

Press Release



January 16, 2020
transcosmos inc.

transcosmos enhances “Emergency Call Center & Logistics” Services

Combining call support and warehouse operations, transcosmos offers comprehensive services including customer call center, product collection and the delivery of replacements and apology letters

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) will enhance its “emergency contact cater & logistics” services on the back of the expansion of “E-Commerce One-Stop Center Kita-Kashiwa,” its logistics center specifically designed for e-commerce business. With its one-stop services that combine call support and warehouse operations, transcosmos will offer speedy and high-quality services such as launching a contact center and logistics services within 72 hours after the occurrence of emergency cases like product recalls.

For Emergency

Contact Center

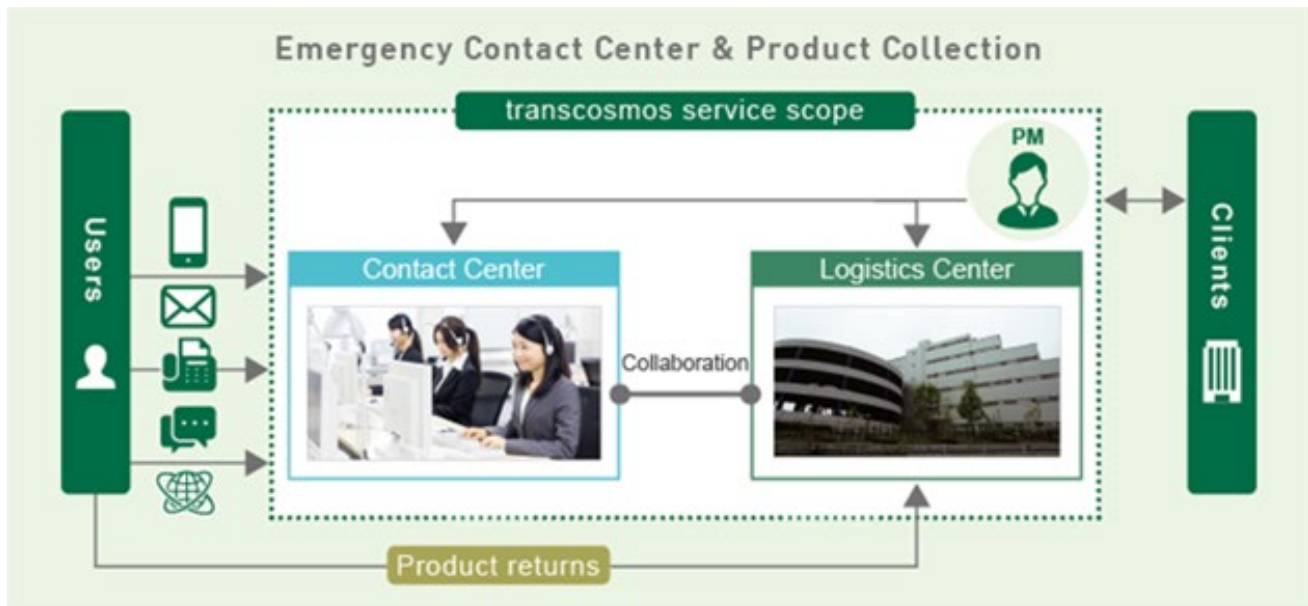
24 hours 365 days

Critical capabilities in addressing emergencies

- 1 Speed** Ability to launch services within a day at the shortest
- 2 Proven records & flexibility** ... Proven record in various industries & operational record in bases across Japan
- 3 Collaborative operations** Ability to make contact centers collaborate with warehouse & logistics services

The distinctive feature of transcosmos emergency contact center services is its ability to deliver one-stop services that include not only call support at contact centers but also logistics operations. It helps businesses set up both customer contact centers and warehouses for corporate emergencies such as product recalls in 72 hours. At contact centers, businesses can not only receive customer calls but can also call specific customers to inform them about necessary information. What's more, the warehouse services include the delivery of replacements and apology letters in addition to product collections. With its nationwide contact center network of 32 bases with over 18,000 workstations, transcosmos has the ability to increase call support desks for emergencies. On top of this, the expansion of its “E-Commerce One-Stop Center Kita-Kashiwa” enabled transcosmos to manage sudden increases in logistics related tasks and changes in operational procedures with higher flexibility than ever before.

■ “Contact Center & Logistics” Services framework (for illustration purposes only)



Building on its proven warehouse management capabilities that are developed through the offering of e-commerce services, transcosmos proposes the best operational schemes that match each client’s status and requests to assist them in coping with their corporate emergencies. transcosmos delivers consistent and high-quality services whilst minimizing clients’ time and efforts with its comprehensive operations that range from customer inquiry support to warehouse operations.

■ E-Commerce One-Stop Center Kita-Kashiwa basic information

- Location: LOGIPORT Kita Kashiwa, 13-1 Matsugasaki Nitta, Kashiwa-shi, Chiba, Japan
- Access: By train: 6 minutes’ walk from JR Jyoban line “Kita Kashiwa Station”
By car: Near National Route 16 / along National Route 6, approximately 6 km from Kashiwa interchange on the Joban Expressway
- Usable area (after extension): 5,898 tsubo
- Security: ISO27001 certification
(information security managers stationed, indoor security cameras, 24/7 security guards)
- Facilities / equipment: Warehouse Management System (WMS), handy terminals, automated material handling systems, shrink wrap machines, air cushion machines, etc.

* 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 168 bases across 30 countries/regions 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/regions 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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