

Press Release



November 26, 2020
transcosmos inc.

transcosmos announces the expansion of “Marketing Chain Management Center Oita”

By securing young talent and receiving administrative support, successfully employed 300 in 3 years.

Now plans to increase members to 400 by FY2021, adding 50 more workstations

transcosmos inc. (Headquarters: Tokyo, Japan; President & COO: Masataka Okuda) hereby announces that the company held a ceremony with Oita prefecture and Oita city on November 25, 2020, announcing the expansion of “Marketing Chain Management Center Oita (MCM Center Oita),” its operational base in Oita prefecture.



Center: Katsusada Hirose, Governor of Oita Prefecture
Right: Kiichiro Sato, Mayor of Oita City
Left: Kenshi Matsubara, Director & Senior Executive Managing Officer, transcosmos inc.

“MCM Center Oita,” an operational base of transcosmos, opened in October, 2016. Today, 300 agents at the center provide a diverse range of contact center services including consultation for coronavirus related concerns and making warning calls in order to prevent special fraud cases both for Oita citizens, as well as serving customer inquiries for auto manufacturers. Now, transcosmos plans to employ 100 new members.

Under the coronavirus crisis, the importance of contact centers has been increasing as one of the social infrastructures. The center has put through infection control measures against the novel corona virus such as dividing each workstation with an anti-droplet protective panel, and avoiding 3C's, or Closed spaces, Crowded areas, and Close-contact settings by ensuring social distancing in the break room. With the goal of continuing business operations whilst controlling the expansion of infections, transcosmos will create workplaces where employees can feel safe.

By further growing its businesses, transcosmos will continue to drive its initiative to create more job opportunities in Oita with a particular focus on creating a workplace environment and systems that enable more working women to play an important role in extensive areas. Simultaneously, with the support of Oita prefecture and the city, transcosmos will contribute to the revitalization and development of the local community.

■ MCM Center Oita Overview

Name: Marketing Chain Management Center Oita

Location: Asahi Seimei Oita Building, 1-1-3, Chuo-machi, Oita city, Oita prefecture, Japan

Number of workstations: 340

Number of employees: 400 (planned for the fiscal year 2021)

Services: Multi-Contact Communication Services (customer communication services via call, chat, LINE, messenger apps, etc.)

Governor of Oita prefecture and the Oita city mayor made the following remarks in the ceremony held on November 25, 2020.

• Katsusada Hirose, Governor of Oita prefecture

“We are grateful for transcosmos inc.’s commitment to expanding its business office as Senior Executive Managing Officer Matsubara expressed today. We sincerely appreciate that you have been running your business on a large scale and steadily scaling up the size of it since you opened the office just in front of Oita station in 2016. You have paid great attention to designing a female-friendly office including a break room. It is reassuring that we have such a workplace for women in Oita. Recently, we, Oita prefectural government, have asked for your assistance in operating our Covid-19 contact center where our citizens can consult about their Covid-19 related concerns, thank you very much for taking part in our measures against the coronavirus. We wish transcosmos continued success and prosperity.”

• Kiichiro Sato, Mayor of Oita city

“We are honored to hear that transcosmos, the leader in the contact center industry, plans to expand its existing center in our city. Along with the planned floor expansion, we understand that you will create a new employee break room with Covid-19 infection control measures in place. We expect that your initiative in creating an employee-focused workplace will create a ripple effect across all industries. As for your employment initiative, we are also grateful to know that you plan to hire about 100 new staff, which will create a stage for working women in particular to play an important role. Moreover, transcosmos and many of your employees have been contributing to the development of our community by providing job experience programs for our junior school students, joining our traditional dance called Chikirin Bayashi at Tanabata Festival, and more. We, Oita city and Oita prefecture will continue to make a concerted effort to assist the success of transcosmos, thank you very much again.”

■ MCM Center Oita (for illustration purposes only)



The break room sits on the uppermost floor of the center, giving the best view. Employees can take a break whilst enjoying a panoramic view of Oita city, and feel relaxed.

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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 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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