

Press Release



June 22, 2020
transcosmos inc.

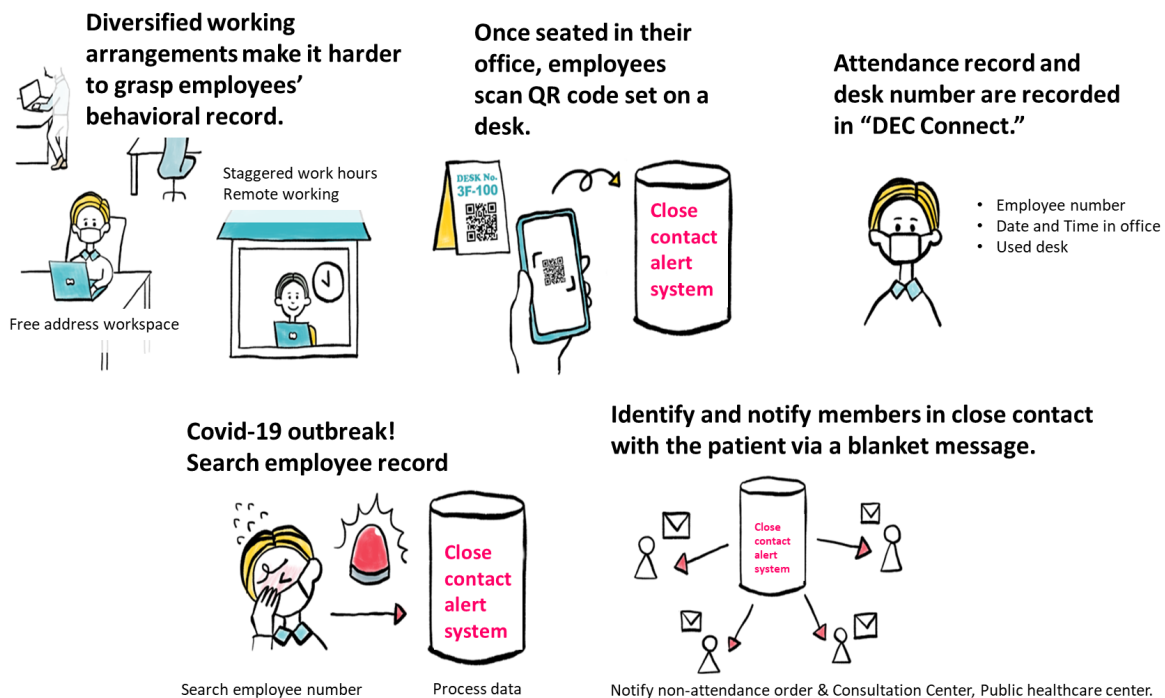
transcosmos releases a service to identify persons in close contact with Covid-19 patient in office

Sends a message to employees potentially in close contact with the patient via LINE and Slack, helps businesses go with free address workspace strategy

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) has deployed a new alert feature to “DEC Connect,” its proprietary platform for message delivery, operations and management. With the new feature, the company has released a new service which enables businesses to send LINE alerts to their employees who may have come into close contact with a person confirmed with coronavirus disease (Covid-19), in the event of an outbreak of Covid-19 in their office building.

■ Service overview

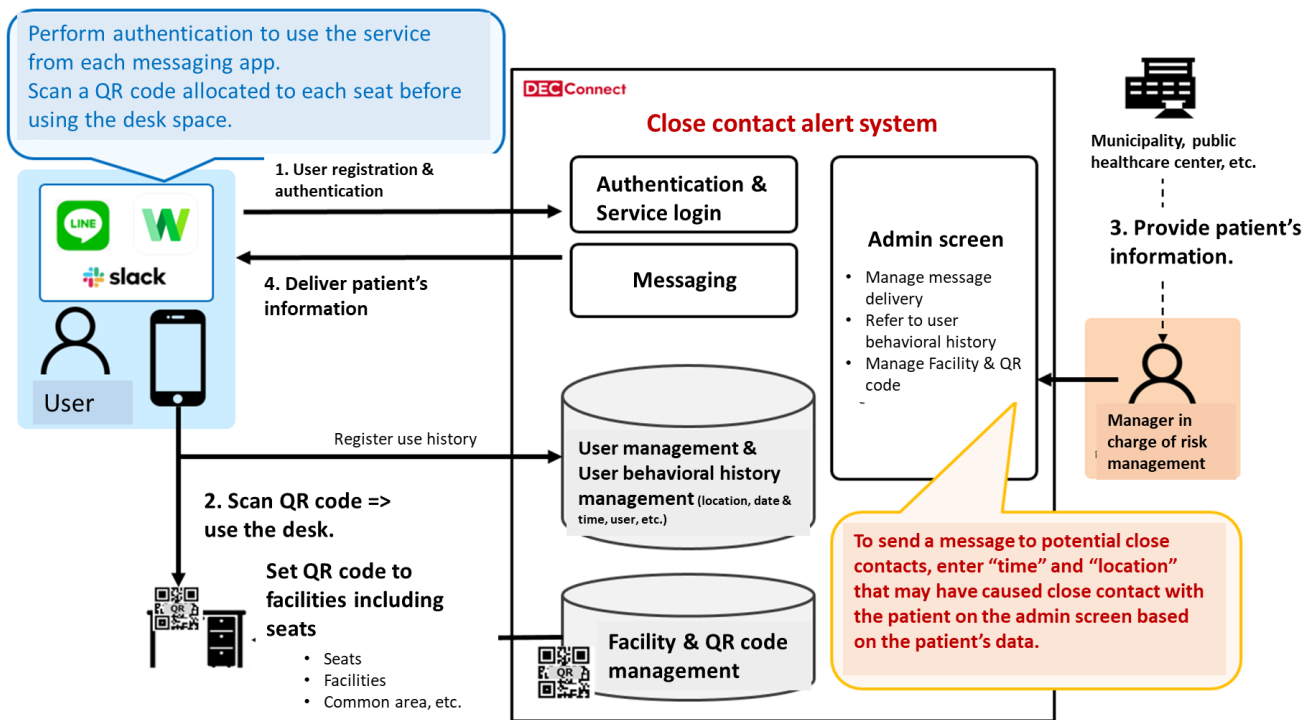
1. Setup a card with a QR code issued by an admin screen on each desk in a free address workspace.
2. Once seated, each employee scans the QR code on a card set on their desk space with their smartphone.
3. Once an employee scans the QR code, a desk number and date and time will be registered to the system automatically.
4. In the case of a Covid-19 outbreak in the office, the service immediately identifies employees who may have come into close contact with an infected employee based on the seating data.
5. Send LINE alerts to target employees via LINE Official Account, Slack or LINE WORKS.



Today, businesses are required to take various infection prevention and control measures for Covid-19 including the introduction of work-from-home and staggered work hours programs, and social distancing in the office. Among such measures, an increasing number of businesses are trying to implement a free address workplace strategy for the purpose of social distancing as well as to utilize their office space more effectively. Yet, if there is any Covid-19 outbreak in the office, identifying employees who may have come into close contact with a Covid-19 infected employee remains a challenge.

To solve their challenge, transcosmos has developed a service that integrates DEC Connect, LINE Official Account, Slack

and LINE WORKS to identify and notify employees who potentially have come into close contact with an infected employee in a free address workspace. With this service, businesses can confidently go with their free address workspace strategy.



By setting up signs with a QR code in a free address workspace including the break area, the service enables businesses to send a notice to members who are highly likely to have had close contact with a person infected by Covid-19 in the case of an outbreak of the disease in their office building. As a result, the service lets businesses implement infection prevention and control measures for Covid-19 rapidly and in an intended manner.

transcosmos has been awarded with a certification badge for Customer Care in the Technology Partner category under the LINE Biz Partner Program, a program LINE has initiated to encourage their partners to proactively sell, and add and improve features of various enterprise services by LINE. transcosmos has received the badge for its excellence in streamlining call center operations and delivering user experience that boosts customer satisfaction. Building on its expertise in LINE-related technologies, support experience and extensive service implementation records, transcosmos continues to help clients across a broad range of industries implement LINE-related services.

* 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 49 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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