

Global Digital Transformation Partner

Q2 FY2023/3 Earnings Conference

(July 1, 2022 – October 31, 2022)



October 31, 2022

transcosmos inc.

Message from the New Co-presidents

- Koichi Iwai, Representative Director, Co-president
- Masaaki Muta, Representative Director, Co-president

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- DEC Services Initiatives & Achievements
- BPO Services Initiatives & Achievements
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Representative Director,
Co-president

Koichi Iwami



Biography

Koichi Iwami has been leading transcosmos global business since 2012. As the Global Business Headquarters manager, Koichi launched business in China and five countries in ASEAN, Europe and the U.S. Koichi has greatly contributed to the company in expanding its global business, making its South Korean subsidiary generate profits whilst carrying out various initiatives to further grow the business. Since 2006, Koichi has also been involved in the company's management as an executive vice president for 16 years. He has a wealth of experience and outstanding insight in top management. Previously, he was a manager of Services division, making entries into new business areas and leading new service development whilst pursuing higher quality, productivity and wider service offerings. Before joining transcosmos in 2001, 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.

Co-president's Commitments

- Staying true to our corporate message - Global Digital Transformation Partner - make us our clients' one and only partner who co-drives their initiatives for expanding their sales and profits by helping our clients achieve business transformation with the power of digital technologies.
- Through a complementary partnership with my counterpart which is built on our mutual strengths, we will achieve sustainable growth and enhance our governance system that underpins our growth.

Representative Director,
Co-president
Masaaki Muta



Biography

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.

Co-president's Commitments

- Inheriting transcosmos DNA, we will achieve our enduring prosperity by 1) building the right business portfolio to maximize our Group synergies, 2) gaining a competitive edge, and 3) creating new revenue streams.
- Making the most of our mutual expertise and experience under our co-president structure, we will accelerate our business transformation and growth.

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Achievements

Challenges

Japan

- Expanded business with global clients.
- Built significant success and expertise in the digital services domain through managing COVID-19 relief packages.
- Achieved continuous growth in existing businesses on top of COVID-19 deals.
- Reduced fixed expenses through a proactive facility optimization strategy.

- Speed up services roll-out to meet accelerated market demands for digital transformation.
- Deliver services across industries leveraging the success and expertise built on COVID-19 deals.
- Expand recurring revenues from existing businesses.
- Attract and retain employees, and manage surging wages.

Overseas

- Maintained our market position as the top player in Asia.
- Maintained sustainable growth underpinned by expanded business with local and global clients.
- Expanded revenues in Southeast Asia steadily in addition to China and South Korea.

- Develop the foundation to make the most of management resources and to enhance the risk management system.
- Build a business foundation in new markets beyond China, South Korea and Southeast Asia.
- Deepen Sales & Services team collaboration among countries and regions.

Performance

- Sales increased by **9.1%** year over year, **retaining a high growth rate.**
- Operating income increased by **¥1.9 billion year over year.**
 - Gross profit rose due to growth in order.
 - SG&A ratio dropped by 0.9 points

Key Initiatives

- Create transcosmos Group value and establish its competitive advantage.
- Respond to changing market conditions including rising resource prices, inflation, weaker yen, post-COVID-19, etc.
- Address surging wages and IT talent shortage, and reinforce our Group's business foundation.

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1.

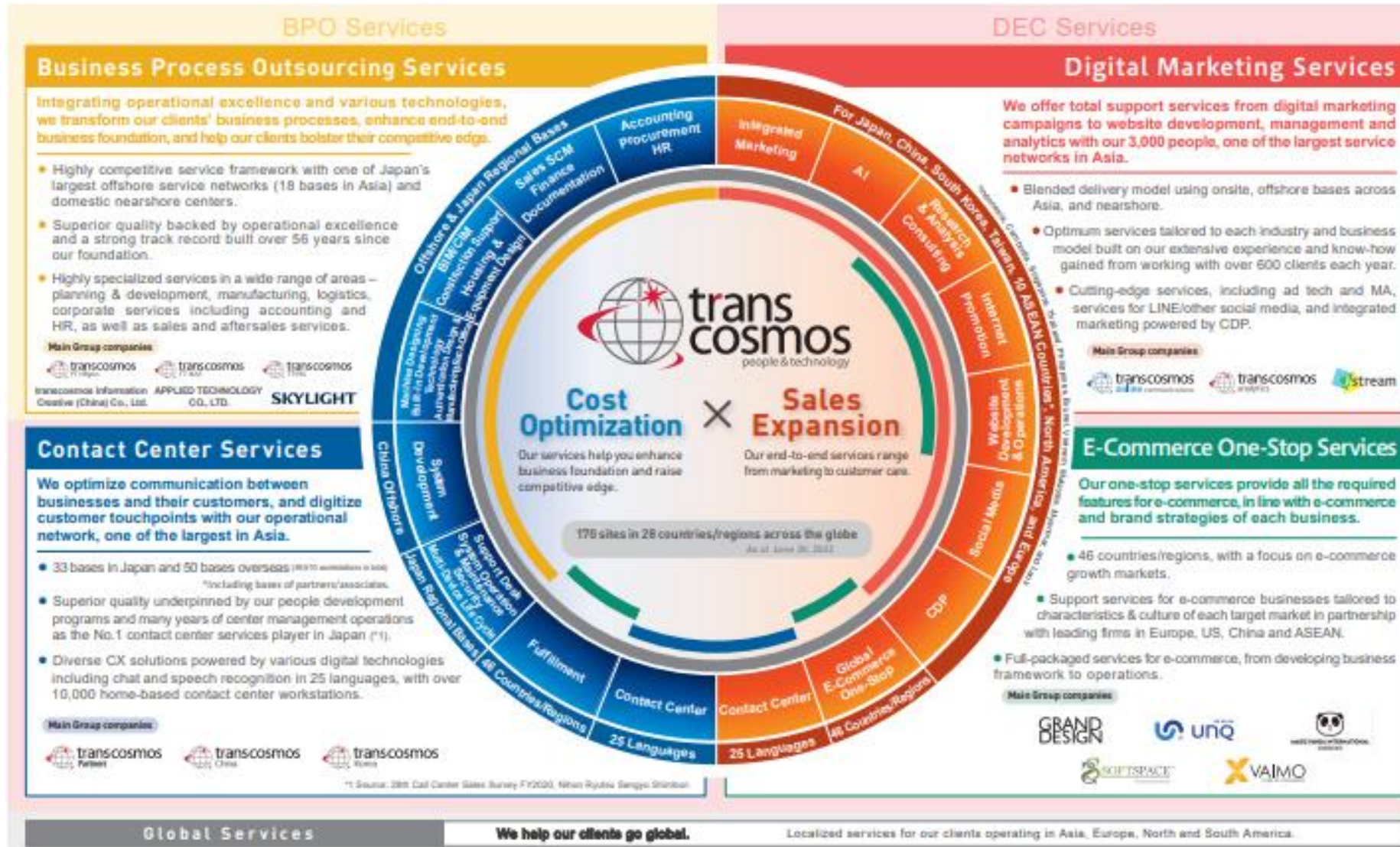
Create transcosmos Group value towards establishing our competitive advantage.

2.

Respond to changing market conditions including rising resource prices, inflation, weaker yen, post-COVID-19, etc.

3.

Address surging wages and IT talent shortage, and reinforce our Group's business foundation.



* Source: 28th Call Center Sales Survey FY2020, Nihon Ryukyu Sangyo Shimbu

Global Services

We help our clients go global.

Localized services for our clients operating in Asia, Europe, North and South America.



Named a Leader in CXM service providers in the Asia Pacific region by Everest Group.



Won TMALL 5 Star rating for the 8th straight year.

Our Service Network

- We serve our clients from 173 bases across 28 countries and regions with a focus on Asia.

Japan 67 bases

Contact Center	33 Bases	18,620 Workstations
Business Process Outsourcing	26 Bases	8,000 Workstations
Digital Marketing	9 Bases	
E-Commerce One Stop	2 Bases	

*Including a base providing two or more services

Okinawa Area

Contact Center	5 Bases	3,900 Workstations
Business Process Outsourcing	3 Bases	830 Workstations
Digital Marketing	2 Bases	

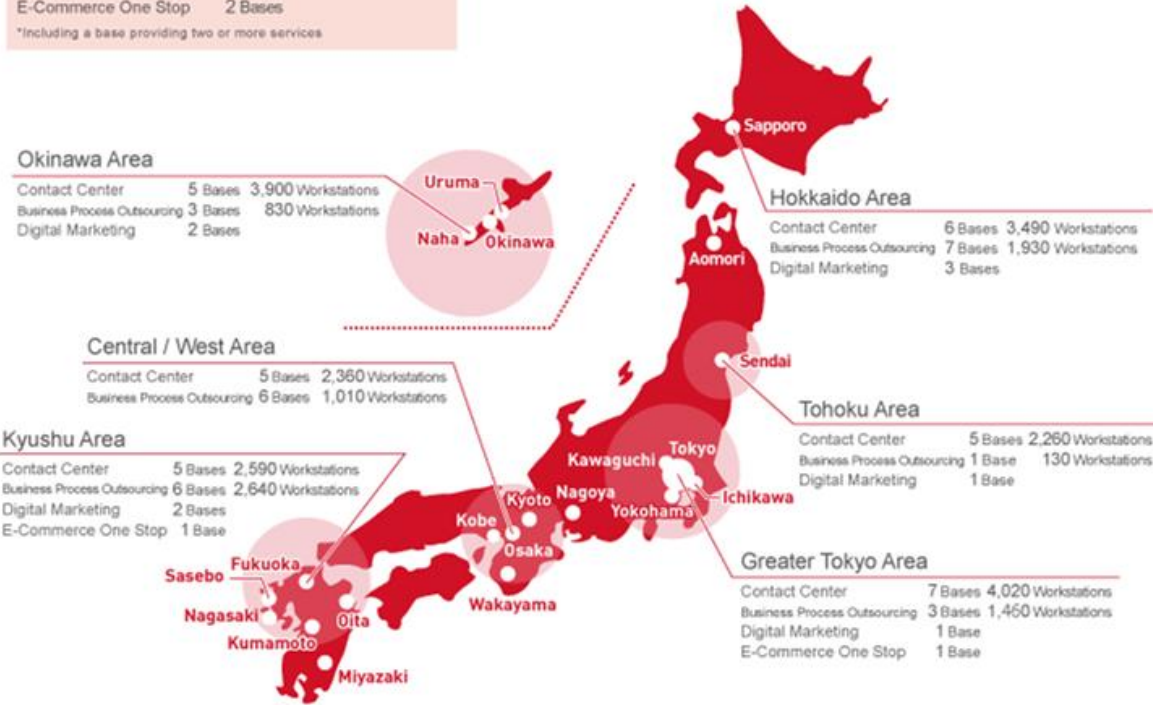


Central / West Area

Contact Center	5 Bases	2,360 Workstations
Business Process Outsourcing	6 Bases	1,010 Workstations

Kyushu Area

Contact Center	5 Bases	2,590 Workstations
Business Process Outsourcing	6 Bases	2,640 Workstations
Digital Marketing	2 Bases	
E-Commerce One Stop	1 Base	

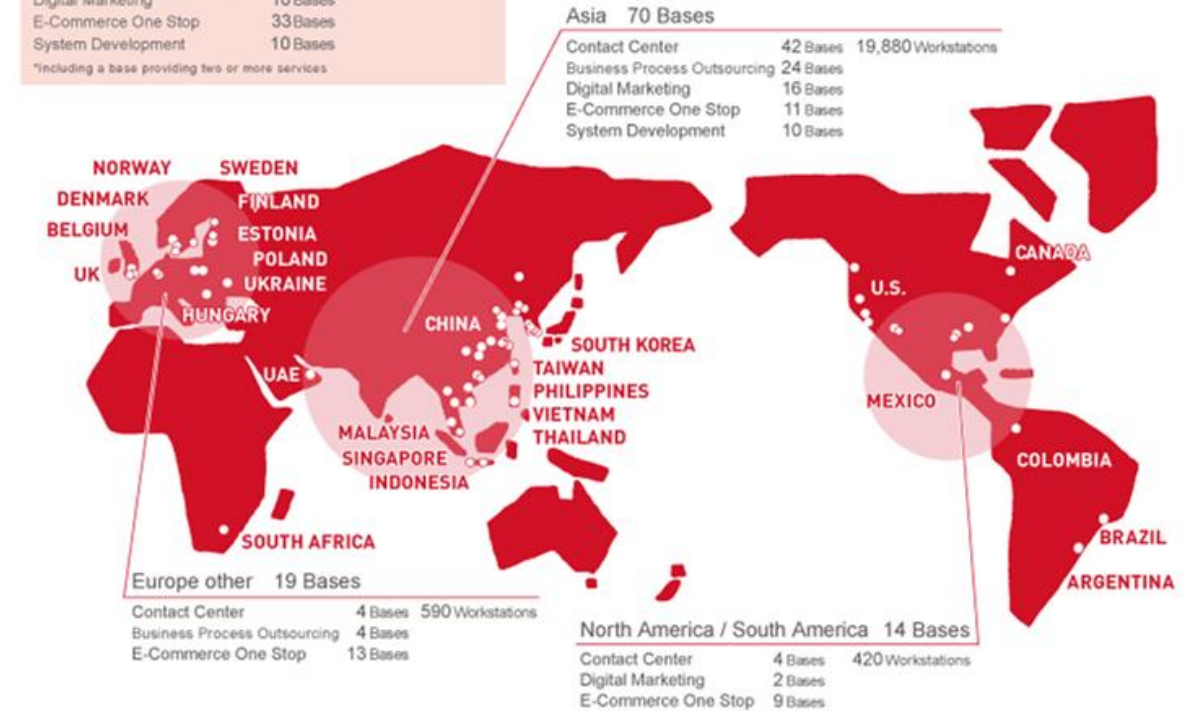


As of June 30, 2022

Global 103bases across 27 countries/regions

Contact Center	50 Bases	20,890 Workstations
Business Process Outsourcing	28 Bases	
Digital Marketing	18 Bases	
E-Commerce One Stop	33 Bases	
System Development	10 Bases	

*Including a base providing two or more services



Asia 70 Bases

Contact Center	42 Bases	19,880 Workstations
Business Process Outsourcing	24 Bases	
Digital Marketing	16 Bases	
E-Commerce One Stop	11 Bases	
System Development	10 Bases	

Europe other 19 Bases

Contact Center	4 Bases	590 Workstations
Business Process Outsourcing	4 Bases	
E-Commerce One Stop	13 Bases	

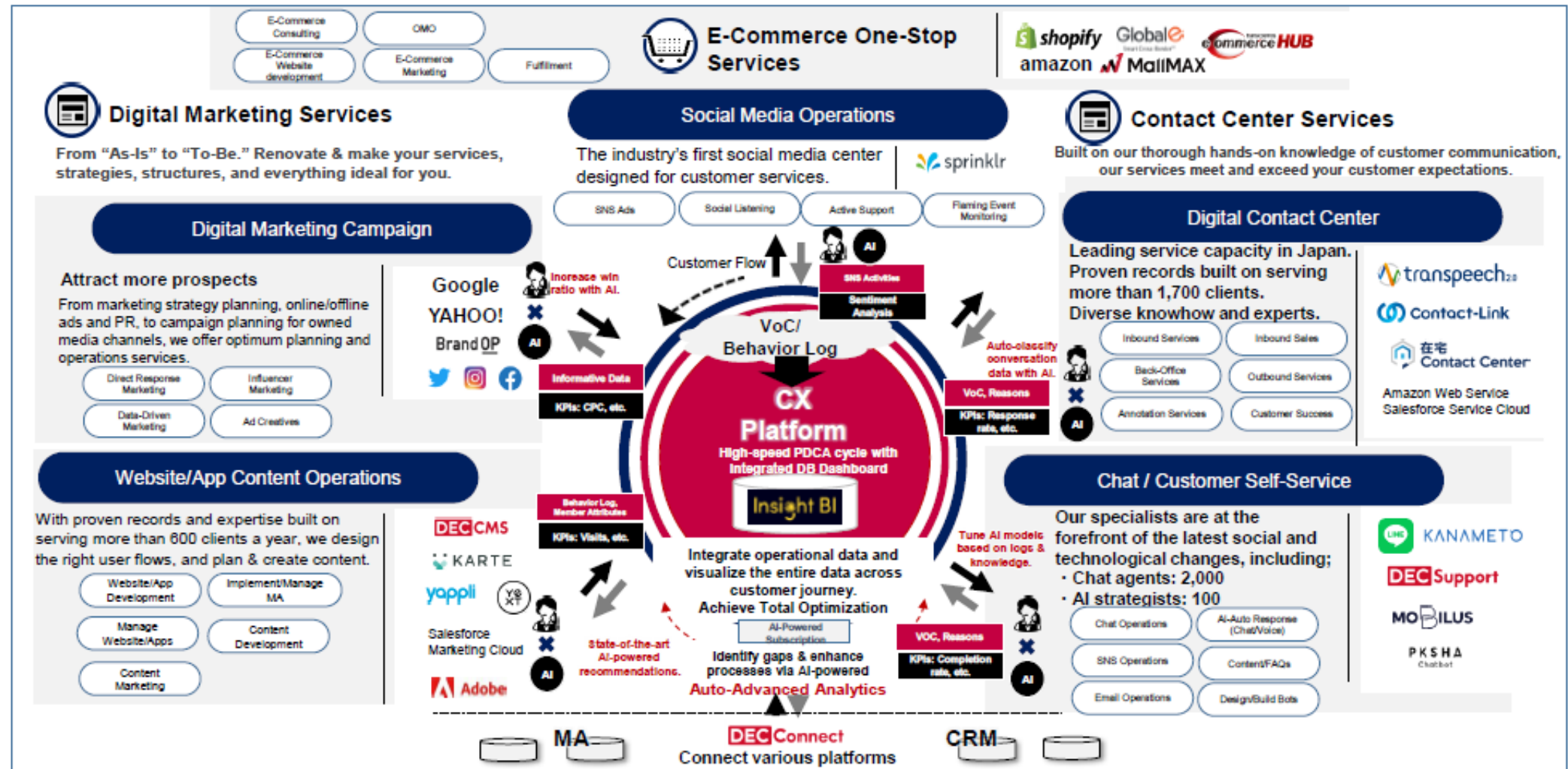
North America / South America 14 Bases

Contact Center	4 Bases	420 Workstations
Digital Marketing	2 Bases	
E-Commerce One Stop	9 Bases	

As of June 30, 2022

DEC Services Initiatives & Achievements

- Our proprietary customer experience (CX) platform supports all digital customer touchpoints.
- Using voice of the customer (VoC) and customer behavior data, we managed our clients' KPIs across channels, optimizing the end-to-end customer journey, boosting loyalty, as well as streamlining operational processes.

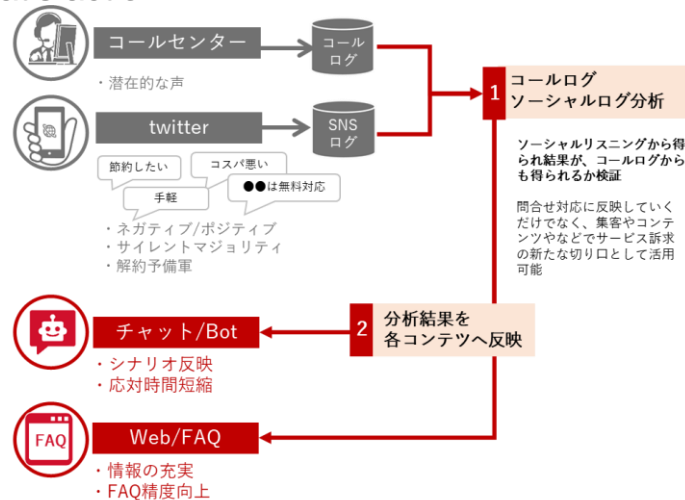


DEC Services Initiatives & Achievements

- Powered by our unique integrated DEC services and Group collaboration, we successfully satisfied accelerating demands for digital transformation (DX) services in both the public and private sectors.
- Working as one, our Group will continue to develop and offer services to help our society achieve DX.

CX Platform (Client case study: Manufacturer A)

- Offered data-driven omnichannel management services covering websites, chats, contact centers, and social networking services.
- Visualized latent user needs and enhanced chatbot/agent bot scripts. Ultimately helped the client increase online self-service rate and customer satisfaction.



Local Government DX Services (Client case study: Nagahama City, Shiga Prefecture)

- In partnership with our Group company transcosmos online communications, helped Nagahama city, Shiga prefecture, deliver more valuable municipal information via LINE than ever before.
- Information tailored to the needs of citizens boosted convenience.

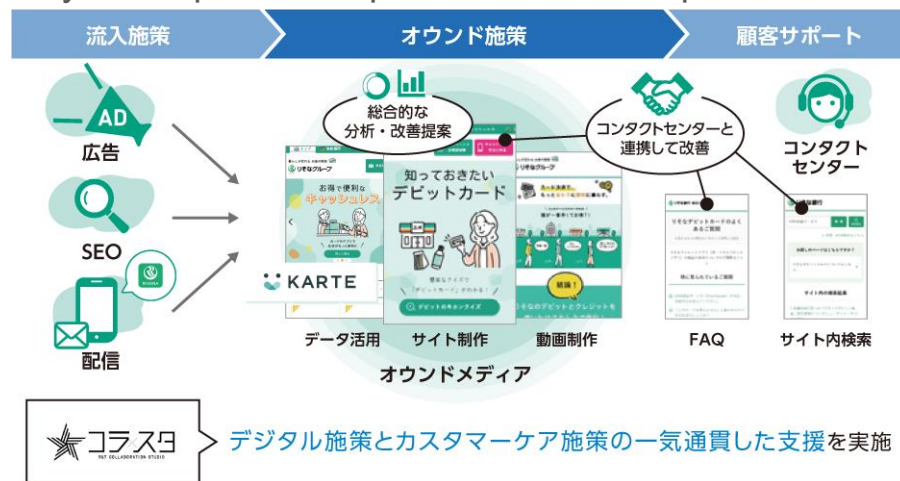


DEC Services Initiatives & Achievements

- Our unique one-stop shop services combined with industry leading website development team satisfied accelerated market demands for contactless services in the post-COVID-19 world.

Website Renovation Project (Client case study: Resona Bank)

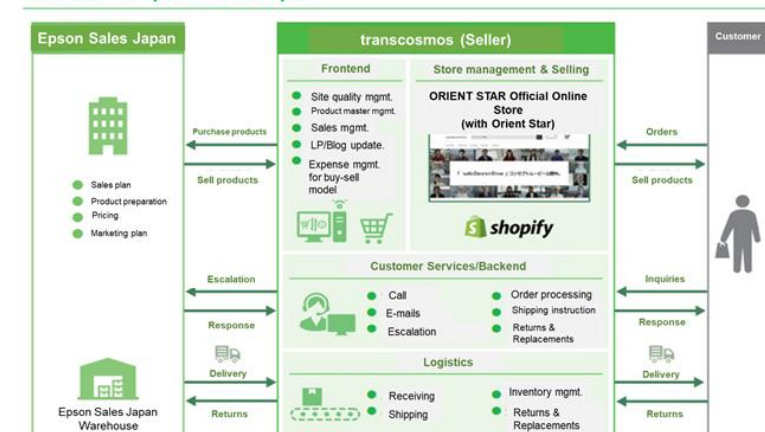
- Resona Bank website renovation project increased ROI 2.5 times/access counts 1.7 times in just 3 years.
- Our SEO initiatives, CX platform KARTE, and process mining tool Celonis helped the client deliver a greater customer experience. Ultimately made positive impact on the bank's profits.



E-Commerce One-Stop Services (Client case study: EPSON SALES JAPAN)

- Built and managed Epson Sales Japan official Shopify store.
- We offered one-stop shop services from e-commerce store launch, marketing, customer services, order management, logistics, to inventory management.

Services for Epson Sales Japan

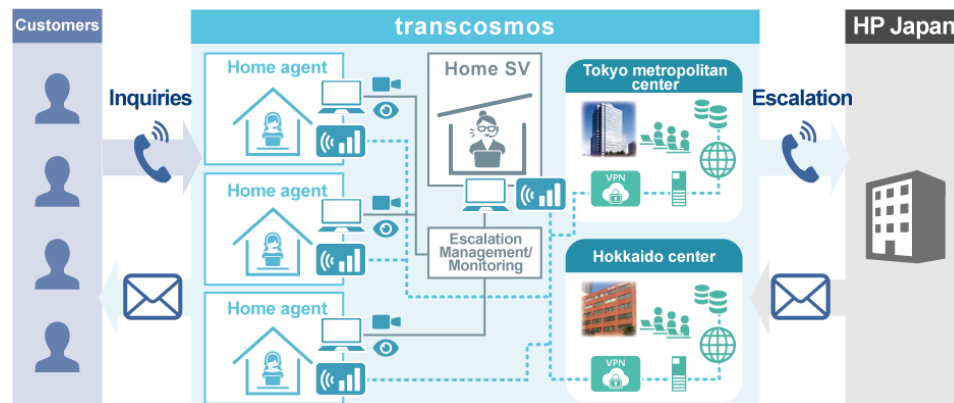


DEC Services Initiatives & Achievements

- Under the COVID-19 crisis, we have rapidly expanded our home-based contact center network, and carried forward initiatives to spread and establish home-based contact center services.
- Looking ahead, we will drive initiatives to create a work-from-anywhere, employee-friendly contact center environment.

Home-Based Contact Center Network 3,000 agents in Japan and 10,000 overseas (Client case study: Consumer electronics company)

- Successfully shifted our 2 centers to a home-base model with the same level of service productivity and quality. Facility usage down by 60%, optimizing costs.
- The new model hit the same KPIs for the 12th straight month. A more flexible and resilient workstyle boosted ES (Attrition rate down to 0.4% from 3%. Attendance rate up to 98% from 92.9%).



Metaverse

- With the goal to offer customer services in a virtual space powered by a virtual contact center in the metaverse, launched a joint-demonstration test with NTT Communications Corporation.

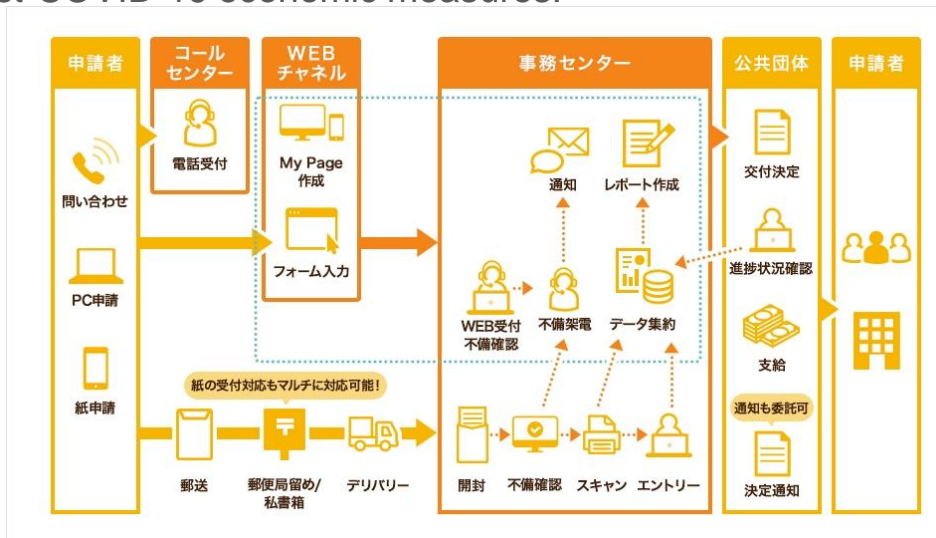


BPO Services Initiatives & Achievements

- Our unique platform-based services designed for the finance industry and the public sector satisfied the growing demands under the COVID-19 crisis.
- We will further evolve our platform-based services model to win in the post-COVID-19 world.

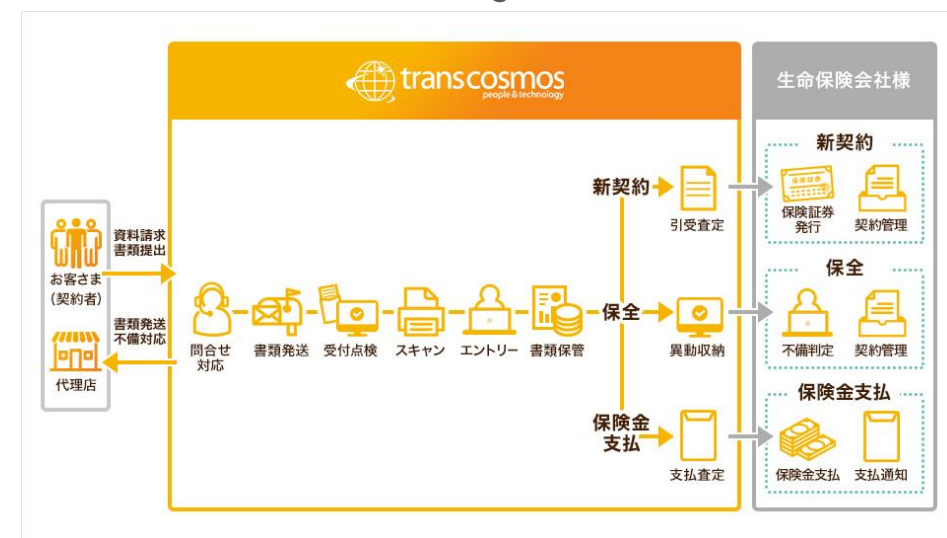
Platform-Based Services for the Public Sector

- With our unique DEC x BPO platform, we won more COVID-19 relief package deals from local governments.
- We will deliver services across the sector to help them carry out post-COVID-19 economic measures.



Digitization & Screening Services for the Insurance Firms

- Targeting the insurance firms, we offered our platform designed to help the industry increase quality and optimize costs of operations. The platform successfully managed ever-increasing tasks under the COVID-19 crisis, showcasing its abilities.

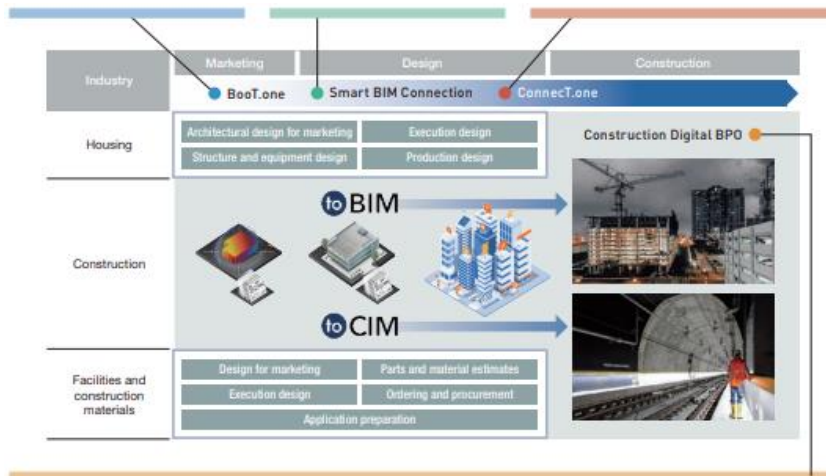


BPO Services Initiatives & Achievements

- Our industry-specific BPO services satisfied the steady demands for digital transformation (DX) and other specialized services in the social infrastructure sector and other specialized fields.
- To win growing demands in the post-COVID-19 world, we will accelerate our go-to-market strategy for our proprietary services built on our expertise.

Building Infrastructure Services

- Our building information modeling (BIM) and Construction BPO services for the housing, construction and facility industries enjoyed solid orders.
- With Applied Technology, our Group company, established our position as the one and only DX partner.



Integrated Order Management Services

- Our end-to-end services stretch from order management, inventory management, billing to collection.
- We are helping our clients achieve process & digital transformation via the order management platform, QOSIS.



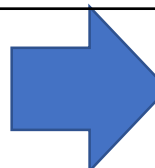
Global Market Initiatives & Achievements

- Deepening collaboration among our subsidiaries in countries and regions, we acquired and expanded our international client base, providing our services on a global scale.
- Leveraging our proven records in each local market, created opportunities to offer services on a global scale.

Business with Global Companies

- Steadily growing business with our key global clients.

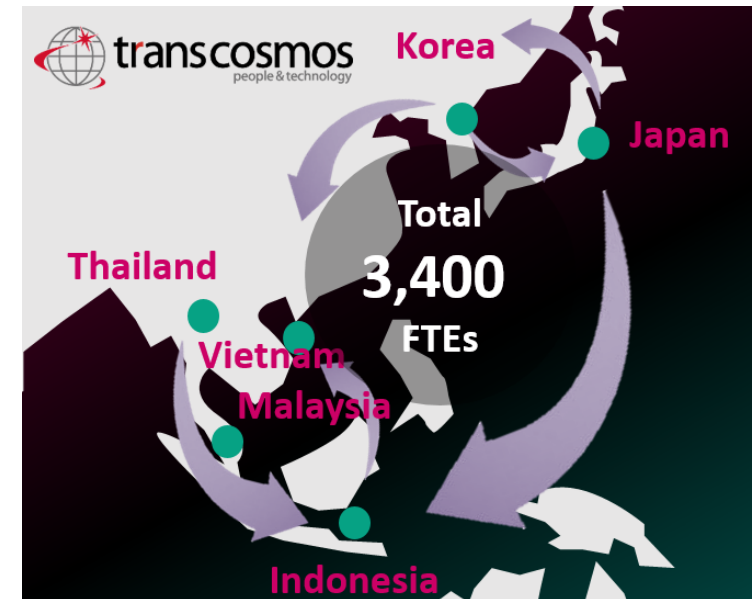
Client (HQ)	Industry	Japan	China	Korea	SE Asia	EU	Market
A (US)	Home appliance	○		○			2 countries
B (China)	Entertainment	○		○	○		4 countries
C (China)	Home appliance		○		○	○	4 countries
D (Singapore)	E-Commerce		○		○		5 countries
E (US)	Home appliance	○	○	○			3 countries

 **Top 5 client total sales ¥9.5B** (approx.)
(YoY growth: +9%)

*Jan-Jun 2022, incl. affiliates' sales.

Expanding coverage from our local market (Client case study: Chinese entertainment company)

- Starting from Japan, we expanded to South Korea and Southeast Asia. Now, the client has become one of our largest global clients.

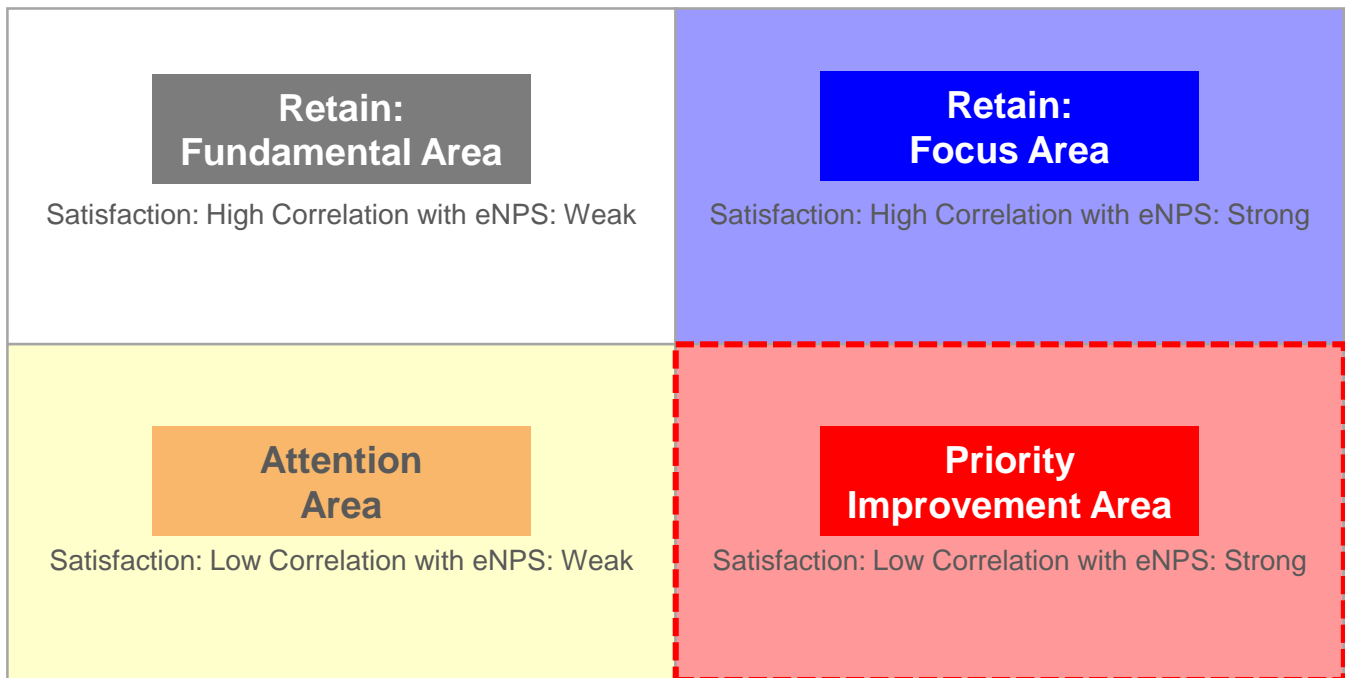


Reinforce Business Foundation: eNPS & HR System Reform



- We are conducting a regular engagement survey covering all full-time employees and officers.
- Based on the results, we are carrying forward the HR system reform program.

eNPS Analysis Results



Priority initiatives to boost eNPS

I can map out my career path

I can grow my skill set

I agree with our business strategy

Reinforce Business Foundation: Workstyle Reform

- We are carrying forward business process digital transformation (DX) and preparing required systems to create and offer a greater work-from-home (WFH) environment for our employees.
- In parallel, we continue to discuss and verify initiatives to optimize our facility usage.

Creating Work-From-Home Environment

- Driving initiatives to create a greater work-from-home environment for HR and accounting operations via business process DX, while building a new remote network environment.

HQ/Main Office WFH rate 70 to 80%*

HR process DX

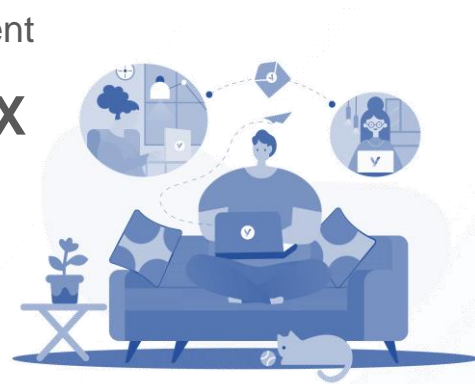
Onboarding/attendance management

Accounting process DX

Bill payment/Expense settlement

New remote environment

New network environment



Planning/Verifying Plans for Facility Optimization

- Looking ahead to the post-COVID-19 world, discussing and verifying the ideal facility management policy to optimize each facility, focusing on new workstyles.

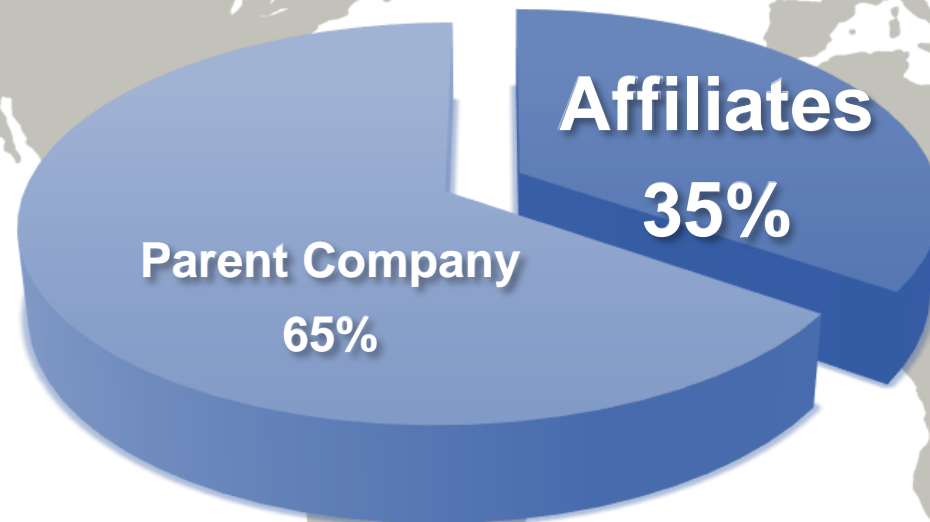


*Estimate only. Covers Headquarters/Main Office back-office functions.

Reinforce Business Foundation: Group Governance

- Our affiliates in Japan and overseas together make up 35% of our consolidated sales.
- We are reinforcing their business foundation to optimize our management resources and strengthen risk management.

% of Affiliates' Sales in Consolidated Sales
(FY2022/3 results, excluding the elimination of intra-segment transaction)



- **Reflow of Group's funds**
- **Management Foundation DX**
 - ✓ Planning to implement ERP
- **Reinforce Group audit**
 - ✓ Key business process (collection, payment, asset management, etc.)
 - ✓ HR management/Security

- In 2021, we set our fundamental sustainability policy. Under the policy, we are promoting initiatives towards addressing climate change – one of the major global challenges – and maintaining and promoting the wellbeing of our employees and their families – one of our top business priorities.

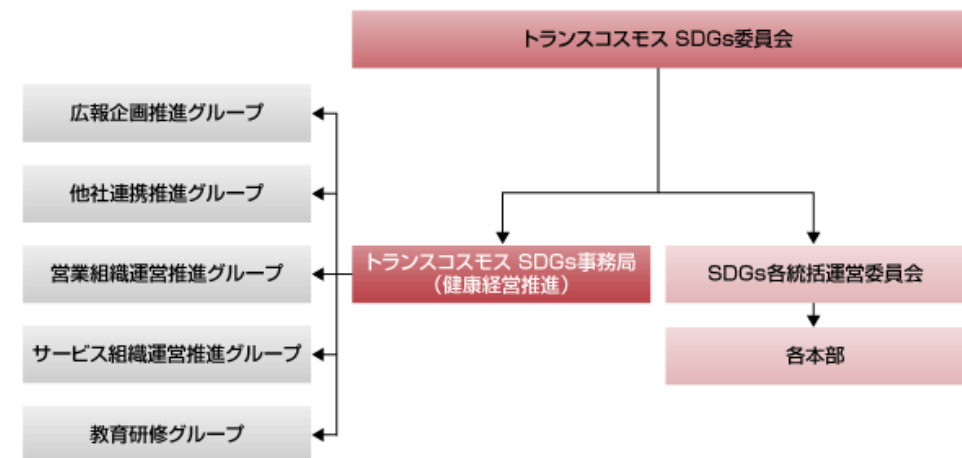
transcosmos declared its support for the Task Force on Climate-related Financial Disclosures (TCFD)

- transcosmos will analyze its climate-related risks and opportunities and make TCFD-aligned disclosures proactively.
- At the same time, transcosmos will also drive its initiatives that help solve climate-related challenges clients face through its services.



Promoting Employee Wellbeing

- Under our Employee Wellbeing Statement, and in line with our fundamental sustainability policy, our Representative Director, Co-president Koichi Iwami built a framework in FY2023/3 to ensure we fulfill our employee wellbeing commitments.
- All employees work as one and execute employee wellbeing initiatives led by the cross-departmental SDGs Committee.



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Q2 FY2023/3 Performance



Consolidated Income Statement Summary

- Sales increased due to an order growth in all segments.
- Operating income increased due to an order increase and lower SG&A ratio.
- Ordinary income increased due to growth in operating income.
- Quarterly net income attributable to owners of transcosmos inc. decreased due to a drop in extraordinary income, etc.

In ¥100M (rounded to the nearest 100M)	H1 FY2022/3		H1 FY2023/3		Change	
	Amount	Mix	Amount	Mix	Amount	%Change
Sales	1,681	100.0%	1,834	100.0%	153	9.1%
Cost of Sales	1,318	78.4%	1,445	78.8%	127	9.6%
Gross Profit	363	21.6%	389	21.2%	26	7.2%
SG&A	255	15.2%	262	14.3%	7	2.6%
Operating Income	108	6.4%	127	6.9%	19	17.9%
Non-operating Income or Loss	-0	-0.0%	2	0.1%	2	-
Ordinary Income	108	6.4%	129	7.1%	22	20.2%
Extraordinary Income or Loss	18	1.1%	3	0.1%	-16	-86.0%
Quarterly Net Income attributable to owners of transcosmos inc.	88	5.2%	79	4.3%	-8	-9.6%

Performance Summary per Segment

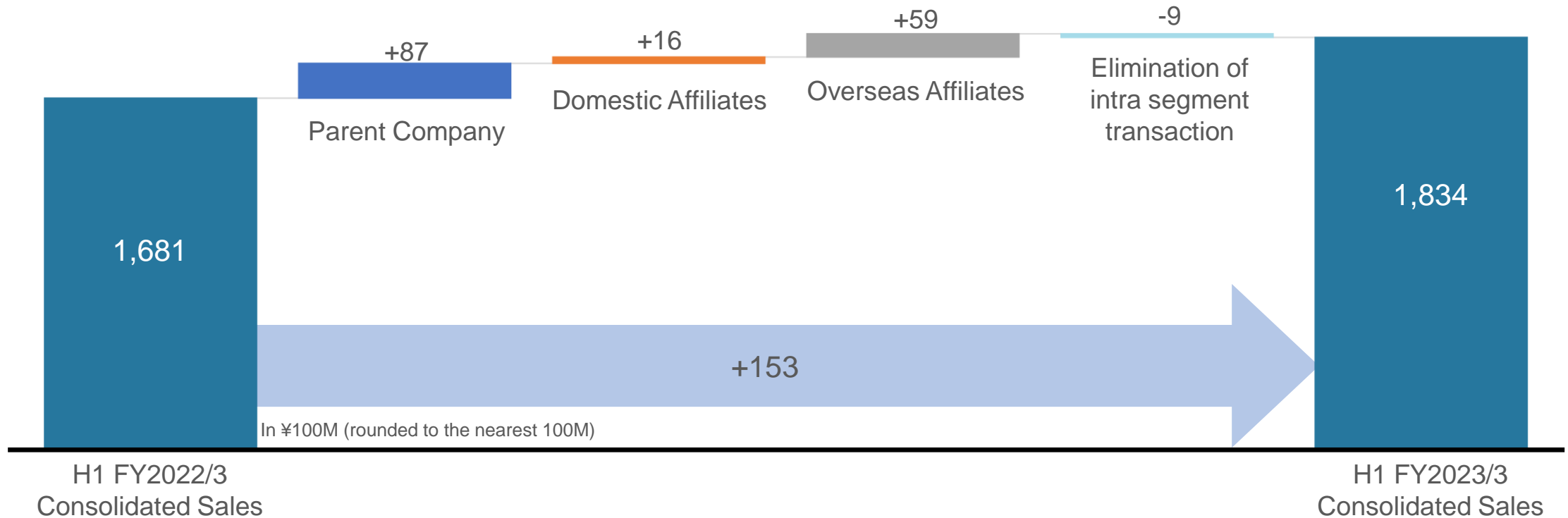
- Parent Company: Both sales and income up. Strong demand for services under the pandemic increased orders. Profitability rose.
- Domestic Affiliates: Both sales and income up. Some BPO subsidiaries achieved strong performance.
- Overseas Affiliates: Sales up but income down. Subsidiaries in South Korea, Southeast Asia and China grew orders, and achieved higher sales. Income dropped due to lower profitability in some subsidiaries in China.

In ¥100M (rounded to the nearest 100M)		H1 FY2022/3		H1 FY2023/3		Change	
		Amount	Mix	Amount	Mix	Amount	%Change
Sales	Parent Company	1,143	68.0%	1,230	67.1%	87	7.6%
	Domestic Affiliates	192	11.4%	208	11.4%	16	8.3%
	Overseas Affiliates	396	23.6%	455	24.8%	59	14.8%
	Elimination of intra segment transaction	-51	-3.0%	-60	-3.3%	-9	-17.8%
	(Total)	1,681	100.0%	1,834	100.0%	153	9.1%
Segment Income (Loss)	Parent Company	71	66.2%	92	72.7%	21	29.5%
	(%profit)	6.2%		7.5%			
	Domestic Affiliates	18	16.6%	22	17.0%	4	20.2%
	(%profit)	9.3%		10.3%			
	Overseas Affiliates	18	17.0%	13	10.4%	-5	-27.7%
(%profit)	4.6%		2.9%				
Elimination of intra segment transaction	0	0.2%	-0	-0.1%	-0	-	
(Total)	108	100.0%	127	100.0%	19	17.9%	

Consolidated Sales Analysis

- Sales increased by ¥ 15.3 billion (+9.1%)

Parent Company	Sales grew due to an order increase for the Parent Company services that meet growing market demands under the pandemic.
Domestic Affiliates	Sales grew due to higher sales achieved by some BPO subsidiaries including a staffing company and a consulting company.
Overseas Affiliates	Sales grew due to higher sales achieved by subsidiaries in South Korea, Southeast Asia and China.



Parent Company Sales Analysis

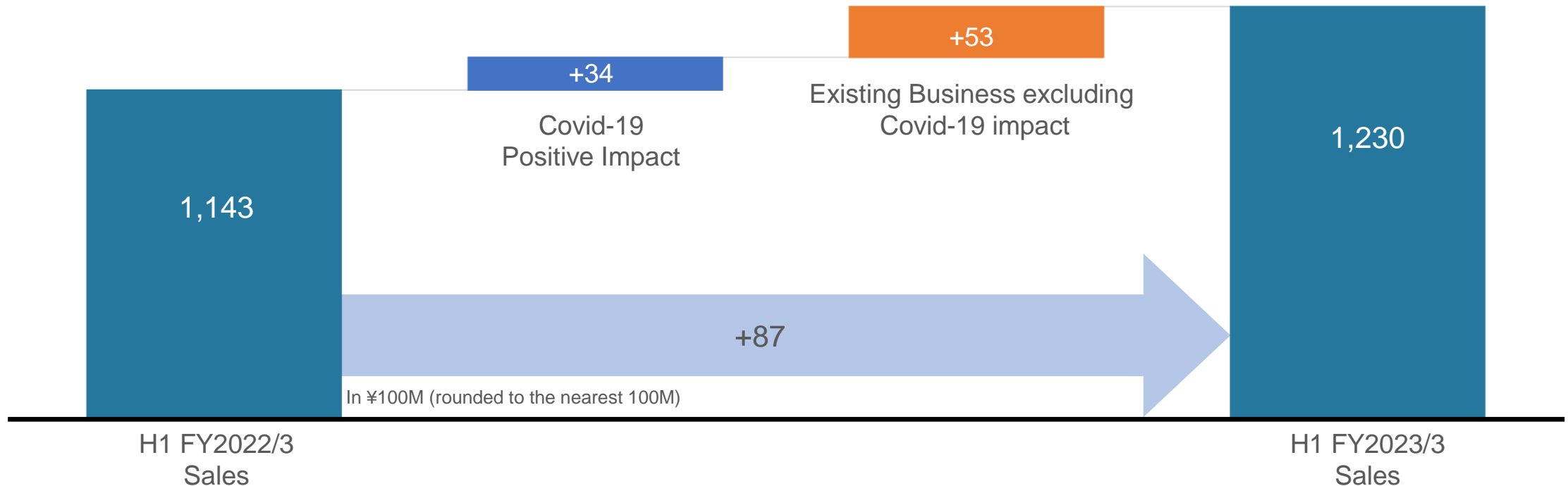
- Sales increased by ¥8.7 billion (+7.6%).

COVID-19
Positive Impact

Orders increased for back-office and call center services associated with COVID-19 infection control and economic measures carried out by local governments, etc.

Excluding COVID-19
Existing Business

Demands for outsourcing services that lead to higher sales and cost competitiveness remain solid. In addition, orders increased for internet-related projects, chat support and home-based contact center services given the increasing demands for digital transformation and a shift to contactless channels under the pandemic.



Consolidated Operating Income Analysis

- Operating income increased by ¥1.9 billion (+17.9%)

Parent Company

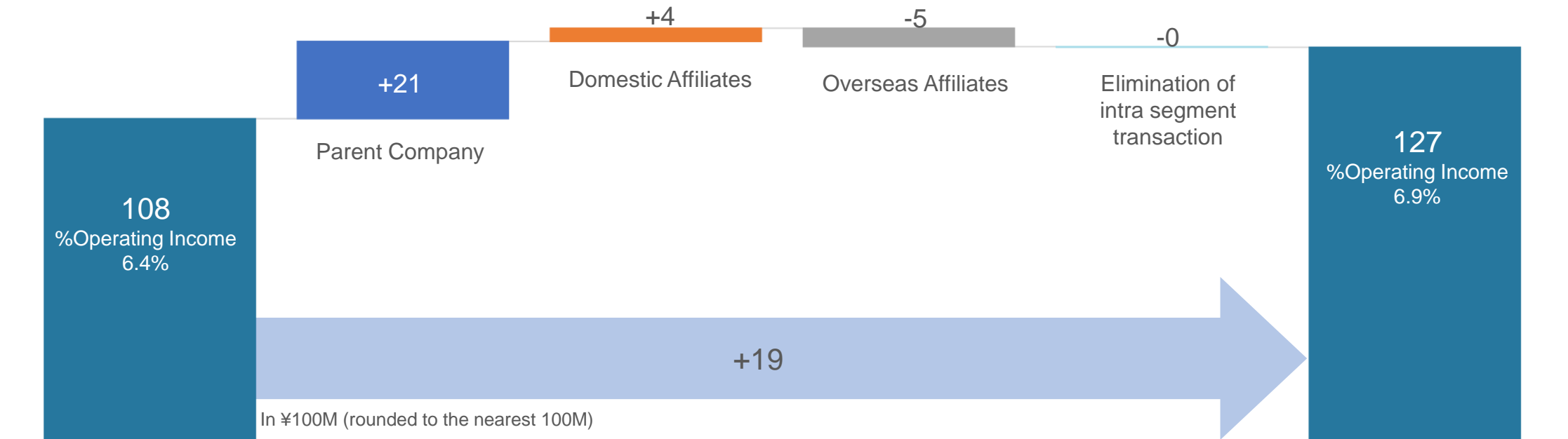
Operating income rose mainly due to higher project profitability in addition to order growth.

Domestic Affiliates

Operating income rose due to higher income achieved by some BPO subsidiaries including a consulting company.

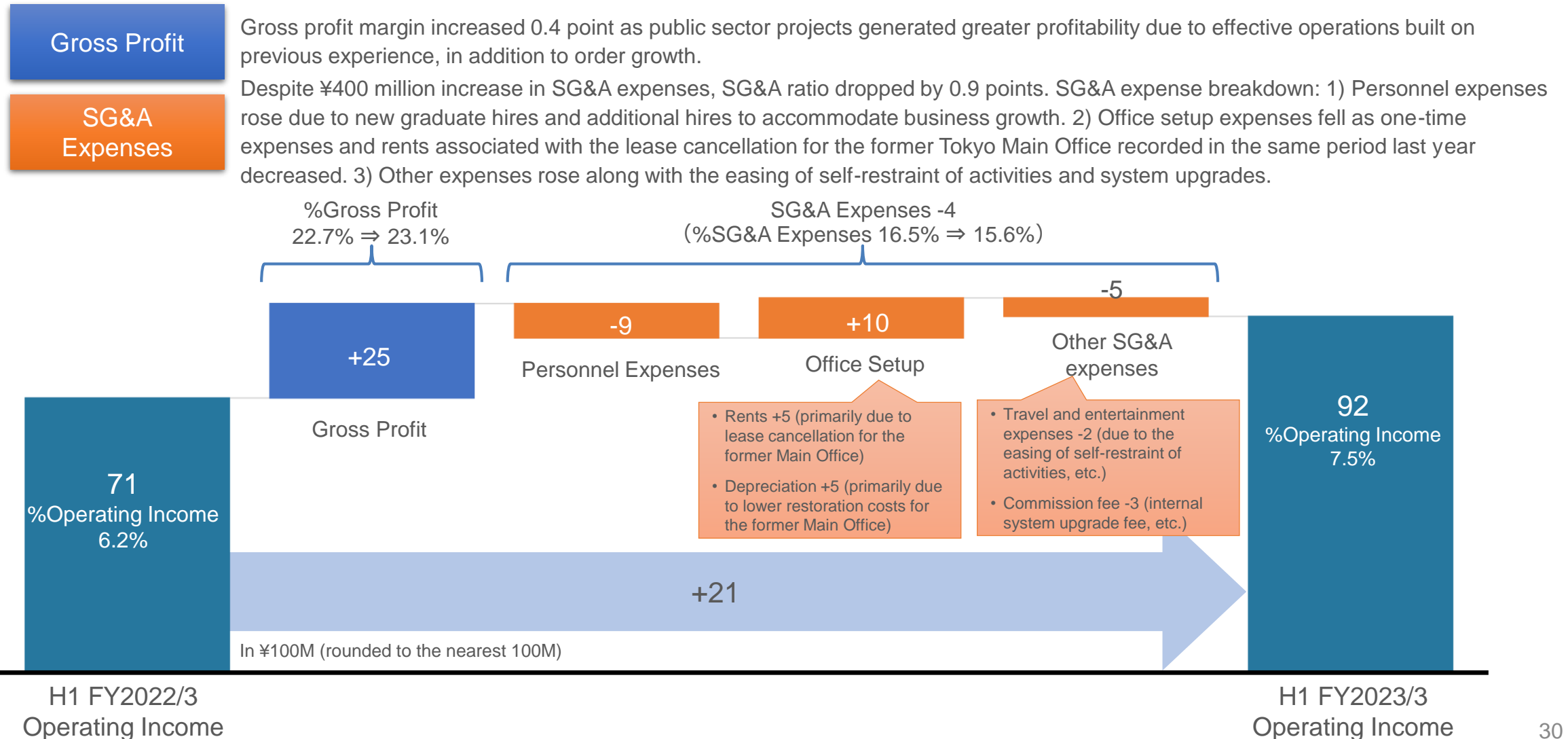
Overseas Affiliates

Operating income fell despite higher profits generated by subsidiaries in South Korea and Southeast Asia due to lower profitability in some Chinese subsidiaries.



Parent Company Operating Income Analysis

- Operating income increased by ¥2.1 billion (+29.5%)

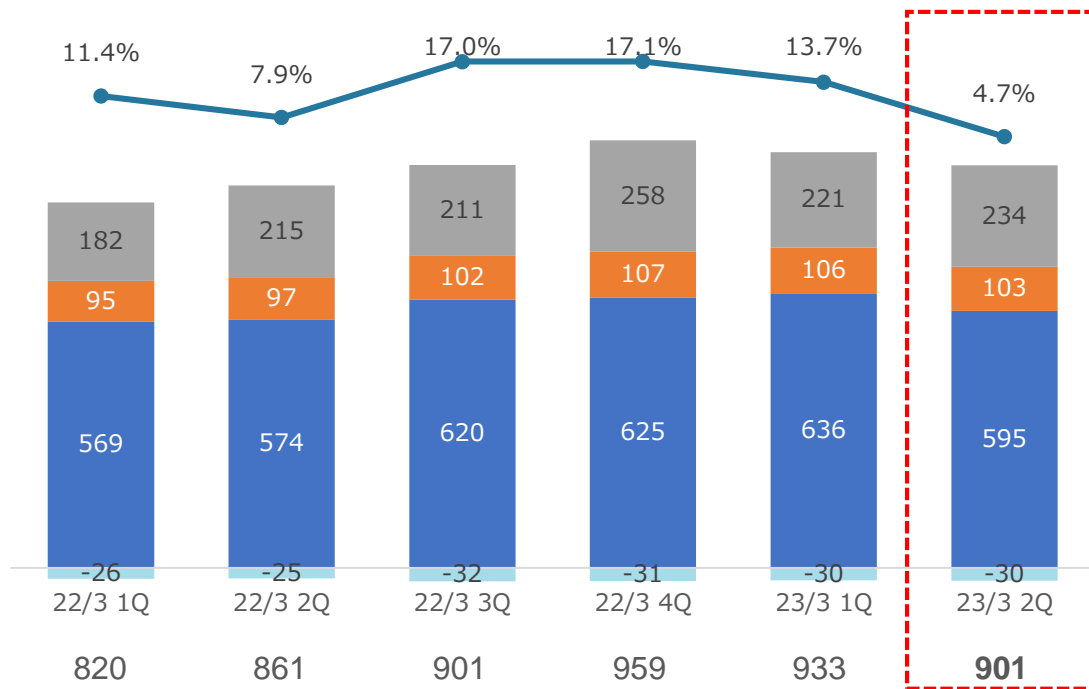


Consolidated Quarterly Performance Trend

- [QoQ Sales] Despite growth in the Overseas Affiliates, overall sales dropped due to lower sales in the Parent Company as a result of downsized public COVID-19 related deals, etc.
 [YoY Sales] Retained positive growth primarily due to strong orders for existing non-COVID-19 deals in the Parent Company and growth in the Overseas Affiliates.
- [QoQ Operating Income] Dropped due to lower income in the Parent Company as a result of a decrease in sales.
 [YoY Operating Income] Dropped primarily due to less high-profit deals in the Parent Company, and lower income in the Overseas Affiliates.

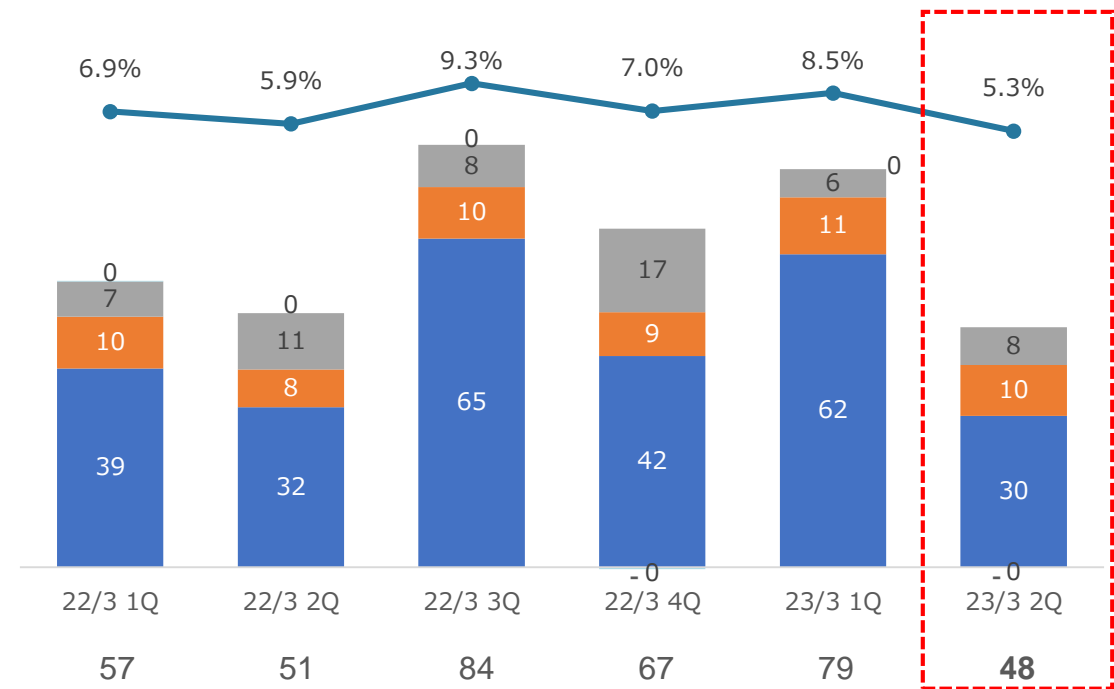
Sales

In ¥100M (rounded to the nearest 100M) — %Sales Growth



Operating Income

In ¥100M (rounded to the nearest 100M) — %Operating Income



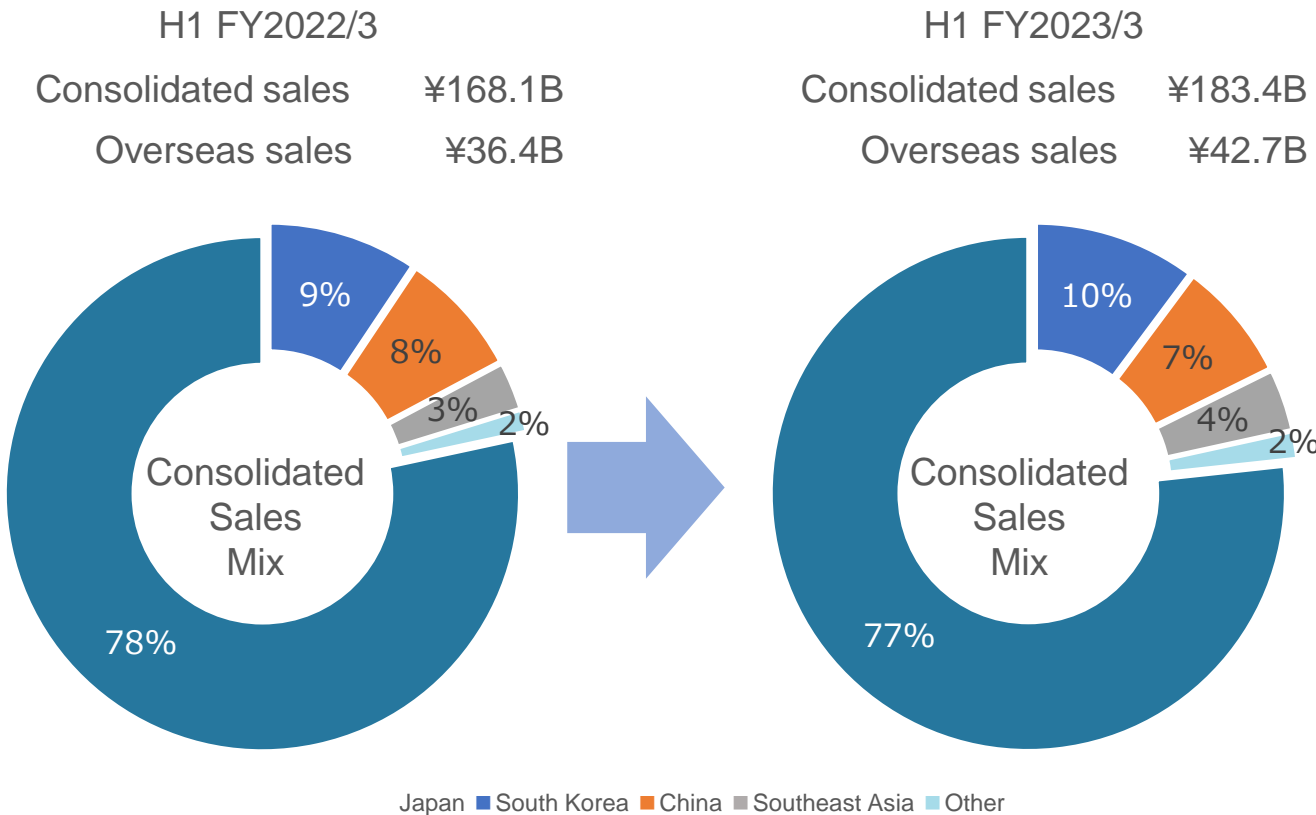
Overseas Sales Trend per Country

* Overseas sales are categorized by country or region based on clients' location, therefore, figures are different from the Overseas Affiliates segment.

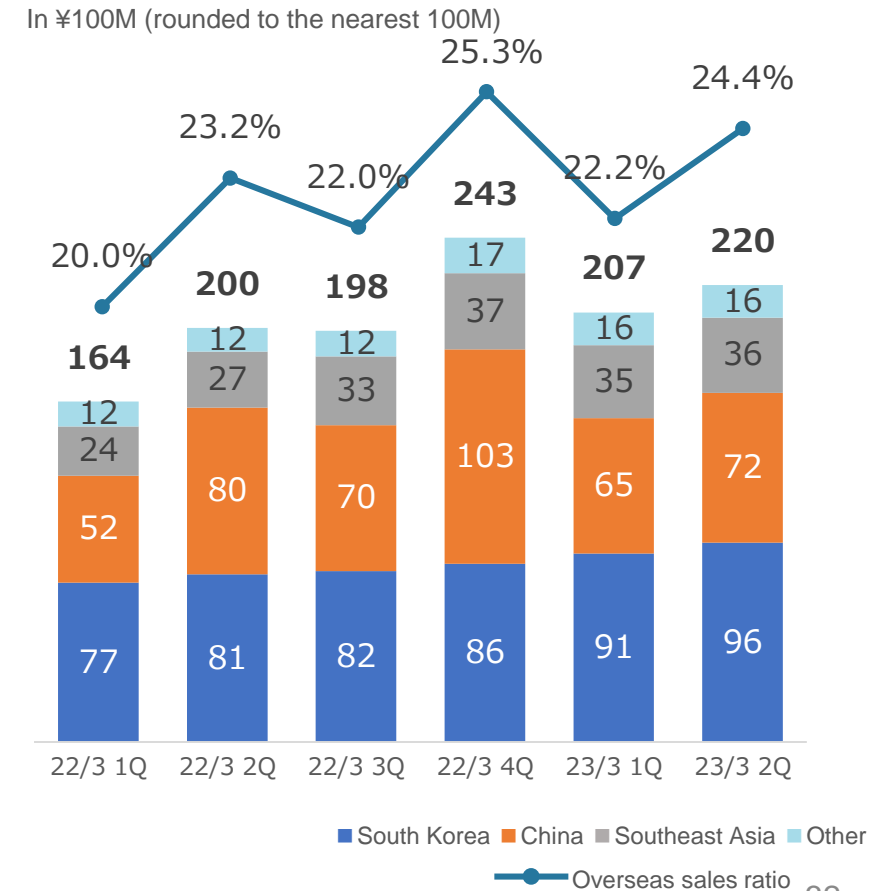


- Overseas Sales: ¥ 42.7 billion (YoY +¥6.4 billion, +17.5%)
- Sales are growing in South Korea, China and Southeast Asia. Overseas sales ratio continued to rise.

Overseas Sales as a percentage of Consolidated Sales



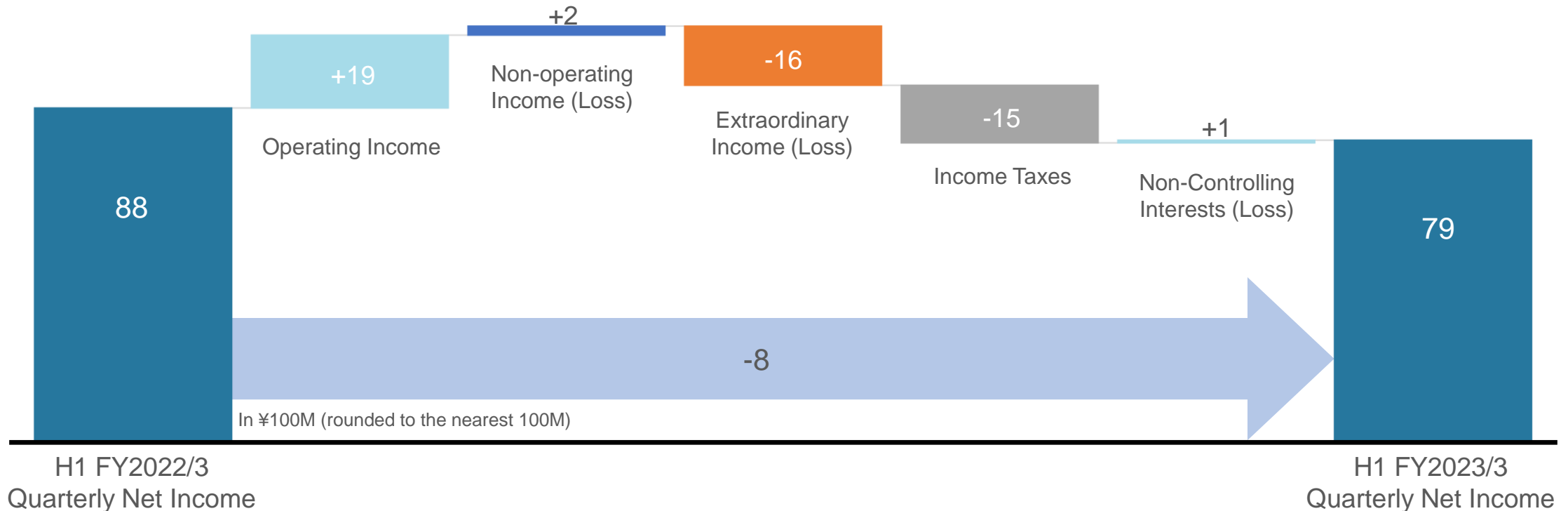
Quarterly Trend Overseas Sales per Country



transcosmos inc. Quarterly Net Income Analysis

- transcosmos inc. quarterly net income decreased by ¥800 million (-9.6%)

Non-Operating Income (Loss)	Increased by ¥200 million due to the recording of a foreign exchange gain.
Extraordinary Income (Loss)	Decreased by ¥1.6 billion due to a lack of gains from changes in equity interests, penalty income related to the breach of an equity transfer agreement, and gains on sales of investment securities recorded in the same quarter last year.
Income Taxes	Increased by ¥1.5 billion primarily due to higher income tax expenses incurred by the Parent Company segment.



Consolidated Balance Sheet Summary

- Current Assets: Cash and deposits and notes and accounts receivables decreased.
- Fixed Assets: Investment securities decreased reflecting the fair market valuation of listed shares that the Company owns.
- Liabilities: Current portion of long-term loans payable decreased after the repayment of loans.
- Net Assets: Valuation difference on available-for-sale securities decreased. Foreign currency translation adjustments increased.

In ¥100M (rounded to the nearest 100M)	End of Mar. 2022	End of Sep. 2022	Change	
Current Assets	1,510	1,403	-107	<ul style="list-style-type: none"> • Cash and deposits -75 • Notes and accounts receivables – trade -55
Fixed Assets	675	628	-46	<ul style="list-style-type: none"> • Investment securities -71
Total Assets	2,185	2,031	-153	
Current Liabilities	802	676	-126	<ul style="list-style-type: none"> • Accounts payables – trade -13 • Current portion of long-term loans payable -100 • Accrued income taxes -11
Fixed Liabilities	174	149	-25	
Total Liabilities	976	825	-151	<ul style="list-style-type: none"> • Long-term loans payable -20
Net Assets	1,209	1,207	-2	<ul style="list-style-type: none"> • Valuation difference on available-for-sale securities-65 • Foreign currency translation adjustments+45
Liabilities/Net Assets Total	2,185	2,031	-153	
Cash and deposits	648	573	-75	
Interest-bearing debt	282	162	-120	
Net Cash*	366	411	45	

* Net Cash = Cash and deposits – interest-bearing debt

(Reference) Listed Shares Held by the Company

● List of listed shares held by transcosmos inc.

In ¥100M (rounded to the nearest 100M)

Type	Stock name	Market	Securities code	Fair value*
Shares of affiliates	J-Stream Inc.	TSE Growth	4308	75
	APPLIED TECHNOLOGY CO.,LTD.	TSE Standard	4356	59
	PFSweb Inc.	NASDAQ	PFSW	49
	UNQ HOLDINGS LIMITED	KOSDAQ	123570	21
	eMnet Inc.	HKEX	2177	19
Investment securities	Infracommerce CXAAS S.A	Bovespa	IFCM3	33
	Other			13
Total				269

● List of listed shares held by Group companies

Type	Stock name	Market	Securities code	Fair value*
Investment securities	北京騰信創新網絡營銷技術股份有限公司 (TensynPRC)	ChiNext	300392	30

*Fair values are calculated based on the closing price of October 28, 2022. Note that fair values of PFSweb and Infracommerce are calculated based on the closing price of October 27, 2022.

Consolidated Cash Flow Statement

- Operating cash flows: Collections on accounts receivables increased. Payments for income taxes decreased.
- Investing cash flows: Payments for purchases of investment securities increased, and proceeds from the sale of investment securities decreased.
- Financing cash flows: Repayments of long-term loans in the Parent Company increased.

In ¥100M (rounded to the nearest 100M)	H1 FY2022/3	H1 FY2023/3	Change
Cash flows from operating activities	33	125	92
Cash flows from investing activities	-29	-37	-7
Cash flows from financing activities	-55	-183	-128
Balance of cash and cash equivalents	445	560	115
Free cash flow *	4	88	84

*Free cash flow = Cash flows from operating activities + Cash flows from investing activities.

CAPEX, Amortization/Depreciation, Employees, Service Bases



● Capital expenditures/Depreciation expenses

In ¥100M (rounded to the nearest 100M)	H1 FY2022/3	H1 FY2023/3	% Change
Capital expenditures	27	26	-5.9%
Depreciation expenses	29	25	-11.2%

● CAPEX

Decreased as expenses associated with the move of the Tokyo Office have been booked under the Parent Company in the same period last year.

● Depreciation and Amortization

Restoration expenses recorded under the Parent Company segment in the same period last year decreased (expenses associated with the Tokyo Main Office lease cancellation).

● Number of Employees

	End of Mar. 2022	End of Sep. 2022	Change
Consolidated basis	39,870	39,355	-515
(Temporary employees)	29,642	29,554	-88
Parent Company	16,462	16,834	372
(Temporary employees)	22,844	22,276	-568

● Consolidated basis

Number of employees in some overseas subsidiaries decreased.

● Parent Company

Number of employees increased primarily due to new graduate hires.

● Service Bases

	End of Mar. 2022	End of Sep. 2022	Change
Service bases	169	172	3
(Japan)	67	69	2
(Overseas)	102	103	1

● Japan

Opened a BPO center in Osaka and a contact center in Sapporo.

● Overseas

Opened a new operations center in Indonesia.

*Service bases included the Company's own bases, head offices, branches, sales offices and bases of subsidiaries, associates, and partners.

H1 FY2023/3 Topics



transcosmos named a Leader and a Star Performer in Everest Group's CXM Services in APAC PEAK Matrix® Assessment 2022

- transcosmos was named a Leader for the 2 straight year, and a Star Performer for the first time in CXM service providers in the Asia Pacific region by Everest Group in its research paper "Customer Experience Management in APAC - Service Provider Landscape with PEAK Matrix® Assessment 2022."



¹ Assessments for Bell System24, Relia, and TMJ exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers
Source: Everest Group (2022)

This assessment has been licensed to transcosmos

transcosmos won a five-star rating for the 7 straight year from TMALL, China's largest online marketplace

- transcosmos China won a five-star award for its data-driven store operations capabilities and its digital business solutions at the TMALL & Taobao Ecosystem Laboratory Opening and 2022 Ecosystem Service Partner Award Ceremony held on August 25, 2022. This marks the seventh straight win since 2016.



transcosmos becomes a Tokyo-metropolis certified Social Firm

- transcosmos has been certified as a Tokyo Social Firm, social enterprises that embrace persons who face difficulties in finding jobs, by the Tokyo metropolitan government.
- As of Jun.1, 2022, 579 employees with disabilities are showcasing their respective skills in diverse job categories. As a Tokyo-metropolis certified social firm, transcosmos aims to create a society where everyone with or without disabilities can showcase their originality and abilities.



transcosmos named a Noteworthy DX Company 2022 by METI/TSE

- transcosmos set out its corporate vision – Global Digital Transformation Partner – in 2017. Since then, the company has been driving businesses as a DX company who underpins social infrastructure.
- METI and TSE are encouraging more Japanese companies to achieve DX. Recognized for increasing its corporate value via DX-related initiatives, creating service models powered by digital technology, transcosmos was named a Noteworthy DX Company by the two bodies.



*DX: Digital Transformation

- Forward-looking statements included in this document are based on information available on the date of the announcement and estimates based on reasonable assumptions. Actual future results may differ materially from these forecasts depending on Japanese economic conditions, trends in the stock market and information services industry, evolution of new services or technologies, and other diverse other factors. The company assumes no obligation to update or revise any forward-looking statements.
- In this document, yen is rounded to the nearest hundred million (figures shown in million yen is rounded to the nearest million) and the percentage is rounded to the first decimal place.



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