

# Press Release



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transcosmos inc.

## transcosmos China releases Home Agent Contact Center Services

### Helps businesses manage peak periods and enhance BCP with a private data management environment on cloud

Shanghai transcosmos Marketing Services Co., Ltd. (Headquarters: Shanghai, China; CEO: Eijiro Yamashita; transcosmos China), a wholly-owned subsidiary of transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda), released Home Agent Cloud Contact Center Solutions in March, 2020. With its Home Agent solutions built on cloud contact center systems and cloud virtual desktops, transcosmos China helps businesses reduce their contact center facility costs, serve customers during peak periods, and enhance their business continuity plan (BCP).



In addition to contact center services that use the existing contact center systems, transcosmos China delivers Home Agent solutions built on cloud. Using the cloud contact center technologies, transcosmos China has built an environment where agents can access the contact center systems and work from anywhere including at home and remote offices. The solutions enable transcosmos China to let employees choose their preferred time and place to work, going beyond the traditional workstyles, and also enhance its service capabilities in times of unforeseen events such as epidemics and natural disasters.

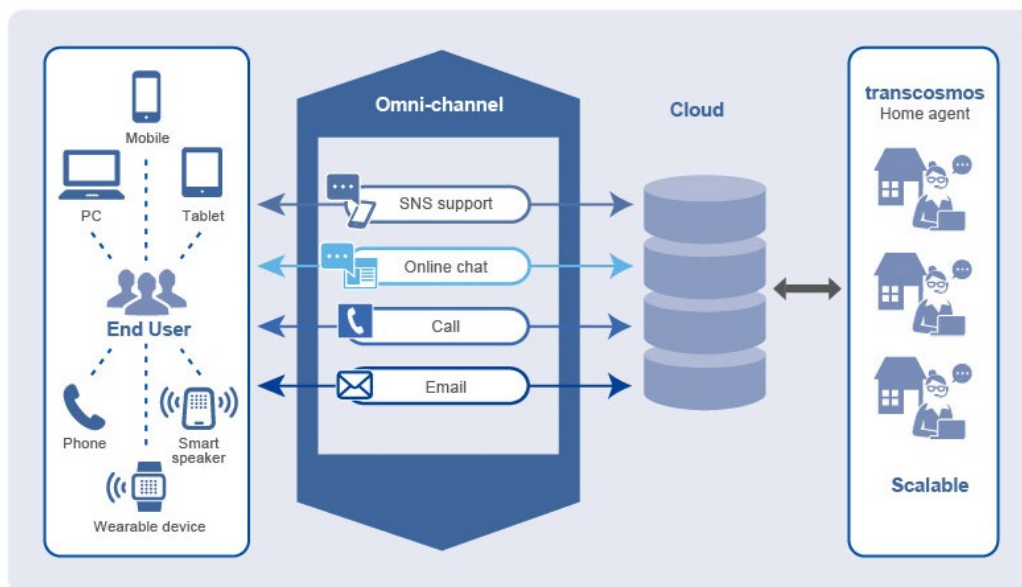
From two types of solutions, transcosmos China presents a solution that meets the needs of each client. First is a contact center solution built on custom private cloud that manages data for each individual client, and is designed for industries with a particularly high requirement for data security such as finance and insurance, healthcare, and retail. The second is a speedy, and highly secure solution that is built on existing PBX (Private Branch eXchange) system with virtual desktops.



Customer experience during the period when the coronavirus infection spread across China after its emergence in late January, 2020, has made a significant impact on customer loyalty, forcing many businesses to recognize the importance of their capabilities to serve customers in times of emergency. The Home Agent solutions by transcosmos China enable businesses to offer flexible workstyle options. Therefore, with the solutions, businesses can, for example, hire people who wish to work part time from home or hire those who need staggered hours arrangements, as well as reduce the costs for physical facilities when they need to scale.

Among other factors, information security plays a significant role in making work-from-home system work. To that end, transcosmos China deployed cloud virtual desktops and physically separated servers and data for its Home Agent solutions. In order to ensure information security, clients' customer data including support history is stored only on a cloud server. In addition, transcosmos China has developed an online training system to deliver the Home Agent solutions. The training system covers both required training programs for agents and supervisors and a skill check.

■ **transcosmos China Home Agent Contact Center (for illustration purposes only)**



By merging “people, technology and process,” transcosmos China delivers contact center one-stop shop services centered on information security. transcosmos China is certified to ISO 9001, the international standard for quality management systems, and ISO 27001, the international standard for information security management systems.

■ **transcosmos in China**

transcosmos entered the Chinese market and launched its offshore services business in 1995. In 2006, the company opened its first call center in Shanghai and started to provide call center services for the Chinese market. Today, transcosmos has its bases and subsidiaries across 20 cities in China including Shanghai, Beijing, Tenzin, Hefei, Xi'an, Changsha, Wuhan, Suzhou, Taipei and more. The company offers extensive services such as business outsourcing including contact centers, e-commerce one-stop, digital marketing and system development for both Chinese and global brands. As of March 2020, approximately 7,000 transcosmos employees work in China.

transcosmos China will help clients' decrease operational costs and thereby boosting customer experience by continuously enhancing its Home Agent contact center one-stop shop services.

\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

\*Other company names and product or service 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 to consumers 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

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