

Press Release



November 15, 2022

transcosmos inc.

transcosmos opens BPO Center Sapporo Tanukikoji East, its new BPO center

To accommodate business growth, the center offers services as the 70th operations base in Japan

transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) hereby announces that the company has opened a new center, BPO Center Sapporo Tanukikoji East, in Sapporo city, Hokkaido. The new center launched its services in November, 2022.



Combining business operations and information technology (IT), transcosmos BPO business offers a wide-range of end-to-end services that underpin clients' business foundations. With the power of non-voice channels and digital transformation (DX) solutions, the new BPO Center Sapporo Tanukikoji East focuses on offering IT helpdesk services. In partnership with the BPO Center Sapporo Tanukikoji that opened in 2019, and sharing its accumulated knowledge, transcosmos will offer the right IT support services to help clients' business activities in the market where the move towards DX continues to accelerate.

■ BPO Center Sapporo Tanukikoji East Overview

Address: Sapporo 22 Square 3rd/4th floor, 2-10-1, Minami 2-jo Nishi, Chuo-ku, Sapporo city, Hokkaido, Japan

Number of workstations: Approximately 320 (including 160 about workstations for home-based agents)

Business start date: November, 2022

Services: IT outsourcing services

URL: <https://www.trans-cosmos.co.jp/bpo/it-outsourcing.html>

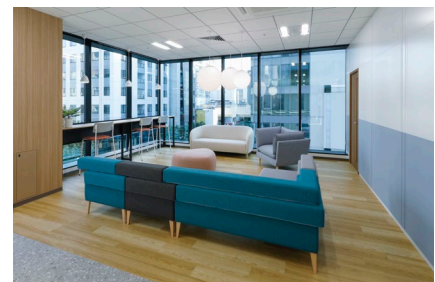
Supported languages: Japanese and English



Operations Room



Multi-Purpose Space



Relaxation Space

With the aim of offering diverse workstyle options to its employees, the BPO Center Sapporo Tanukikoji East is equipped with around 160 virtual workspaces to enable agents to work both at the center and from home. transcosmos believes that preparing a working environment for employees both at the center and from home via a virtual center will encourage

communication, build teamwork, keep employees motivated, and more.

In addition, transcosmos has actively adopted energy-saving equipment and technology to BPO Center Sapporo Tanukikoji East, and carried out SDG-conscious initiatives at the center such as curbing power consumption, and using thinned wood from Hokkaido for some fixtures.

transcosmos will continue to help clients make the most of IT, and offer services that underpin their operational transformation. At the same time, the company will serve society in solving challenges through business activities while creating job opportunities in local communities.

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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 173 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/>

Contact for Media Inquiries

transcosmos inc. Public Relations & Advertising Department
Email: pressroom@trans-cosmos.co.jp