

Press Release



February 3, 2020
transcosmos inc.

transcosmos partners with TerraSky in offering Salesforce deployment & development services

Forms a collaborative relationship that lets clients improve their customer experience at speed

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) has partnered with TerraSky Co., Ltd. (Headquarters: Tokyo, Japan; President & CEO: Hideya Sato) to help clients deploy and develop Salesforce. The two companies will powerfully assist clients in improving their customer experience (CX).



In recent years, contact centers prioritize their CX improvement initiatives at a time when more companies are moving to a cloud-based contact center system and leveraging new technologies such as AI and bots at an accelerated pace. Against this backdrop, needs for building a contact center system that integrates with Salesforce, the world's number 1 CRM platform continue to rise. To satisfy such rising needs, transcosmos has formed a collaborative business relationship with TerraSky, a company which operates with Salesforce deployment and development services at its core. In partnership with TerraSky, transcosmos aims to deliver Salesforce to clients in a short span of time.

transcosmos will present winning business proposals to clients, offering Salesforce together with OMLINE-I (*), a service developed by TerraSky that will bring additional value to Salesforce. By leveraging their extensive expertise in technology, primarily in cloud computing, TerraSky will then assist clients comprehensively from developing Salesforce to connecting it to OMLINE-I, and ultimately enables clients to successfully deploy cloud-based contact centers that integrate with Salesforce.

Through this new collaborative approach, transcosmos will deliver higher value-added contact center solutions than ever by presenting and delivering the best CX at speed whilst helping clients accelerate their digital transformation.

(*) OMLINE-I

“OMLINE-I” connects LINE Official Account (renamed from LINE Customer Connect) to Salesforce Service Cloud and centrally manages customer inquiries received via LINE and various other channels such as call, social networking services (SNS) and more. With its ability to aggregate data and a highly intuitive UI, OMLINE-I helps businesses increase customer satisfaction (CS), reduce costs and optimize customer experience. <https://www.terrasky.co.jp/omline-i/index.php>

About TerraSky Co., Ltd.

TerraSky is a leading cloud based company, working on cloud computing from the early days of cloud. Since our foundation in 2006, we were aware of the arrival of the cloud computing age ahead of others and have been taking initiatives to deploy and spread cloud computing services as a consulting partner of salesforce.com, Inc. With over 4,000 implementation records across diverse industries including financial, insurance, medical and services, TerraSky has the top-class results in Salesforce deployment

as a Japanese consulting partner. Building on our knowledge gained through various achievements, TerraSky also develops and offers cloud services that dramatically increase development efficiency.

* 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/>

Media Contact

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