

# Press Release

June 3, 2019  
transcosmos inc.

## transcosmos expands its operations center network in Vietnam to reach 1,750 workstations

### Opens new “Ho Chi Minh Center No.3” in a brand new building whilst expanding existing “Hanoi Center”

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) opened its new operations center “Ho Chi Minh Center No.3” in Ho Chi Minh whilst expanding its existing “Hanoi Center.” Now the company has a network of five centers with as many as 1,750 workstations across Vietnam.



<Pico Plaza, a new commercial building where “Ho Chi Minh Center No.3” is located>

Opened in a new commercial building Pico Plaza, the new “Ho Chi Minh Center No.3” will deliver various services that include contact center services for the Vietnamese domestic market with 320 workstations. Designed to offer flexible workstyle options for working parents, the center is equipped with a space for kids - the main feature of this center - where agents’ children can play around freely whilst their parents are on duty. Starting in June 2019, the new center will deliver diverse services for the consumer goods and home appliance industries that include contact center services and SNS-based customer support services. In addition to this new center opening, transcosmos expanded its existing operations center “Hanoi Center,” adding 100 workstations in order to support its growing business. The center continues to deliver a wide range of services to the Japanese market including mechanical design support services, embedded system development services, annotation services for the artificial intelligent (AI) industry, non-voice contact center services and more.

#### ■ “Ho Chi Minh Center No.3” Overview

Location: 4th floor, Pico Plaza, 20 Cong Hoa street, Tan Binh district, Ho Chi Minh City, Vietnam

Site area: 800 m<sup>2</sup>

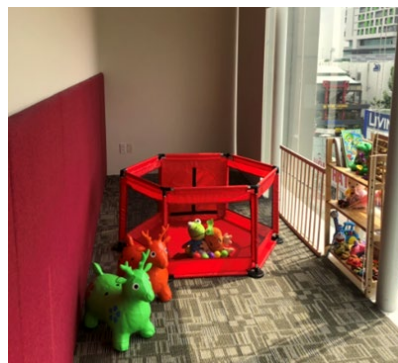
Number of workstations: 320

Supported languages: Vietnamese and English

Services: Contact center services, BPO services, and digital marketing services for the Vietnamese domestic market



<Operation booth>



<Kids room>

transcosmos established transcosmos Vietnam Co., Ltd. (Headquarters: Hanoi, Vietnam; Representative: Yohei Komura; transcosmos Vietnam) in March 2014, and opened “Ho Chi Minh Center No.1” in October 2015 followed by “Ho Chi Minh Center No.2” in March 2017. transcosmos Vietnam delivers contact center services, BPO services, digital marketing services and mechanical design support services for the Vietnamese domestic market whilst offering non-voice customer support services, design support & embedded development services, website development & operations services, annotation services, BPO services and more for the Japanese market.

In addition, TRANSCOSMOS TECHNOLOGIC ARTS CO., LTD (Headquarters: Ho Chi Minh, Vietnam; Representative & CEO: Tomohiro Onishi), a company established in November 2014 offers CMS development, e-commerce website development, and smartphone application development services using agile methodology for the Japanese market.

Along with the center network expansion, transcosmos Vietnam plans to increase its employees from 1,200 up to 2,300 by 2020. transcosmos is expanding its footprint in the ASEAN region, opening “Semarang Center” and “Jakarta Center” in Indonesia in 2018. transcosmos continues to deliver extensive services to both ASEAN local companies and global companies that plan to expand into the ASEAN market with the aim of assisting them grow sales whilst optimizing costs.

<Reference> List of transcosmos centers in Vietnam

Center name		Hanoi	Ho Chi Minh No.1	Ho Chi Minh No.2	Ho Chi Minh No.3	TRANSCOSMOS TECHNOLOGIC ARTS
External appearance						
Opened		March, 2014	October, 2015	March, 2017	June, 2019	November, 2014
Number of workstations		430	470	280	320	250
Services	For the Vietnamese domestic market	Contact center BPO Mechanical design support	Contact center BPO Digital marketing E-commerce website operations	Contact center BPO	Contact center BPO	Lab services Website development E-commerce website development Chat-bot development Smartphone app development
	For the Japanese market Offshore services	Non-voice contact center Annotation center BPO (in Japanese) Mechanical, construction, social infrastructure design support Embedded development	Website development & operations Catalogue creation	—	—	Lab services Agile development CMS development E-commerce website development Smartphone app development

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\* Other company names and product or services names used here are trademarks or registered trademarks of respective companies.

**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 173 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 in 48 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.

<https://www.trans-cosmos.co.jp/english/>

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