

# Press Release



July 19, 2022  
transcosmos inc.

## **transcosmos appoints Koichi Iwami and Masaaki Muta as Co-president to reinforce management structure**

**Respecting the founding philosophy,  
the two new leaders will develop business that meets evolving market needs**

transcosmos inc. hereby announces that on June 22, 2022, the company has appointed Koichi Iwami and Masaaki Muta to the position of Representative Director, Co-president. Over the years, the two Co-presidents have been the driving force of transcosmos's business growth. Now, as Co-presidents, they will integrate their respective strengths and lead the company to further growth alongside newly appointed Representative Directors and Executive Vice Presidents. Respecting the company's management philosophy that has been kept intact since its foundation, the new team will work as one, to achieve business growth which has become increasingly diversified globally.



Koichi Iwami

Masaaki Muta

transcosmos has been underpinning clients' businesses, as the one and only partner supporting clients achieve their digital transformation in areas ranging from customer-facing functions such as digital marketing, e-commerce and contact centers to back-office functions. In the fiscal year 2021, the 56<sup>th</sup> year since its foundation, transcosmos generated net sales of 354.1 billion yen and an operating income of 25.8 billion yen, both hitting new record highs.

Since its foundation, transcosmos has been committed to its Customer-First Principles. transcosmos's fundamental identity is to contribute to clients' business growth by proposing and offering high quality services. transcosmos believes that by staying true to this idea, ultimately serves society.

transcosmos defines its Origin of Business as "people & technology." Developing highly professional "people" who can offer considerate services, and uniting such people with cutting-edge "technology" creates the right business processes for each individual client. Under this belief, transcosmos continues to work on enhancing its DX solutions that help push clients' transformation strategy.

Under the new management structure, transcosmos will develop business that meets the evolving market and customer

needs, whilst staying true to the founding management philosophy. At the same time, building on the unique strengths of each Co-president, transcosmos will accelerate its business growth, by further connecting its extensive range of services and pushing forward multi-channel integrated services. transcosmos will reinforce its business base in Japan, and ultimately deliver the services in its growing global market faster than ever before.

As for the management of Group companies, transcosmos will enhance its DX services by strengthening its partnership with the Group companies all over the world. In addition, transcosmos will also strengthen management base and governance structure as a Group. Being a company that underpins social infrastructures, transcosmos will carry forward initiatives that will help contribute to SDGs activities and other social challenges. Through such initiatives, transcosmos aims to create a sustainable society whilst achieving sustainable growth as a company.

## ■ Representative Director, Co-president Biography

### **Koichi Iwami**

Koichi Iwami has been leading the transcosmos global business since 2012. As the Global Business Headquarters manager, Koichi has launched business in China, countries in ASEAN, Europe and the U.S. He has greatly contributed to expanding transcosmos' global business, making its South Korean subsidiary generate profits whilst carrying out various initiatives to further grow the business. Since 2006, Koichi has been involved in the company's management as executive vice president. He has an outstanding insight in top management and wealth of experience, such as making entries into new business areas and leading new service development whilst pursuing higher quality, productivity and wider service offerings. Prior to joining transcosmos, Koichi was with Ajinomoto Co., Inc. from 1993. Koichi graduated from University of Illinois in 1992, and holds a master's degree from the University. Born in Itabashi-ward, Tokyo, Japan.

### **Masaaki Muta**

Masaaki Muta has been leading both Sales and Digital Marketing・E-Commerce・Contact Center Services Headquarters since 2020. As a manager of the two Headquarters, Masaaki has been driving service development initiatives and promoting integrated services. Masaaki joined transcosmos as a manager of Sales Headquarters in 2003, and reinforced sales organization and strategies in Japan and abroad, carried forward business growth by developing new markets and expanding earnings in existing businesses at the same time. Masaaki first joined Double Click Japan Inc., a Group company of transcosmos in 1999, and as a managing director, made it the first Group company listed on NASDAQ in 2001. Prior to joining transcosmos, Masaaki also served its Group company as a Director, Vice President. Before joining transcosmos Group, Masaaki was with Recruit Co., Ltd. since 1999. Masaaki graduated from Kyushu University in 1989. Born in Fukuoka city, Fukuoka prefecture, Japan.

## ■ Management Structure (Representative Directors and Executive Vice Presidents)

Masataka Okuda	Representative Director, Chairman
Koichi Iwami	Representative Director, Co-president
Masaaki Muta	Representative Director, Co-president
Masatoshi Kouno	Representative Director, Executive Vice President
Takeshi Kamiya	Representative Director, Executive Vice President
Kenshi Matsubara	Director, Executive Vice President
Hiroshi Kaizuka	Director, Executive Vice President

\*Please refer to the "Announcement Regarding Organizational and Executive Level Personnel Changes, including Representative Directors" published on June 22, 2022 for areas of responsibilities.

[https://www.trans-cosmos.co.jp/english/ir/news/pdf/ir220622\\_2e.pdf](https://www.trans-cosmos.co.jp/english/ir/news/pdf/ir220622_2e.pdf)

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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 170 bases across 28 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 46 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.transcosmos.co.jp/english/>

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