



Press Release

June 14, 2019
transcosmos inc.

transcosmos holds a BPO Best Operation Contest with a goal to improve BPO service quality

Aims to enhance service capabilities by sharing best practices across all offices

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) held a “BPO Best Operation Contest 2019” with the aim of sharing best practices across business offices and thereby enhance overall service capabilities. This year marked the 8th “BPO Best Operation Contest” since transcosmos started this annual contest in 2011, rewarding the best business office among all offices under its BPO Services Headquarters.



Among applications that showcased various initiatives executed in the offices, 10 offices made it to the finals. In the final round, each winner presented a challenge it took with a goal to deliver services that go beyond customer’s expectations and the achievements.

Grand Prize: Challenge: Help customer solve business challenges and increase operations efficiency ~Deliver workstyle reform~

Winner’s comment

“I am so delighted with this award. I took part in this contest and realized how difficult it is to truly communicate what I am trying to say. I believe that I could achieve the best result in this contest because I successfully conveyed the efforts we made in our office thoroughly and clearly. This contest was a valuable experience for me and made me develop and grow myself. I will continue to make efforts in order to improve operations even more and make my office the role model for all other offices. Thank you very much.”

transcosmos continues to improve itself with the aim of always delivering the best services in this fast-changing market environment and thereby help clients strengthen their business foundation as their strategic partner.

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

* 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, transcocosmos provides a comprehensive One-Stop Global E-Commerce services to deliver our clients' excellent products and services in 48 countries around the globe. transcocosmos 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/>

Contact for Media Inquiries

transcocosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp