

# Press Release



July 26, 2023

transcosmos inc.

transcosmos online communications inc.

## transcosmos offers Uji TOKUSHUKAI Medical Center, a LINE-powered reservation system for health checkups/screenings

### Helps the hospital take reservations for specific health checkups/cancer screening tests via LINE

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) and transcosmos online communications inc. (Headquarters: Tokyo, Japan; President: Hiroshi Kaizuka) are proud to announce that the two companies began offering reservation features of KANAMETO, a Digital Transformation (DX) tool powered by LINE, to Uji TOKUSHUKAI Medical Center, TOKUSHUKAI Medical Group (Director: Atsushi Sueyoshi) on July 3, 2023. With the features, the hospital now takes reservations for specific health checkups and cancer screening tests via its LINE Official Account.

Uji TOKUSHUKAI Medical Center LIN Official Account Rich Menu



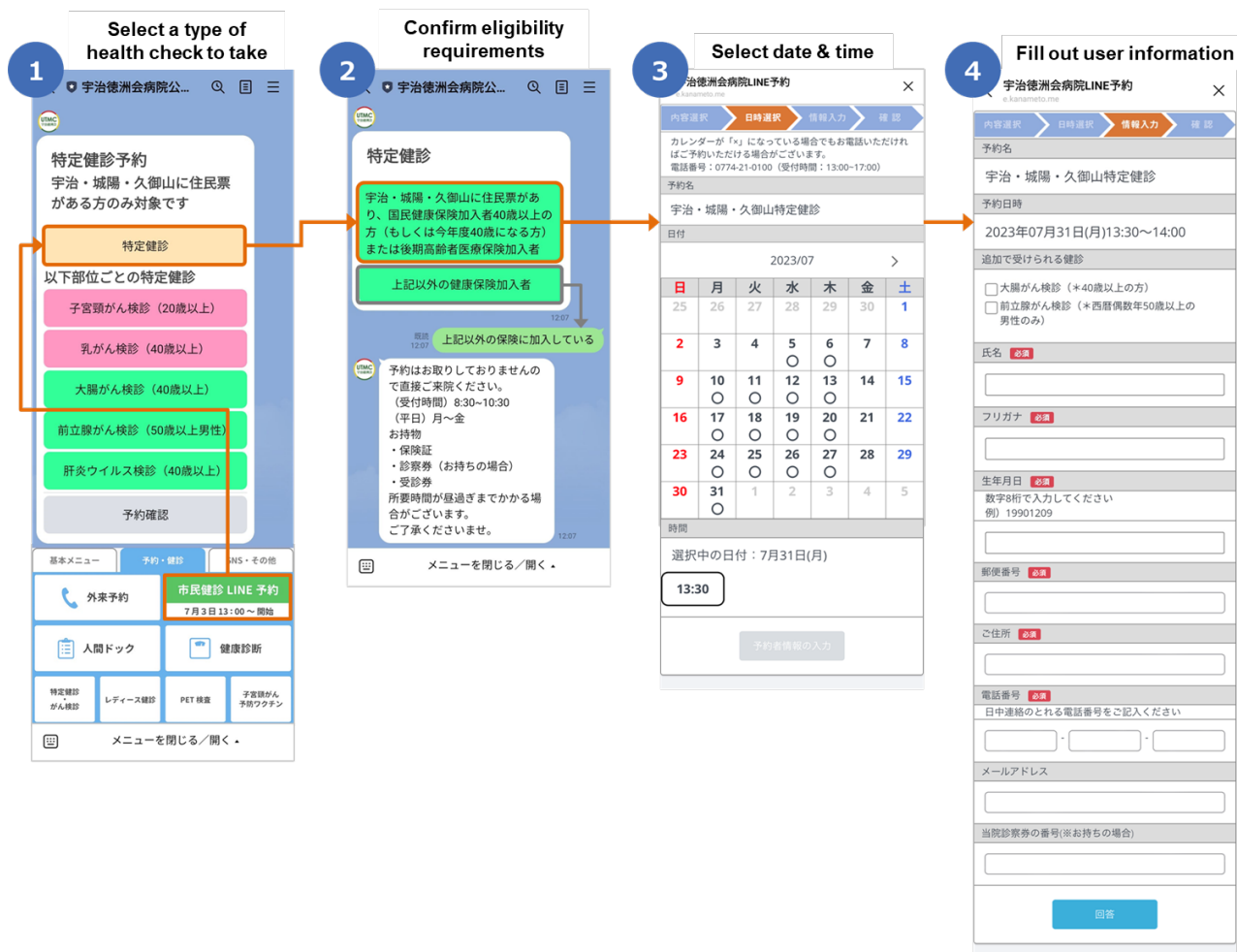
Using KANAMETO's reservation features added to its LINE Official Account (Account name: Uji TOKUSHUKAI Medical Center LINE Official Account), Uji TOKUSHUKAI Medical Center takes reservations for specific health checkups and cancer screening tests. Before installing KANAMETO, the hospital had been taking reservations over the phone from eligible people who had received a postal mail notification for a health check and screening at a nearby medical institution sent by their respective local municipal offices. From July 3, 2023, Uji TOKUSHUKAI Medical Center began taking reservations via its LINE Official Account.

Although eligibility requirements for each checkup and screening test differ by user's health insurance coverage and their age, the LINE-powered reservation system enables the hospital to take reservations only from those who are eligible. To

confirm their eligibility, the system asks users to follow LINE messages and select relevant answers from the options that appear on their LINE screen once they select the type of health checkup and screening test that they want to take.

Prior to adding this new reservation system, users had to call the hospital during its opening hours to make a reservation over the phone, but with LINE being an additional channel for making a reservation, they can now register easily at any time. The service also enables users to cancel their reservations via the LINE Official Account. What's more, users will receive an automated reminder as the date gets closer, helping them not to forget their appointment.

【Reservation flow for a specific health checkup via Uji TOKUSHUKAI LINE Official Account】



With the aim of making its services more convenient for users by diversifying reservation channels and reducing hospital staff man-hours for taking calls for reservations, Uji TOKUSHUKAI Medical Center was looking for a system that could check user eligibility and take reservations only for those who are eligible for requested health checks and screenings using LINE, a popular communication tool among people of all ages. After careful consideration, Uji TOKUSHUKAI Medical Center chose and deployed KANAMETO, a tool designed for managing LINE Official Accounts and has an abundant record with more than 170 local governments including Uji city, Kyoto, where the hospital is located. KANAMETO is also certified by ISO27017, an international standard for cloud security.

■Comment from a project member at Uji TOKUSHUKAI Medical Center

With KANAMETO in place, we can now take reservations for specific health checkups and cancer screening tests via our LINE Official Account, which we have opened for sharing our latest information with our patients, visitors and local community members. As we can collect necessary information such as address and date of birth from the reservation form, and also receive a notice when a reservation is made, we are managing reservations made through LINE smoothly. We look forward to seeing KANAMETO's new features so that we can increase the types of health checkups and screenings that users can book via LINE, thereby making our services even more convenient for all.

## ■About KANAMETO

KANAMETO is a LINE-powered Government DX tool developed and offered by transcosmos online communications inc., a joint-stock company between transcosmos, LINE Corporation and salesforce.com Co., Ltd. With its diverse services including automated Q&A chatbots, segmented messaging to deliver information tailored to user needs, reservations for health checks and screening, and healthcare chatbots, KANAMETO helps hospitals digitize a range of their services.

### **(About transcosmos online communications inc.)**

transcosmos online communications inc. was founded in May 2016 as a joint-stock company between transcosmos inc. and LINE Corporation. In October 2017, the company received investment from Salesforce Ventures, an investment arm of salesforce.com, Inc. Powered by LINE's platform user base and transcosmos's sales and development capabilities, a GovTech venture business transcosmos online communications continues to deliver various solutions and services that help governments build a better and stronger relationship with their residents. In September 2017, transcosmos online communications released KANAMETO, its proprietary LINE-powered Government DX tool. Visit us here (no translation available): <https://transcosmos-online.com/>

### **(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 171 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.trans-cosmos.co.jp/english/>

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