

Press Release

January 15, 2019
transcosmos inc.

transcosmos holds an opening ceremony for “Wuhan Center”

Offers contact center services and further enhances its business in central China

Shanghai transcosmos Marketing Services Co., Ltd. (Headquarters: Shanghai, China; CEO: Eijiro Yamashita; transcosmos China), a wholly-owned subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda), held an opening ceremony for its new contact center, “Wuhan Center,” on January 11, 2019, inviting clients and partners. The center was established in July 2018.



Opening ceremony

At the opening ceremony, Eijiro Yamashita, CEO of transcosmos China said:

“As a global BPO player with a 52-year history, transcosmos offers extensive services such as contact center services, e-commerce one-stop services, digital marketing services, system development services, and end-to-end DEC services. We entered the Chinese market more than 20 years ago. Since then, we have been offering outsourcing services to over 70 global brands in diverse industries including the internet, 3C Industry (Computer, Communications, and Consumer Electronics), IT manufacturing, finance, baby care, apparel, cosmetics, retail, auto, telecommunications, and more.

With this expansion into the city of Wuhan, we can now deliver value-added services to clients at an affordable price by leveraging the city’s pool of talented people and its competitive advantage in the market. What’s more, as a global company, transcosmos has the ability to offer multilingual customer support services in 23 languages including Japanese, English, and Chinese. With a mission to deliver superior services to clients, transcosmos will assist clients in expanding their market share whilst sharpening their competitive edge.”

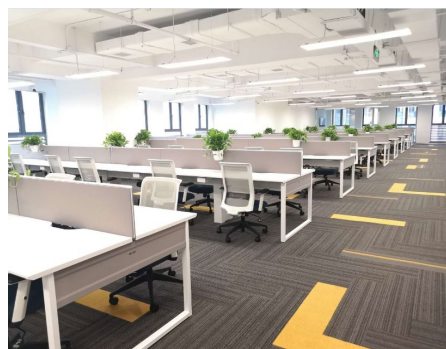
●“Wuhan Center” Overview

Location:	Jiangxia district, Wuhan, Hubei province, China
Business:	Contact center services
Supported language:	Chinese (Mandarin)
Supported channels:	Online chat, call, SNS, etc.

The Wuhan Center is equipped with multiple conference rooms, training rooms, interview rooms, and break rooms. Its modern work environment with great internet connections and other information technologies is a powerful enabler to attract and hire talent, and execute projects. In addition, its cutting-edge contact center systems and technologies enable experienced managers and trainers at other centers to support Wuhan Center members remotely at project launch phase in order to launch projects swiftly and deliver high-quality services to clients.



Building where Wuhan Center is located



Operations area



Leisure area



Interview room

The opening of Wuhan Center, the 10th contact center in China, shows transcosmos's commitment to further enhance its initiatives in central China. Leveraging the Wuhan Center, transcosmos aims to expand its businesses in central China and offer e-commerce and contact center services across all industries that are tailored to suit each client's needs by building upon its extensive experience and proven record in providing operations services.

* transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

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About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior "people" with up-to-date "technology" to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients' business processes focusing on both sales expansion and cost optimization through our 169 locations across 31 countries with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 49 countries around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

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