

# Press Release



September 2, 2020

transcosmos inc.

## transcosmos releases business consulting services to help e-commerce players solve challenges

### Helps businesses rebuild operations & systems required for e-commerce

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that the company has released business consulting services that help clients who operate e-commerce, and those who plan to launch e-commerce operations solve various issues they face. On top of visualizing challenges each client needs to tackle, and presenting a roadmap to address such issues, transcosmos also develops detailed marketing and product strategies and other initiatives to assist clients in expanding sales, and makes proposals to let them increase operational efficiency. With the new consulting services, transcosmos helps clients succeed in their e-commerce business throughout the process from the planning to execution.

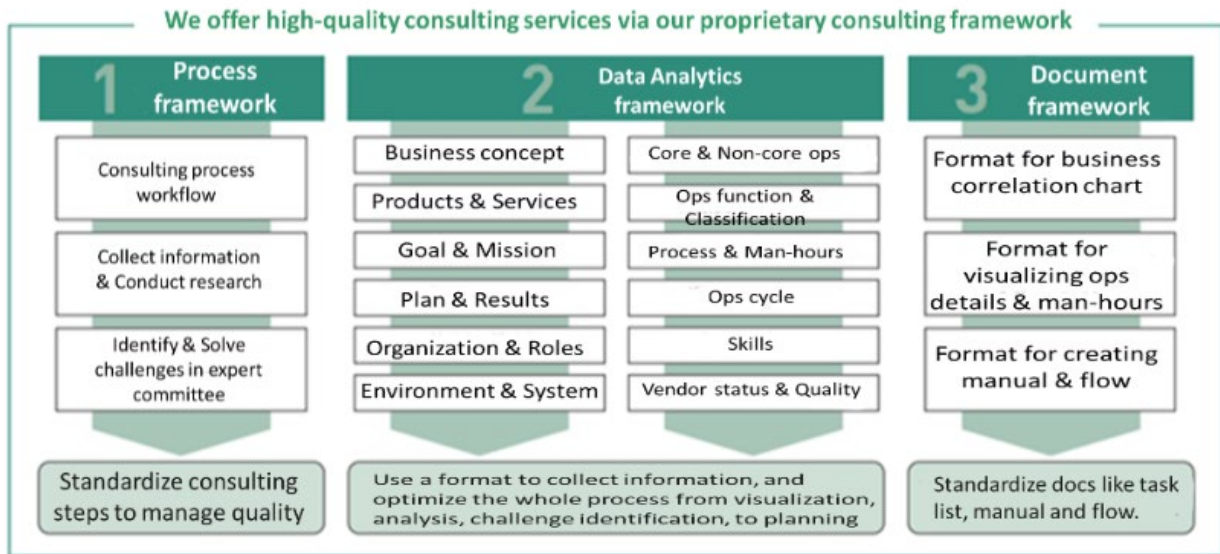


Building on its proven record in offering e-commerce one-stop services, and expertise in e-commerce operations, the business consulting services help solve diverse challenges in operating e-commerce business. Unlike other similar services, transcosmos's business consulting services stretch across sales & marketing field to the operational field, and also take operational efficiency and data analysis results into consideration, thereby offering support through all e-commerce business operations.

#### ■ E-commerce consulting services: Distinctive features

- Proven record in assisting e-commerce business: 219 cases (FY2019)
- Proven record in managing e-commerce systems and tools: Over 120 type of systems/tools
- A proprietary consulting framework that optimizes the entire scheme from visualizing to solving challenges
- 20 senior consultants who are well-versed in various industries and operations
- Flexible service lineup, from simple consulting services in the operational process to comprehensive business consulting

The business consulting services assist clients in expanding sales, launching e-commerce operations, and rebuilding the business, taking into consideration the size and the positioning of the business within their company. transcosmos will support clients' e-commerce business comprehensively, from choosing the right website for their store and e-commerce system, to defining operations to outsource, to developing marketing strategies, to proposing the channels and the size of their customer support services.



● **About transcosmos e-commerce support services**

Recognizing the e-commerce market expansion, transcosmos offers a variety of service menus to assist clients in expanding e-commerce sales, and launching and rebuilding their e-commerce business, taking into consideration the size and the positioning of the business within their company. With its end-to-end services from providing consultation, to developing e-commerce systems, to defining operations to outsource, to developing marketing strategies, to customer support, to delivery, transcosmos help clients succeed in their e-commerce business.

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**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/>

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