

Press Release



July 7, 2020
transcosmos inc.

transcosmos opens a second location equipped with an operations center in Kuala Lumpur

Expands operational capacity to accommodate the growing business. Drives clients' digital transformation

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) has opened a new business location in Kuala Lumpur, the second branch office of TRANSCOSMOS(MALAYSIA) SDN BHD (Headquarters: Kuala Lumpur, Malaysia; transcosmos Malaysia), a company established in 2014, in order to accommodate the expansion of business. The company also opened the Kuala Lumpur Center No.2 inside the new office.



Making the most of the multiethnic nature of the country, with its population consists primarily of the Malays, Chinese and Indians, transcosmos Malaysia offers various services including contact centers, digital marketing and e-commerce one-stop services not only to the Malaysian local market, but also to the global market. Along with the opening of the new office equipped with Kuala Lumpur Center No.2, transcosmos Malaysia reorganized its overall service delivery framework. Under the new structure, the existing head office which includes Kuala Lumpur Center No.1 will serve as a hub, a multilateral connection point for the global market, and will offer multilingual service operations. The new office with Kuala Lumpur Center No.2 will offer contact center services in addition to digital marketing, e-commerce one-stop services and payment solutions to the local Malaysian market.

■ Kuala Lumpur branch office overview

Location: Sunway Velocity, Kuala Lumpur

Number of workstations: 300

Services: Contact center services centered around digital transformation and customer experience,

Digital marketing services, E-Commerce One-Stop services (primarily for Singapore and Malaysia),

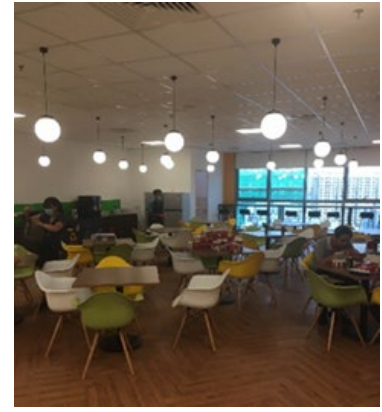
Payment solutions, etc.



<Reception>



<Operations Room>



<Break Room>

Since its foundation in 2014, transcosmos Malaysia has been propelling and expanding its businesses with a focus on digital transformation as shown in its history to date. In 2015, the company formed a capital and business alliance with INTERBASE RESOURCES SDN.BHD, a leading e-commerce mall operator in Malaysia, and launched contact center, digital marketing and e-commerce one-stop services in 2016. Then in 2017, the company formed a capital and business alliance with a fintech company Soft Space Sdn Bhd. In 2019, transcosmos Malaysia began cross-border e-commerce and in-flight duty-free shopping services that do not require approval from the Food and Drug Administration, and wholesale trade. In addition, in order to meet the level of information security expected of a global company, transcosmos Malaysia successfully obtained ISO27001, the leading international standard focused on information security within the context of an overall Information Security Management System (ISMS). With the opening of a new office equipped with an operations center, transcosmos Malaysia expects to increase the number of their employees to around 600 by the end of 2020.

With a total of 19 bases in ASEAN member countries, namely, Malaysia, Vietnam, the Philippines, Thailand, Indonesia and Singapore, transcosmos delivers customer support and digital marketing services that meet local business practices and culture, laws, and user needs based on a clear understanding of each market's characteristics. Building on its achievements and support experience on the global stage, transcosmos aims to further expand its business in the ASEAN region.

■ TRANSCOSMOS(MALAYSIA)SDN BHD overview

- Name: TRANSCOSMOS(MALAYSIA) SDN BHD (transcosmos Malaysia)
- Representative: Managing Director: Toshio Tozaki
- Location: Kuala Lumpur, Malaysia
- Founded: 2014
- Number of workstations: 600
- Business: Contact center services, digital marketing, e-commerce one-stop services, payment solutions, and retail/wholesale trade
- Supported languages: Malay, English, Chinese (Mandarin, Cantonese, etc.) and other Asia Pacific languages

* 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 169 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