta)
Thailand (Bangkok)
Vietnam (Hanoi / Ho Chi Minh)
Philippines (Manila)
Malaysia (Kuala Lumpur)
Singapore (Singapore)

Services for Europe & the United States
- Services for the Chinese Market
- Services for the South Korean Market
- Services for the ASEAN Markets
- Services for Europe & the United States and Latin America Markets

Services for the ASEAN Markets
Support clients’ global expansion

**Services for the Chinese Market**
transcosmos provides our clients that operate in the Chinese 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.cn
- Sell our clients’ products on cross-border e-commerce websites such as “JD worldwide” and “TMALL Global”
- 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
- Our specialists, well-versed in the local market, select the optimum media, plan and execute the marketing plans and SEM initiatives
- Our people are highly talented specialists and are well-versed in various industries and areas
- Prevent troubles during printing and enclosing process

Provide the optimum web marketing solutions that fit local market

**Digital Marketing Services**
- Provide one-stop services from planning, designing, developing to operating various web marketing activities for website, campaign website, creative, 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
- 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

**IT Outsourcing Services**
- Optimize IT cost by rebuilding clients’ IT environment
- Provide wide-ranging support from planning, designing, developing, maintaining to 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

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 Centers Services**
- Provide contact center services via call
- Large-scale operational framework having 9 contact centers with 4,100 staff in South Korea
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails

**Direct Mail 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
- Recieved “High Performance Award” from eBay Korea
- Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails

Provide the optimum web marketing solutions that fit local market

**Digital Marketing Services**
- Provide one-stop services including planning, designing, developing, and operating various web marketing activities for website, campaign website, creative, and smartphone apps
- Our specialists, well-versed in the local market, select the optimum media, plan and execute the marketing plans and SEM initiatives

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 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

Strongly support e-commerce business expansion in ASEAN market

E-Commerce One-Stop Services
- Sell our clients’ products on “MetroDeal”, the largest daily deal e-commerce website in the Philippines and Thailand with 4.5 million members
- Sell our clients’ products on “HOTDEAL”, the Vietnam’s No.1 daily deal website having nearly 3.1 million monthly unique users and 2.5 million members
- Sell our clients’ products on Lezing.my and Lm3l, the largest e-commerce shopping malls in Malaysia
- Formed capital and business partnership with “Anchanto”, a start-up e-commerce platform provider. Anchanto platform connects to prominent marketplaces including Flipkart and Amazon.com.in, the largest in India, and Lazada and Qoo10, the leading players in ASEAN.
- Operate “Gobalretail”, a shopping mall smartphone apps in ASEAN. Promote “visit, purchase, and re-visit” using a capsule toy (small vending machine) gimmick

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 website, campaign website, creative, and smartphone apps
- Provide services for each county and area from bases in the Philippines, Malaysia, Singapore, Indonesia, and Vietnam

Support clients’ global expansion

Services for Europe & the United States and Latin America Markets

transcosmos provides 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, Indonesia, Vietnam, 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

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 “PFSweb,” the largest e-commerce retailer “Mercado Libre” and “Amazon.com.mx” addition to providing store opening support on Latin America’s leading players in ASEAN.
- Amazon.in, the largest in India, and Lazada and Qoo10, the largest company in e-commerce one-stop services industry in Asia.
- 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

Supported languages (23 languages)
- Japanese  French  Chinese  Spanish
- Italian  Korean  Portuguese  Russian
- Bahasa Indonesia  Cantonese  Norwegian
- Danish  Greek  etc
**transcosmos group**

**www.trans-cosmos-dmi.co.jp**

and “customer acquisition” capabilities with “analytics”, “development”, Region-based contact center and consultation services and sale of information systems.

**www.trans-cosmos.co.jp/transcosmos-online**

Joint venture company with our analytics services activities to the next level. Takes your marketing through the field-oriented Support business revolution to the next level.

**www.stream.co.jp**

The largest streaming video provider.

**www.gd-c.com**

a platform which connects businesses with stories and brands.

**www.crossco.co.jp**

Realizes “cross media communication”. Realizes “cross media communication”.

**www.apptec.co.jp**

GIS and numerical analysis company, leveraging CAD, real-time response system, and a highly efficient, systematic workflow.

**www.trans-cosmos.com.cn**

Suzhou transcosmos Information (China) Co., Ltd.

**www.trans-cosmos-bpochina.com**

outsourcing Suzhou Co., Ltd.

**www.playground.live**

all based on “QuickTicket”, its platform for the creation and management of events.

**www.pfsweb.com**

outsourcing company Global end-to-end operations and sales of information system and consultation services.

**www.transcosmos.com.br**

providing BPO services in Brazil.

**www.666-666.jp**

Mail-order business company, showcasing the hot products.

**www.metrodeal.com**

The largest daily deal shopping mall in Malaysia, having 6,500 stores with 2 million members.

**www.666-666.jp**

selling Johnston’s premium contents on live commerce.

special subsidiary

A special subsidiary, providing employment of people with special needs.

**www.transcosmos-assist.co.jp**

providing information, consulting, and employment services.

**www.digitaloperative.com**

agency in North America

**www.pfsweb.com**

outsourcing company

**www.transcosmos-net**

in the North America

**www.tcfm.co.jp**

transcosmos Field Marketing Inc.

**www.tensynad.com**

Technology Joint Stock Company

**www.transcosmos.com.vn**

transcosmos Vietnam Co., Ltd.

**www.emnet.co.kr**

company in South Korea

**www.saketora.com**

other Japanese drinks around the globe

**www.666-666.jp**

Mail-order business company, showcasing the hot products.

**www.metroz.com**

**www.apptec.co.jp**

GIS and numerical analysis company, leveraging CAD, real-time response system, and a highly efficient, systematic workflow.

**www.crossco.co.jp**

Realizes “cross media communication”.

**www.trans-cosmos-tech.co.jp**

Provides high value-added development services, leveraging sophisticated technical capabilities.

**www.transcosmos.com.tw**

transcosmos Asia Philippines, Inc.

**www.transcosmos.com.vn**

Providing BPO services in Vietnam

**www.tcfm.co.jp**

transcosmos Field Marketing Inc.

**www.stream.co.jp**

The largest streaming video provider.

**www.skylight.co.jp**

IT consulting services through the field-oriented Support business revolution to the next level.

**www.stream.co.jp**

The largest streaming video provider.

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**www.pfsweb.com**

outsourcing company

**www.transcosmos-net**

in the North America

**www.tcfm.co.jp**

transcosmos Field Marketing Inc.

**www.tensynad.com**

Technology Joint Stock Company

**www.transcosmos.com.vn**

transcosmos Vietnam Co., Ltd.

**www.emnet.co.kr**

company in South Korea

**www.saketora.com**

other Japanese drinks around the globe

**www.666-666.jp**

Mail-order business company, showcasing the hot products.

**www.metroz.com**

**www.apptec.co.jp**

GIS and numerical analysis company, leveraging CAD, real-time response system, and a highly efficient, systematic workflow.

**www.crossco.co.jp**

Realizes “cross media communication”.

**www.trans-cosmos-tech.co.jp**

Provides high value-added development services, leveraging sophisticated technical capabilities.

**www.transcosmos.com.tw**

transcosmos Asia Philippines, Inc.

**www.transcosmos.com.vn**

Providing BPO services in Vietnam
Corporate Overview, Management Philosophy and Corporate Vision, Sales and Clients

Corporate Overview
*As of March 31, 2018*

**Company Name:** transcosmos inc.

**Location:** 3-25-18 Shibuya, Shibuya-ku, Tokyo 150-8530 Japan Phone 81-3-4363-1111 Fax 81-3-4363-0111

**Founded:** June 18, 1985

**Paid-in Capital:** 29,066 million yen

**Employees:** 24,875 (Group) 10,609 (Parent company)


**Domestic Bases:** Sapporo, Aomori, Sendai, Kagoshima, Ichikawa, Tokyo, Yokohama, Nagoya, Kyoto, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Kumamoto, Oita, Miyazaki, Naha, Okinawa, Uruma, Japan 60 Bases

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

**Transcosmos Health Insurance Society**

**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 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.

**Operational Excellence | Service Philosophy**

transcosmos continues to polish the origin of our business which is to create the optimum business process through combining "people & technology" now and into the future.

**Global Digital Transformation Partner | Corporate Massage**

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 technology, continue to emerge. Now, in order to adapt 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 long-standing, 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 expand their sales and profit. Second is the services that support digitalization of clients' 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.

**Management and Organization**

**Management**

**Founder & Group CEO** Koiki Okuda

**Chairman & CEO** Koji Funatani

**President & COO** Masakazu Okuda

**Directors**

- Executive Vice Presidents: Koichi Ikawa
- Executive Officer: Shinichi Moriyama
- Director, Corporate Executive Officer: Masahiro Okuda
- Director, Corporate Executive Officer (CFO): Hideto Honda
- Director, Corporate Executive Officer (CDO): Shunsuke Sato
- Director, Corporate Executive Officer (CIO): Koichi Kamiya

**Outside Directors**

- Takeshi Natsuno
- Nozomi Yoshida
- Eiji Ueda

**Outside Directors (Audit/Supervisory Committee Members)**

- Owen Mahoney
- Reiko Hatoyama
- Toru Shimada

**Organization**

**As of August 1, 2018**

**Corporate Strategy Division**

- Taiunobu Tanaka

**Corporate Management Division**

- Makoto Kobayashi

**Corporate Finance Division**

- Masato Tanaka

**Corporate Information Division**

- Shinobu Nakamura

**Sales Strategy Division**

- Yoichi Kawano

**Account Executive Sector**

- Hideki Nagura

**Account Services Management Division**

- Kei Yamane

**Global Business Development Division**

- Rehito Hatoyama

**DEC Business Strategy Division**

- Tsutomu Hasegawa

**Global E-Commerce Promotion Division**

- Yoshihiro Uematsu

**Digital Marketing Team**

- Ken Inazumi

**Corporate Management Sector**

- Eiji Uda

**Human Resources Division**

- Hirofumi Inoue

**Services Promotion Division**

- Kyoko Tatsumi

**Consulting Department**

- Makoto Naito

**Accounting & Finance Division**

- Yoshihito Sato

**Strategy Department**

- Shunsuke Sato

**Internal Audit Office**

- Soichiro Tomiyoshi

**Marketing Division**

- Kenjiro Matsuda

**Strategy Division**

- Yosuke Takeno

**Promotion Division**

- Kunihiro Sato

**Promotion Division**

- Yoshihito Sato

**Services Promotion Division**

- Soichiro Tomiyoshi

**President & COO**

- Kenichi Otsuka

**Chairman & CEO**

- Tatsuo Hasegawa

**Founder & Group CEO**

- Tsutomu Hasegawa

**President & COO**

- Kenichi Otsuka

**Chairman & CEO**

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- Kenichi Otsuka

**Chairman & CEO**

- Tatsuo Hasegawa

**Founder & Group CEO**

- Tsutomu Hasegawa

**President & COO**

- Kenichi Otsuka

**Chairman & CEO**

- Tatsuo Hasegawa
**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

2002 December Established transcosmos CRM Wakayama

2003 October Tokyo headquarters moves to new premises in Shibuya-ku

2005 April Established transcosmos assist

2006 June Established Team Lab Business Development

2007 March Founded transcosmos China (former transcosmos CC China)

2007 April Established transcosmos Information System (Beijing)

2008 September Established transcosmos Field Marketing

2009 July Established Suzhou transcosmos Information Creative

2010 April Established transcosmos business service outsourcing Suzhou

2012 May Established transcosmos analytics

2013 May Formed a capital alliance with PFSweb

2013 June Established transcosmos Indonesia

2013 July Established Daqing transcosmos design development

2014 December Established transcosmos Vietnam

2015 March Established TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE

2015 June Formed a capital and business partnership with Shangdong Ya Nuoda E-Commerce (Magic Panda)

2015 August Formed a capital and business partnership with Hotdeal

2015 September Formed capital and business partnership with VAIMO

2015 November Formed capital and business partnership with Anchanto

2015 November Formed capital and business partnership with INTERBASE RESOURCES

2015 December Formed capital and business partnership with INFRACOMMERCE

2016 February Acquired partial share of Fujitsu Human Resource Professionals

2016 April transcosmos Information System became subsidiary (former Merlin Information Systems Group)

2016 May Established transcosmos online communications

2016 August Established transcosmos Taiwan

2016 November Formed a capital and business partnership with Infraocommerce

2017 December Digital Operative became subsidiary

2017 January Formed a capital and business partnership with Workshield Solutions

2018 May Formed a capital and business partnership with Soft Space Sdn Bhd

2018 June Established playbook

2018 September Established me&stars

2018 Established Dentsu Digital Drive

2018 Established Machine Learning Solutions

2018 December Established Social Media Counseling Association

2018 April Established Edge Intelligence Systems

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**transcosmos inc.**

**Main Office**

3-25-18, Shibuya, Shibuya-ku, Tokyo 150-8530 Japan

Phone. 81-3-4363-1111

Fax. 81-3-4363-0111

www.trans-cosmos.co.jp

**Osaka Head Office**

Tosabori Daibiru Bldg.

2-2-4 Tosabori, Nishi-ku, Osaka 550-0001, Japan

Phone. 81-6-4803-9500

Fax. 81-6-4803-9590

**Branches and Offices**

Nagoya, Kyoto, Wakayama, Fukuoka, Silicon Valley

Sapporo, Aomori, Sendai, Kawaguchi, Tokyo, Yokohama, Nagoya, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Kumamoto, Oita, Miyazaki, Naha, Okinawa, Uruma, Japan 60 Bases

**Domestic Bases**

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

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* We provide a multitude of various other services. If you have any questions or comments, please feel free to contact us at any time.

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