FEBRUARY 2026

trans cosmos
people & technology

Global Digital Transformation Partner

Global Digital CX Services

Digital Marketing Services

We offer total support services from digital marketing campaigns to website development, management and analytics with our 3,000 people, one of the largest service networks in Asia.

- Blended delivery model using onsite, offshore bases across Asia, and nearshore.
- Optimum services tailored to each industry and business model built on our extensive experience and know-how gained from working with over 600 clients each year.
- Cutting-edge services, including ad tech and MA,services for LINE/other social media, and integrated marketing powered by CDP.

Main Group companies

transcosmos online communications / transcosmos analytics / Jstream

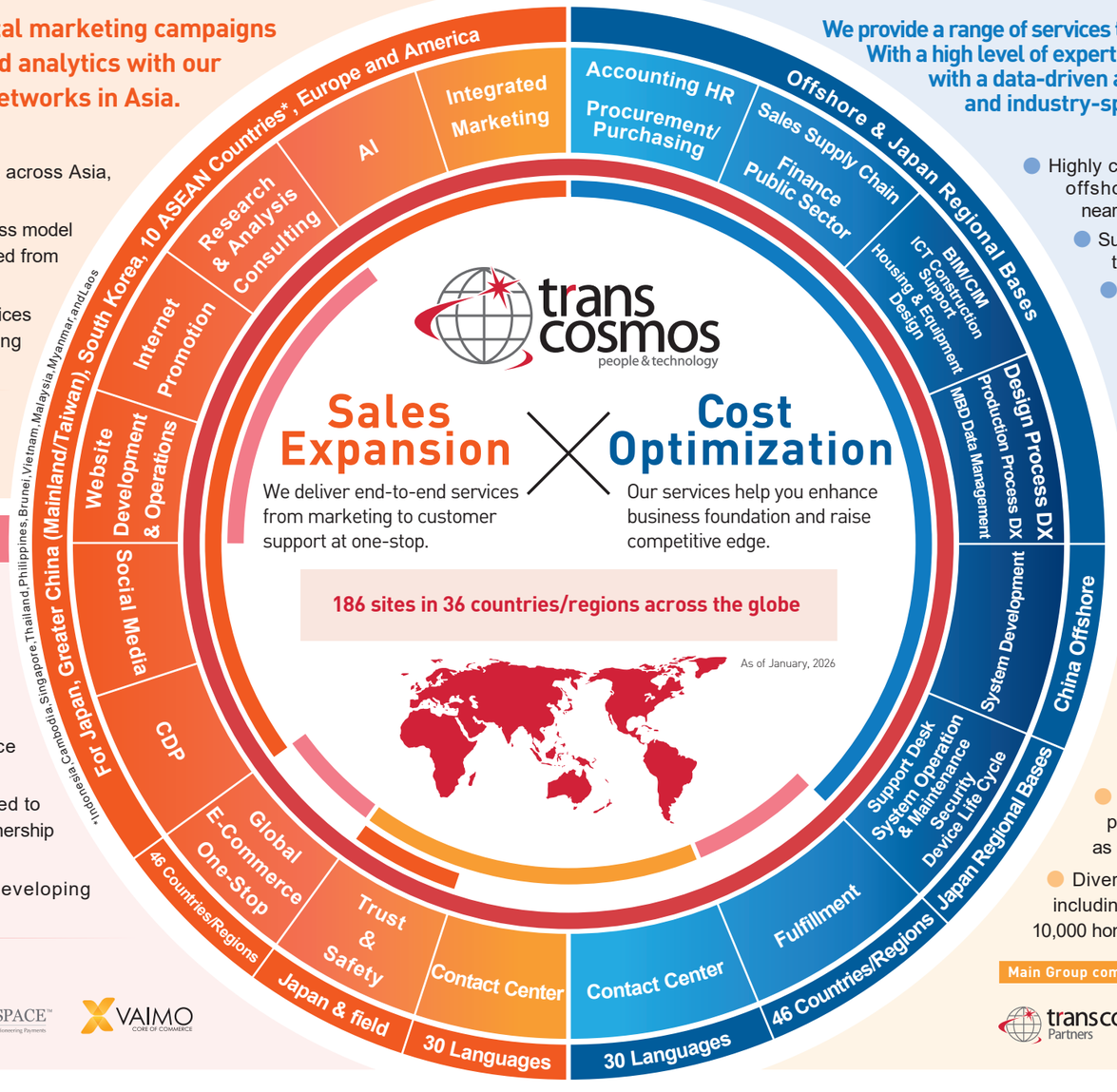
E-Commerce One-Stop Services

Our one-stop services provide all the required features for e-commerce, in line with e-commerce and brand strategies of each business.

- 46 countries/regions, with a focus on e-commerce growth markets.
- Support services for e-commerce businesses tailored to characteristics & culture of each target market in partnership with leading firms in Asia and Europe and America
- Full-packaged services for e-commerce, from developing business framework to operations.

Main Group companies

GRAND DESIGN / UNIQ / MAGIC PANDA INTERNATIONAL / SOFTSPACE / VAIMO



Global Digital BPO Services

Business Process Outsourcing Services

We provide a range of services that underpin clients'end-to-end business foundation. With a high level of expertise at the core, we fully optimize business processes with a data-driven approach, common back-end functions outsourcing and industry-specific engineering BPO services while utilizing the latest digital technologies.

- Highly competitive service framework with one of Japan's largest offshore service networks (18 bases in Asia) and domestic nearshore centers.
- Superior quality backed by operational excellence and a strong track record built over 58 years since our foundation.
- Highly specialized services from IT and back-office that are common across a range of industries to industry-specific services including design, construction, and production works.

Main Group companies

transcosmos FT HRpro / transcosmos TT HAS / transcosmos TTPM / TETRAmp / 応用技術株式会社 / SKYLIGHT

Contact Center Services

We optimize communication between businesses and their customers, and digitize customer touchpoints with our operational network, one of the largest in Asia.

- 31 bases in Japan and 48 bases overseas (42,880 workstations in total). *Including bases of partners/associates.
- Superior quality underpinned by our people development programs and many years of center management operations as the No.1 contact center services player in Japan (*1).
- Diverse CX solutions powered by various digital technologies including chat and speech recognition in 30 languages, with over 10,000 home-based contact center workstations.

*1 Source: FY2023 Call Center Sales Ranking,TSUHAN SHIMBUNSYA

Main Group companies

transcosmos Partners

Everest Group PEAK MATRIX® LEADER 2026 CUSTOMER EXPERIENCE MANAGEMENT SERVICES IN APAC
Named a Leader for the 4th year in a row in CXM service providers in the Asia Pacific region byEverest Group.

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

Guaranteed Competitive Advantage—One-stop Shop Services

Our business base as a DX company

186 business sites in **36** countries and regions worldwide

Providing DX services via one of Asia's largest service networks

(as of January 2026)

Net sales

¥ 362.2 billion

CX Services ¥246.3 billion*1

BPO Services ¥115.0 billion*1

CX and BPO services player enhancing customer experience and supporting clients' back-office processes, information systems and design and development projects

Overseas sales ratio*2

25%

Global business operations anchored by strengths in multilingual, multicultural, one-stop services

Number of clients

approx. **3,500**

Track record of working with clients in wide range of industries, including nance, public sector and information services

70%+

major clients with us for more than **5** years (non-consolidated)

Ongoing business relationships backed by trusted services that integrate people & technology

Number of employees

approx. **70,000**

Diverse workforce with wide range of backgrounds based at sites worldwide

Data scientists

75*3

225 (non-consolidated)

Salesforce-certified marketing cloud email specialists

Attracting and developing talent with advanced DX expertise

(as of July 4, 2024)

Number of employees taking METI-accredited Digital Skill Standards training courses

647 (non-consolidated)

Actively developing talent to lead DX, including strategic planning and management

Women's representation in management positions

26.2% (non-consolidated)

KPI for promoting female empowerment achieved ahead of schedule

Market valuation, inclusion in indices, accreditation

Contact center

No. **1** in Japan*4

Gaining market share by covering wide range of customer touchpoints – from phone channels to chatbots

Outsourcing (BPO)

No. **1** in Japan*5

Recognized as leading company in BPO field with proven track record since establishment

Web solutions market

No. **1** in Japan*6

Showcasing strong presence in the market with 360-degree support services for clients' digital initiatives

Top CX vendor in APAC*7

Everest Group PEAK MATRIX® LEADER 2024 CUSTOMER EXPERIENCE MANAGEMENT SERVICES IN APAC

Recognized as Leader in Everest Group's PEAK Matrix® for four consecutive years

JPX-NIKKEI 400

Selected as constituent stock of the JPX Nikkei Index 400

Included in indices of companies with high investment appeal

DX注目企業2024 Digital Transformation / DX認定

Noteworthy DX Company 2024 and DX Certified Operator

Selected as Noteworthy DX Company 2024 and DX Certified Operator by METI

2024 健康経営優良法人 Health and productivity

Certified as 2024 KENKO Investment for Health Outstanding Organization (large enterprise category) in March 2024

女性が活躍しています！

Received 3-star Eruboshi certification for supporting empowerment of women in the workplace

くるみん

Awarded Kurumin mark as a company that supports working families with children

Data for FY2024/3 or as of March 31, 2024, unless otherwise stated

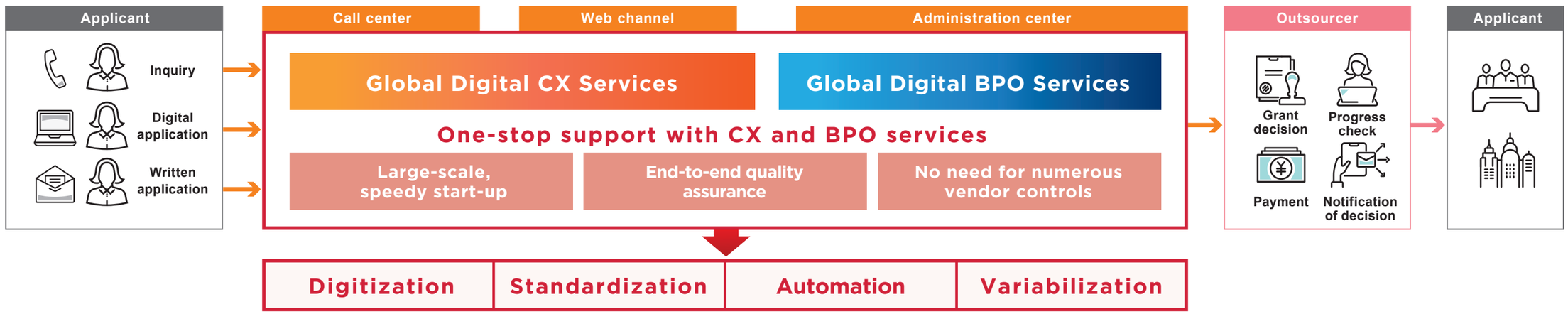
*1 Net sales for each service: Based on gross sales in management accounting data; intersegment eliminations not taken into account *2 Net sales (overseas): Based on location of clients and classified by country or region *3 Data for subsidiary transcosmos analytics Inc. *4 Source: FY2023 Call Center Sales Ranking, TSUHAN SHIMBUNSYA

*5 Source: Japanese Company Quarterly Handbook Industry Map 2025, Toyo Keizai Inc. *6 Source: Total for Company and subsidiary J-Stream Inc. compiled from Online Advertising & Web Solution Markets: Current State and Outlook FY2023, Deloitte Tohmatsu MIC Economics Research Paper (https://mic-r.co.jp/mr/02860/) English translation not available

*7 Source: Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024-APAC, Everest Group

transcosmos's solutions

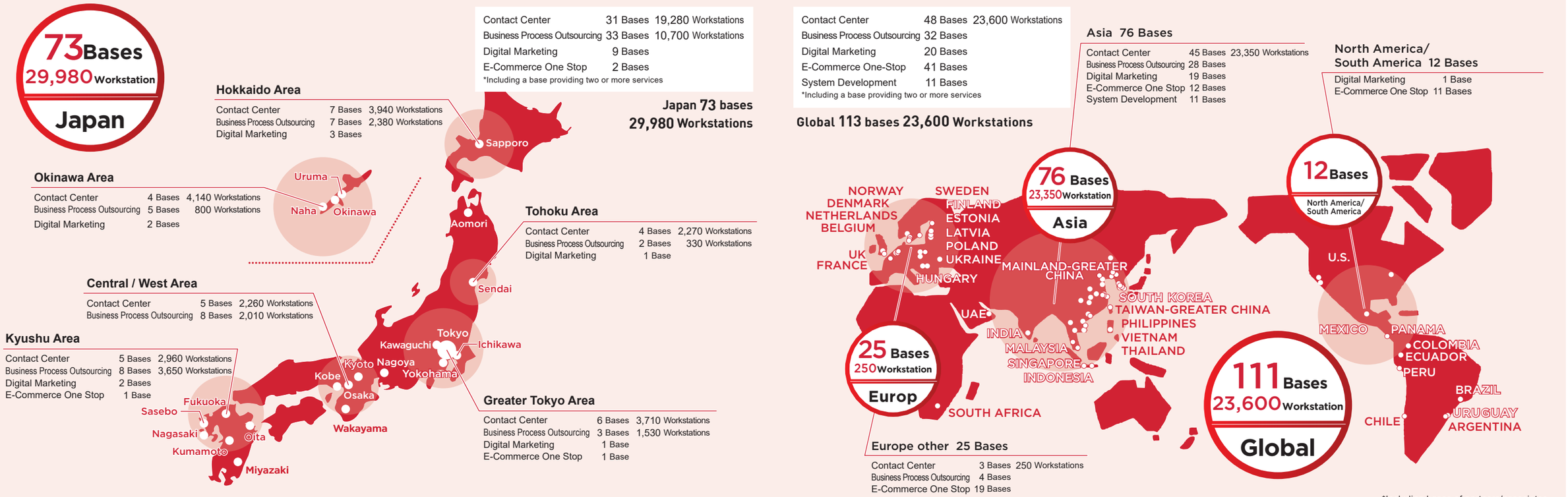
From rapid project launch to end-to-end quality assurance, our proven records in managing an extensive range of entrusted business processes underpin our established value-added one-stop services that no specialized vendor can offer



Our Global Network

In pursuit of Operational Excellence, providing services from 186 locations across 36 countries and regions centered on Asia

186 Bases 53,580 Workstation As of January, 2026



Japan 73 sites

Hokkaido Region
- Sapporo Kita-Guchi
- Sapporo Kita-Guchi
- Sapporo Ekimae
- Sapporo Odori-Kita
- Sapporo Odori-Chuo
- Sapporo Odori-Minami
- Sapporo Odori-Nishi
- Sapporo Odori-Higashi
- Sapporo Odori Park
- Sapporo Clock tower
- Sapporo Sosei
- Sapporo Tanukikoji
- Sapporo Tanukikoji EAST
- Sapporo Kita-Ichijo
- Sapporo Kita-Hachijo
- Hakodate

Tohoku Region
- Aomori
- Sendai Hirose
- Sendai Ekimae
- Sendai Aoba
- Sendai Itsutsubashi

Kanto Region
- Headquarters
- Main office
- Komagome
- Ikebukuro
- Ikebukuro EAST
- Kameido
- Tama
- Yokohama
- Kawaguchi
- Kita-Kashiwa
- Chiba Ichikawa

Chubu Region
- Chubu Branch Office
- Nagoya

Kinki Region
- Osaka Head Office
- Umeda
- Nishi-Umeda
- Higobashi
- Osaka
- Osaka Hommachi
- Osaka Hommachi-Minami
- Osaka Hommachi-Higashi
- Osaka Yodoyabashi
- Osaka Midosuji
- Kyoto Business Office
- Kobe
- Wakayama Branch Office
- Wakayama
- Wakayama (Fukiage)

Kyushu Region
- Kyushu Branch Office
- Tenjin
- Tenjin
- Hakata
- Hakata-Higashi
- Fukuoka Gofukumachi
- Fukuoka Daimyo
- Miyazaki Ekimae
- Kumamoto
- Oita
- Nagasaki
- Nagasaki Chuo
- Nagasaki Stadium City
- Sasebo

Okinawa Region
- Okinawa
- Okinawa Urasoe
- Naha Tsubogawa
- Naha
- Naha
- Okinawa Koza
- Naha Kenchomae
- Okinawa Uruma
- MSP Okinawa
- Okinawa IDC

Global 35 countries/regions 113 sites

As of January, 2026

Mainland-Greater China

Northeast China
- Daqing
- Dalian
- Benxi
- Shenyang

North China
- Beijing
- Tianjin
- Tianjin
- Rizhao

East China
- Shanghai
- Shanghai
- Shanghai
- Shanghai
- Shanghai (Magic Panda)
- Suzhou
- Changzhou
- Jinan
- Wuxi
- Jinan (Magic Panda)
- Hefei

Northwest China
- Xi'an

Central China
- Changsha
- Wuhan
- Zhengzhou

South China
- Guangzhou
- Guangzhou
- Shenzhen

Southwest China
- Neijiang

Taiwan-Greater China
- Taipei
- New Taipei (Jiangzicui)

South Korea
- Yeouido
- Euljiro
- Guro
- Guro2
- Guro3
- Seoul (eMnet)
- Kwanak CRM
- Kwanak Finance
- Myeong-dong
- Yeongdeungpo
- Jamsil
- Jamsil ASP
- Namyeong
- Seongnam
- Hoehyeon
- Yongsan
- Busan 1
- Busan 2
- Busan (eMnet)
- Jonggak
- Gwangju

Vietnam
- Hanoi
- Hue (TTV)
- Ho Chi Minh 1
- Ho Chi Minh 2
- Ho Chi Minh 3
- Ho Chi Minh (TTV)

Philippines
- Manila 1
- Manila 2
- Manila 3

Thailand
- Bangkok 1
- Bangkok 2
- Chiang Mai

Malaysia
- Kuala Lumpur KL Central
- Kuala Lumpur Cheras
- Kuala Lumpur KLCC
- Kuala Lumpur (VAIMO)

Indonesia
- Jakarta MIT
- Jakarta Mten
- Semarang UTC1
- Semarang UTC1
- Semarang Setos
- Yogyakarta TYT
- Jakarta (TCCM)
- Jakarta Logistics (TCCM)

Singapore
- Singapore

India
- Bengaluru

UAE
- Dubai (VAIMO)

Norway
- Oslo (VAIMO)

Finland
- Helsinki (VAIMO)
- Oulu (VAIMO)

Sweden
- Stockholm (VAIMO)
- Gothenburg (VAIMO)
- Angelholm (VAIMO)

UK
- Milton Keynes (TCIS)
- London
- London (VAIMO)

Denmark
- Copenhagen (VAIMO)

Netherlands
- Amsterdam (VAIMO)

Belgium
- Genk (VAIMO)
- Brussels (VAIMO)

France
- Paris (VAIMO)

Estonia
- Tallinn (VAIMO)

Latvia
- Valmiera (VAIMO)

Poland
- Poznan (TCIS)
- Warsaw (TCIS)
- Poznan (VAIMO)
- Wroclaw (VAIMO)

Ukraine
- Kiev (VAIMO)

Hungary
- Debrecen (TCIS)
- Budapest (TCIS)

South Africa
- Pretoria (VAIMO)

U.S.

State of California
- Silicon Valley Branch Office
- Los Angeles

State of kentucky
- Louisville (VAIMO)

Mexico
- Mexico City (Infra)

Panama
- Panama City (Infra)

Colombia
- Bogota (Infra)

Brazil
- Sao Paulo (Infra)

Ecuador
- Quito (Infra)

Peru
- Lima (Infra)

Chile
- Santiago de Chile (Infra)

Argentina
- Buenos Aires (Infra)

Uruguay
- Montevideo (Infra)

Service coverage
- Contact Center Services
- Business Process Outsourcing Services
- Digital Marketing Services
- E-Commerce One-Stop Services
- System Development
- Sales/Business Development/Other

Magic Panda … Shandong Ya Nuoda E-Commerce Co., Ltd.
eMnet … eMnet Inc.
VAIMO … VAIMO AB
TCIS … transcosmos Information Systems Limited
Infra … Infracommerce
TTV … transcosmos technology Vietnam Co., Ltd
TCCM … PT. transcosmos Commerce

Our CX platform provides clients with seamless solutions at one-stop. By managing KPIs across channels using VoC and behavioral logs, we help you achieve total optimization, increase customer loyalty, and streamline processes.

trans-DX for Support

Our unique patented VoC technology

We have received a patent for our proprietary developed technology that comprehensively analyses data collected at various customer touchpoints throughout the customer journey based on the VoC accumulated at contact centers, social media, and chat.

E-Commerce consulting | OMO | Fulfillment | Opening E-Commerce websites | E-Commerce marketing

E-Commerce one-stop Services

shopify | Global e | trans-Mall MAX | Amazon

Digital Marketing Services

Digital Promotion

Boost potential customers to the max

Planning and executing optimum marketing strategies by making the most of online and offline ads, and earned media campaigns

- Direct response
- Influencer marketing
- Data marketing
- Ads creative

Google | Yahoo! | Brand OP

Digital Integration

Extensive track record and know-how

Designing optimum user flows and planning and creating web content, building on extensive experience and know-how acquired through serving more than 600 clients every year

- Website/ app production and operation
- MA implementation and operation
- Content production
- Content marketing
- SEO/MEO

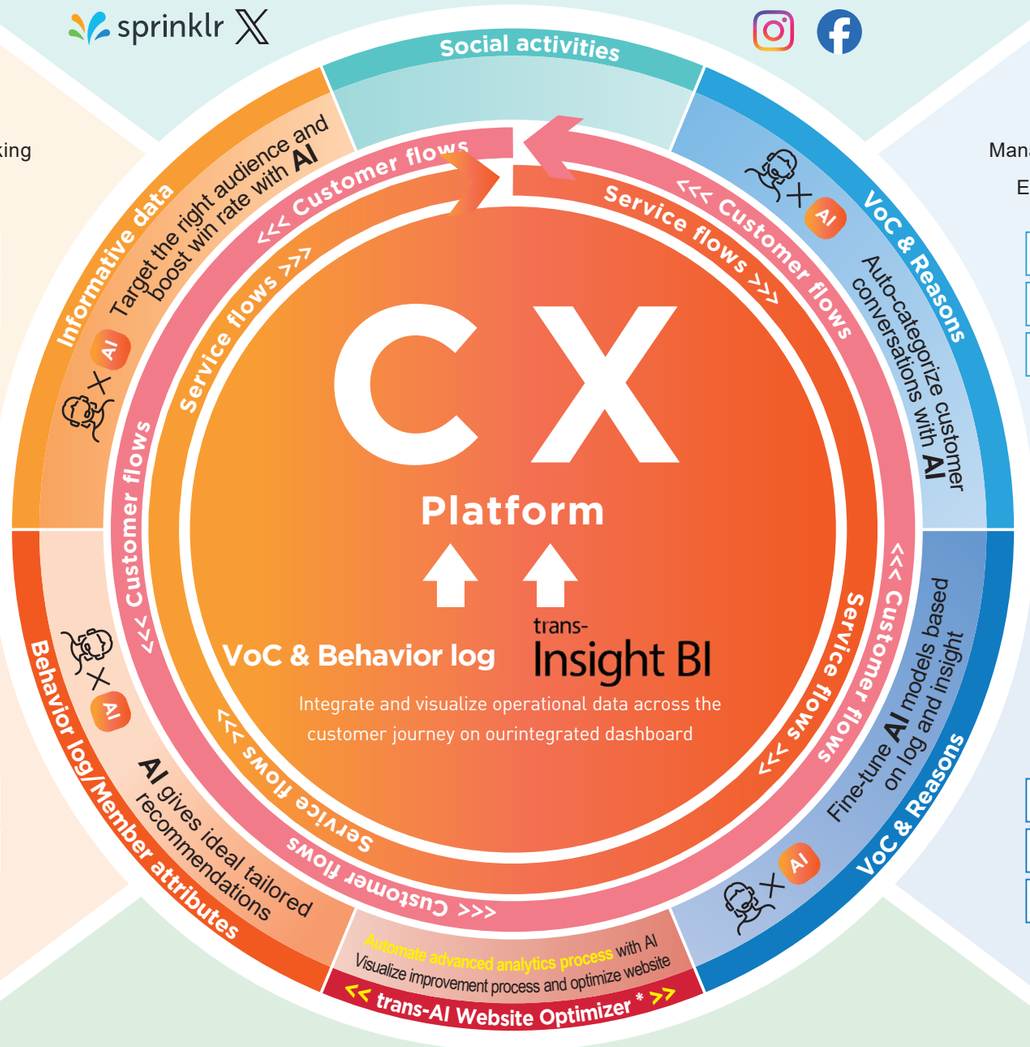
trans-CMS | KARTE | yappli | Yext | Salesforce Marketing Cloud | Adobe

Social operation

Industry's first social media center specializing in customer support

sprinklr

- Social media ads
- Listening
- Active support
- Internet flaming monitoring



Digital Contact Center Services

Digital Contact Center

Leading service delivery capacity in Japan

Managing operations for more than 1,700 clients

Extensive know-how and professional talent

- Inbound support
- Inbound sales
- Back office support services
- Outbound services
- Annotation service
- Customer success

transpeech | trans-CRM | trans-Home CC

Amazon Web Service | Salesforce Service Cloud

Chat Support (Web/app)

Our team of specialists showcasing their talent at the forefront of social and technological changes

- 2,000 chat operators
- 100 AI strategists, etc.

- Web chat
- App/LINE chat
- Social media support
- AI automatic response (chat/voice)
- Email support
- Support/FAQ

KANAMETO | trans-Chat Support | MOBILUS | PKSHA COMMUNICATION

trans-Re:Connect

Connect to various platforms via trans-Re:Connect

ORACLE Service | Salesforce Marketing Cloud | **MA/CRM** | SAP | Adobe

Global Digital CX

What's Next for CX

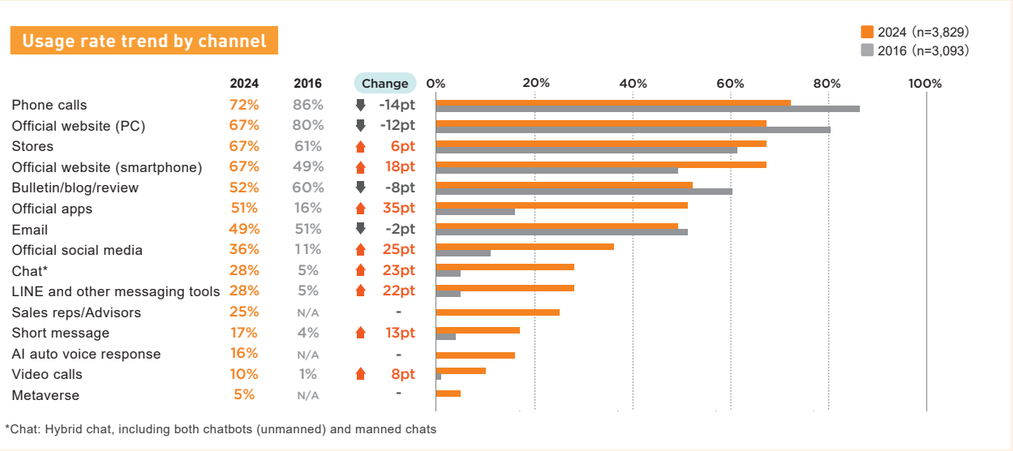
Diversified customer touchpoints and customer journey

"Digital-shift" has been a keyword for explaining changes in customer experience so far. In reality, it's not a mere shift from analogue to digital. Digital channels came in on top of conventional analogue channels that remain popular. And, the digital world continues to expand, encompassing both PC and mobile websites, apps, social platforms, chatbots, AI chat, and more. The change won't fit in a simple "shift."

Consumer behavior such as most used channels and flows in each channel are now surprisingly diversified by generations and preferences. There's no "royal road" anymore.

Consumer-to-business communication channels

Phone calls, official websites (PCs and smartphones), and store visits remain the most used channels at around 70% while text communication like chat and LINE, as well as AI auto-responders are on an uptrend. Consumers today interact with brands via diversified channels.



	2024	2016	Change
Phone calls	72%	86%	-14pt
Official website (PC)	67%	80%	-12pt
Stores	67%	61%	6pt
Official website (smartphone)	67%	49%	18pt
Bulletin/blog/review	52%	60%	-8pt
Official apps	51%	16%	35pt
Email	49%	51%	-2pt
Official social media	36%	11%	25pt
Chat*	28%	5%	23pt
LINE and other messaging tools	28%	5%	22pt
Sales reps/Advisors	25%	N/A	-
Short message	17%	4%	13pt
AI auto voice response	16%	N/A	-
Video calls	10%	1%	8pt
Metaverse	5%	N/A	-

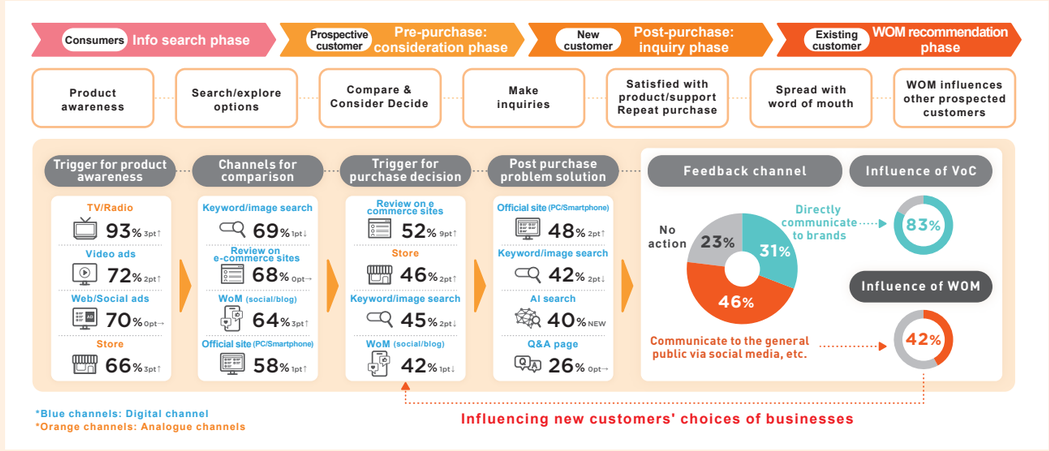
*Chat: Hybrid chat, including both chatbots (unmanned) and manned chats

Consumer to Business Communications Trend Survey 2024-2025 by transcosmos inc.

*Rounded off to the nearest whole number.

Customer journey map 2024: from leads to loyalty

Shoppers today prioritize digital channels across their journey, with a growing influence of web search, official websites, and social media on their decisions. Only 31% of shoppers directly provide feedback to businesses while 46% spread their views via social, indirectly influencing new customers.

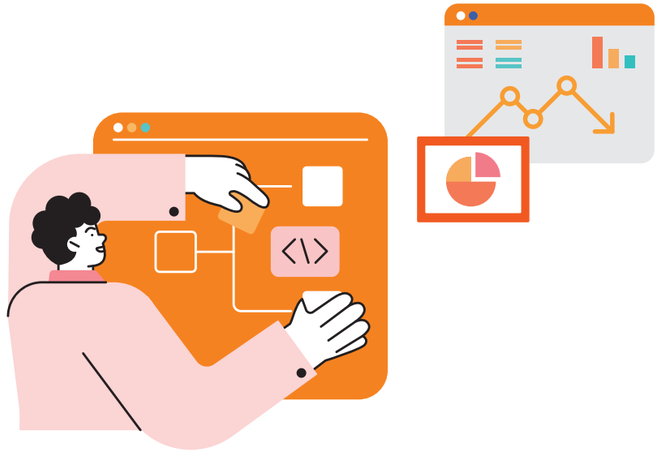


Consumer to Business Communications Trend Survey 2024-2025 by transcosmos inc.

*Rounded off to the nearest whole number. (n=3,829)

Global Digital CX

CX as a Service



Our unique one-stop-shop model takes CX to the next stage

Supporting all customer touchpoints from ads, social platforms, websites, e-commerce sites, to contact centers and more, we see each customer journey of differing consumer bases from a holistic view, and propose the right communication approach per channel. Our consulting team, equipped with a range of tools, integrates and analyzes collected data, and then breaks it down to field-level, business-level, and management-level strategies.

transcosmos CX as a Service not only optimizes the customer journey, but also optimizes business strategy itself, covering all layers. Our commitment to the pursuit of value from combining the power of people and technology underpins our CX as a Service.

▸ Consumer customer journey

Awareness/ Interest	Considering	Purchasing	Support	Getting Fans

▸ Client company business strategy

Business strategy

CX strategy (marketing and customer care)

Ads	Social media	Website	E-Commerce website	Contact center

Helping develop and execute data and AI-powered strategies at one-stop

▸ Our CX Services

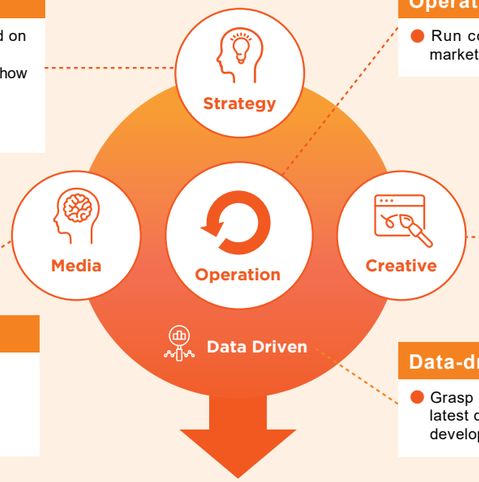
Global Digital CX

Digital Promotion

With data-driven strategy, creative, and media planning, we run a continuous marketing PDCA cycle towards maximum outcome.

Strategy
- Develop marketing plans based on business KPIs leveraging media-specific operations know-how and data from a holistic view
- Design 3-tier market plans

Operations
- Run continuous PDCA cycle built on marketing plans



Creative
- Our creative production framework ensures high quality, high performance
- Brand Operations inc., our subsidiary specializing in managing brand experience

BrandOP

Media planning
- Media planning team for a full-funnel marketing strategy
- Dedicated branding team
- Dedicated social media team

Data-driven mindset
- Grasp market and customer needs with latest data and marketing solutions and develop precise data-driven strategies

We help you achieve further business growth

Marketing Planning & PDCA Operation

- Market research/analysis
- Marketing strategy planning
- Communication planning
- Media/creative strategy planning
- PDCA management/operation
- Data utilization/infrastructure development
- Online/offline media buying
- Creative production

Running online ad campaigns for more than 300 clients annually, winning numerous awards from various media partners

Recognized as a Google Premier Partner, One of the Top 3% of Agencies That Meet Performance, Spend, and Certifications
Google Partner PREMIER 2024

Certified Meta Business Partners
Meta Business Partner

TikTok Premium Support Eligible Agents
TikTok

X Advanced Partner
Advanced Partner

LY Corporation
- Sales Partner "Premier"
- Ads Operations Badge
- Ads Policy Badge (Yahoo! Ads Search Ads)
- Technology Partner Communication "Premier"
- CX Partner

Indeed Certified Partner "Gold Partner"
indeed GOLD PARTNER

Criteo Certified Partner "Certified Partner" Silver
CRITEO

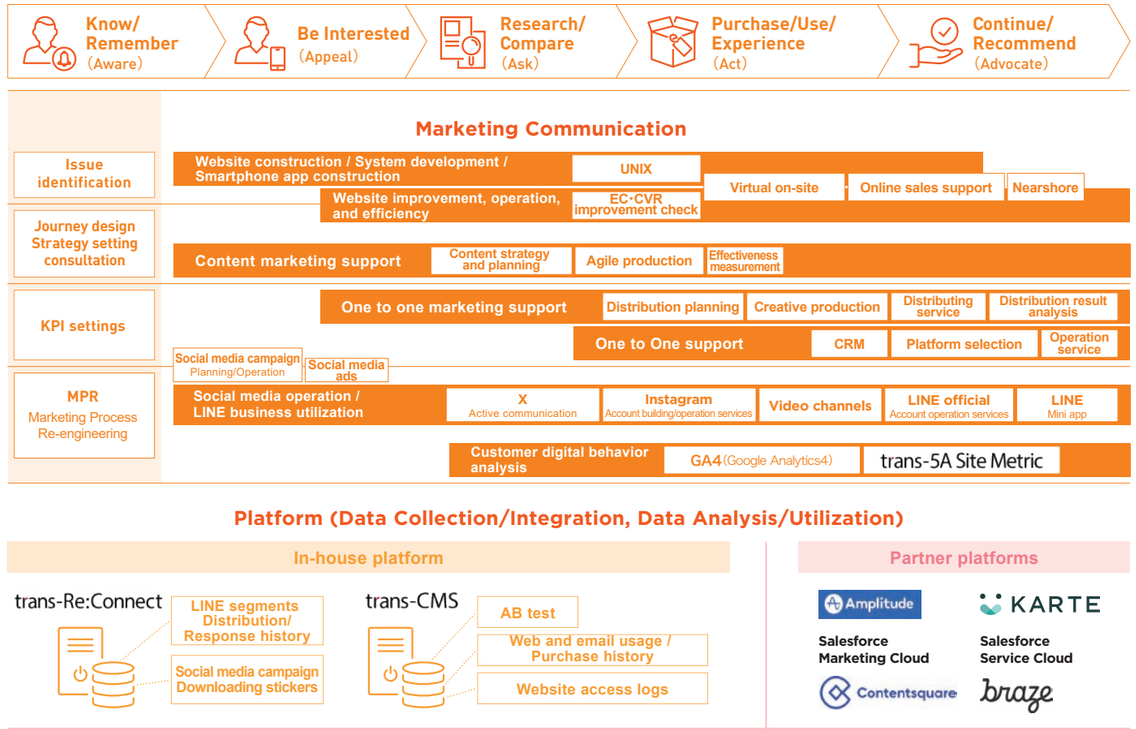
Amazon Ads "Verified Partner"
amazon ads Verified partner

SmartNews Ads Certified Partner
SmartNews Ads Partner

*As of June 2024

Digital Integration

Drawing on our diverse knowledge built on Japan's leading website development and operations framework, we help you make the most of digital marketing at every customer journey stage at one-stop.



Marketing Strategy
- Marketing strategy
- Website construction/operation

Marketing Platform
- Marketing platform
- OMO
- Salesforce (MA, CRM)
- Growth hack promotion
- trans-CMS
- Development and operation
- MA tools
- CMS implementation services
- Smartphone apps

LINE Business Utilization
- LINE official account business utilization
- API integration solution "trans-Connect"
- LINE mini app service (LINE mini app utilization)

Web Marketing
- Web marketing
- SEO/MEO measures

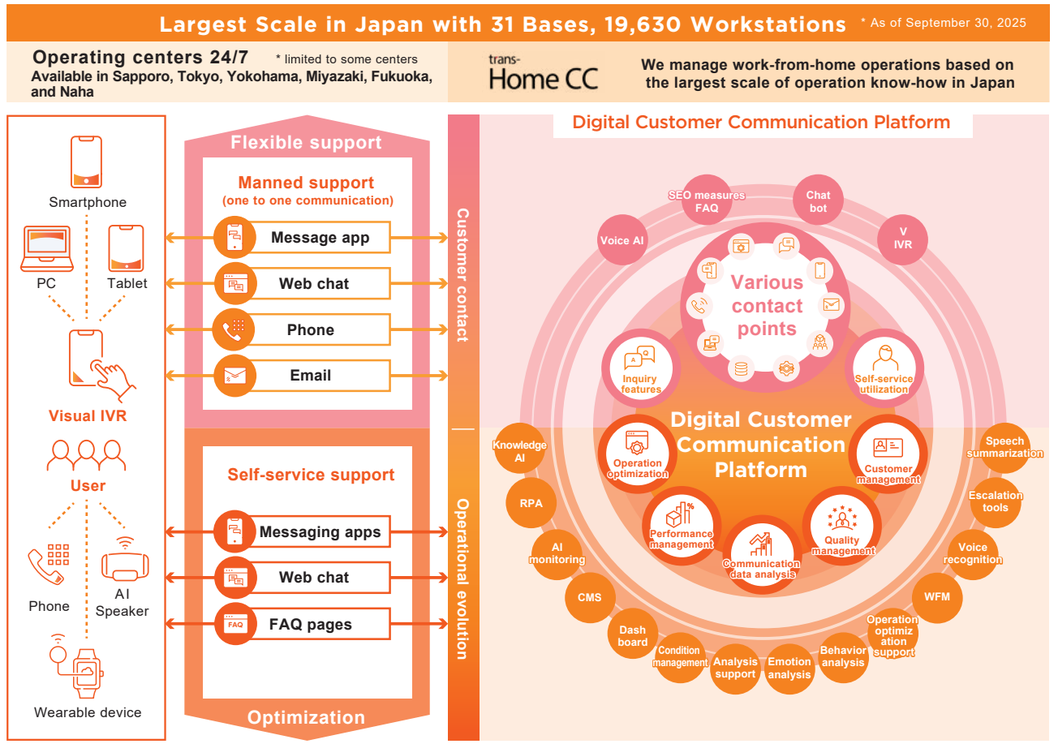
Data Marketing
- trans-5A Site Metric
- trans-Hacksite

Human Resources Support
- Virtual on-site

Social Media Operation
- Instagram account building/operation services
- Social media communication services
- Social listening
- X account building/operation services

Digital Contact Center

To respond to the changing customer communication landscape, we help you build and operate strategic contact centers and call centers—customer touchpoints—ultimately serving clients to expand sales and increase customer loyalty.



Inbound Services

- Customer support
- Order reception (Order support)
- Technical support
- Inbound sales
- Emergency response Call center

Outbound Services

- Telemarketing
- Telephone survey
- Telephone appointment

Chat Support (web/app)

- Social Networking Service operation support
- Chat support
- Chatbot construction/Introduction,Scenario design
- Voicebot (voice AI service)
- Mail support

Contact Center Support Services

- Back office business support service
- Annotation
- Assessment service (current status diagnosis)
- Survey service
- Customer success
- SEO measures FAQ management service
- Contact center consulting

Analytics

Multiplying analytical capabilities in research and analytics and AI data utilization and on-site operational capabilities well-versed in real-world business operations, we help you solve more challenges faster across all customer touchpoints including websites, contact centers, and more.

Customer minds and needs

- Digitize and turn into explicit know-how
- Visualize and prevent lost opportunities for improvement



Dormant data and know-how at worksites

- Enhance retention rate and boost sales conversion
- Optimize costs by inventory and demand forecasting
- Enhance flows and content and reduce call volume



Repetitive manual tasks

- Automate and accelerate
- Boost productivity with the power of AI



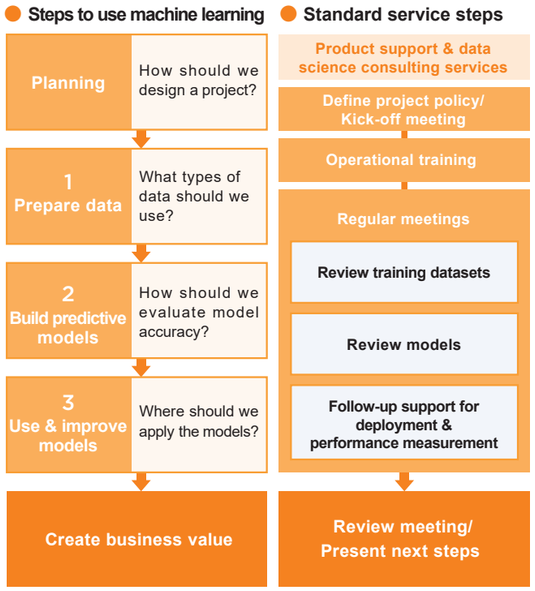
Marketing Research/Survey

- Questionnaire surveys
- Interview surveys
- Other research/analysis for marketing issues

AI, Machine Learning, and Data Analysis Solutions

- AI success plan (DataRobot implementation and utilization support service)
  Accompanying support for AI and machine learning
- Process mining (Visualization of website flows and page visit processes: Celonis)
  Analysis/visualization of "connections" to support improvements

Scope	Marketing objectives	Survey methods
Products/Services Pre-launch	Analyze customer needs from surveys and social media to get hints for new and upgraded products and services	Social listening and text mining
Products/Services Pre-launch	Grasp overseas market conditions and needs from desk and on-site research for globalization	Overseas market research
Products/Services Pre-launch	Perform competitive analysis to benchmark brand awareness and image to visualize market position	Brand surveys
Products/Services Pre-launch	Research user persona as well as user experience and intent to identify target audience and enhance products and services	User experience surveys
Products/Services Pre-launch	Perform competitive analysis on website UI/UX from customer perspective for differentiation and optimization	Website usability surveys
Products/Services Pre-launch	Measure ads and campaign performance to re-examine and redefine target audience and content	Ad performance measurements
Products/Services Pre-launch	Track and identify CC/CES indicators and key factors to boost customer loyalty	Customer loyalty surveys
Other	Enhance employee satisfaction and workplace environment to prevent turnover and lead to employee referrals	Employee satisfaction surveys



E-commerce one-stop for Japan market

With Shopify at the core, we create an optimum customer experience from end-to-end, and deliver solutions to help you expand your e-commerce business.



Operations Area

- Fulfillment
- Secretariat and order processing
- Customer care

Sales and Marketing Area

- Consulting
- Research analysis / strategic planning
- E-Commerce promotion
- E-Commerce website/mall building/operation

E-commerce one-stop center Kitakashiwa

- **For B2C mail-order companies**
  Same-day delivery service
- **Back-office marketing services**
  Custom packaging inserts based on shopping behavior and segments
- **Recalls & Campaigns**
  Warehouse operations up and running within 72 hours



Location: Kashiwa City, Chiba
Prefecture Use area: approx. 4,100 tsubo
Access: Six minutes walk from JR Joban Line "Kitakashiwa Station"
Error rate: 0.00049% Packing throughput: 720 cases/hour

*When using material handling

ECX Tenjin Office

- **Build and operate e-commerce stores with Shopify**
- **Sell and manage stores on online shopping malls**
- **Contact Center Services**
- **E-commerce back-office services**
- **Fundamental center**
  Maintain and keep Amazon stores up-to-date.Understand links between ASINs and products
- **Manage D2C and OMO tools and solutions**



E-commerce one-stop for international market

Connecting leading local platforms, owned-media, and other channels including offline, we help you increase both direct and indirect distribution channels across multiple countries.

Global E-Commerce One-Stop Services



Greater China (Mainland China and Taiwan)

Offering an extensive range of Greater China market entry solutions from opening brand flagship stores (B2C), opening stores on major direct distribution platforms (B2B), marketing, customer support, to live commerce operations.

Sales Partner(TEP・DP)

Offering expert-level services as a certified five-star Tmall service partner, JD service partner, Douyin e-commerce brand service partner

TMALL JD.COM 抖音

POINT **Helping from strategy setting to project design with big data analytics and data operations services using Alibaba Brand Data bank**

Marketing&Support Services

Digital marketing
Social and KOL marketing, etc.

Private domain
WeChat social CRM services

Industry-specific services
- Selling OTC drugs via cross-border e-commerce
- Selling reusable products

ASEAN and other markets

From cross-border e-commerce and live commerce to local e-commerce one-stop-shop services and marketing, offering market entry solutions for extensive areas focusing on ASEAN.

Sales partner (merchandise sales)

- **Cross-border e-commerce & live commerce**
  Helping brands build platforms and e-commerce channels to sell products directly to overseas users via live commerce
- **Distribution services**
  Distributing products to Taiwan's offline and online channels

Marketing&Support Services

- **E-commerce one-stop services**
  One-stop services from strategy and distribution channel design, marketing, store opening, to e-commerce operations at one-stop
- **Digital Marketing**
  Market research, strategy design, and multilingual ads and social media operations

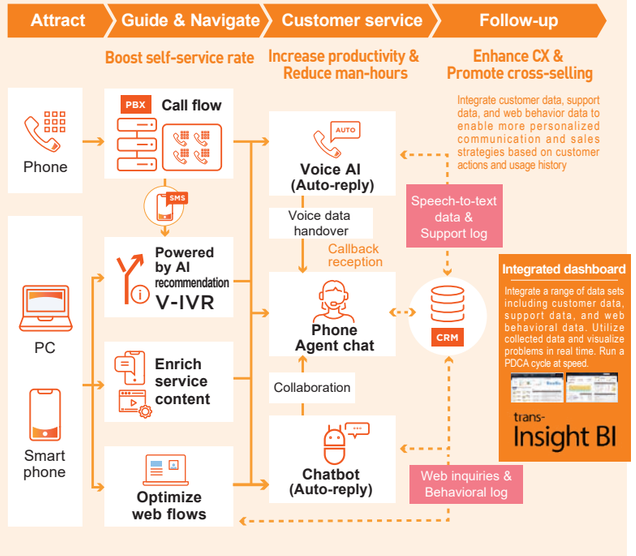
International market entry solution
Global-e: Cross-border e-commerce solution for 200 countries and regions around the world

Just set up one e-commerce website. Connecting the site to Global-e, we help you launch cross-border e-commerce across 200 countries and regions worldwide with our seamless, localized e-commerce services. Increase your e-commerce conversion rate by offering the optimum shopping experience to your customers.

Since our foundation in 1966, we have remained committed to strengthening clients' competitiveness by always providing higher value-added services with the combined power of our talented "people" and cutting-edge "technologies." Here are the highlights of our latest initiatives under CX Services.

trans-DX for Support

Developed and obtained a patent for our unique method for identifying challenges efficiently using VoC



We have obtained a patent for "trans-DX for Support," our unique one-stop solution model that helps enhance CX using VoC (voice of the customer).

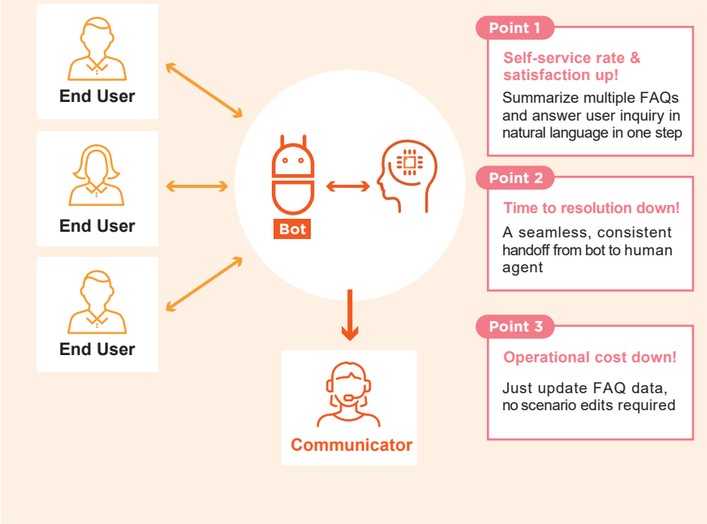
Covering all customer touchpoints from website and apps development, contact centers, to social operations, trans-DX for Support offers seamless solutions at one-stop. It provides a complete range of services by analyzing, using, and linking huge amounts of data captured via diverse communication channels.

Patented technology usages

- Highly accurate VoC data analysis
- Talk script, chatbot, and scenario tuning
- Website UI/UX improvement as well as support content/FAQ quality improvement
- Ad creative and content marketing improvement
- Data utilization for various dashboards
- Automation of analytics and improvements using generative AI, etc.

trans-AI Chat

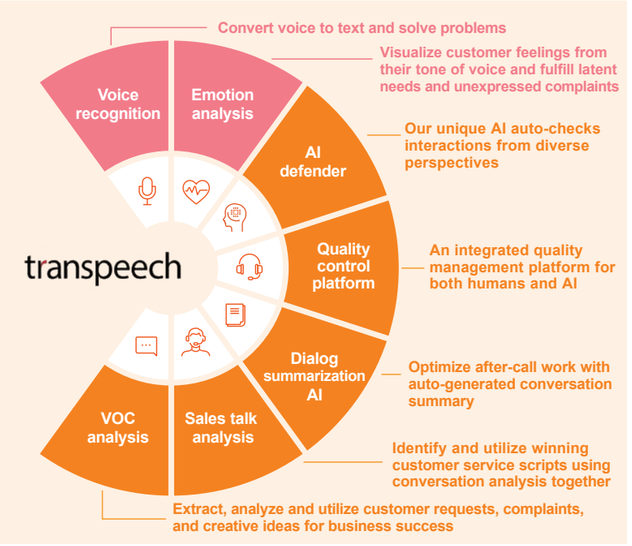
Developed "trans-AI Chat," a generative AI-powered service to enhance trans-DX services



Consolidating our expertise in serving customers across our leading call center network in Asia, we have developed "trans-AI Chat," our proprietary generative AI-powered chatbot. With "trans-AI Chat," our hybrid chat services always respond to end-user inquiries in their natural language. At the same time, a seamless chatbot to human handoff ensures three-times higher productivity than traditional call support and greater customer satisfaction.

transpeech

Revamped transpeech comes with an alert feature and an AI-powered quality management platform on top of speech recognition, emotion analysis, a conversation summarizer, and other basic features



We first released "transpeech" in Japan in 2018, followed by the South Korean version and Chinese version in 2022 and 2023.

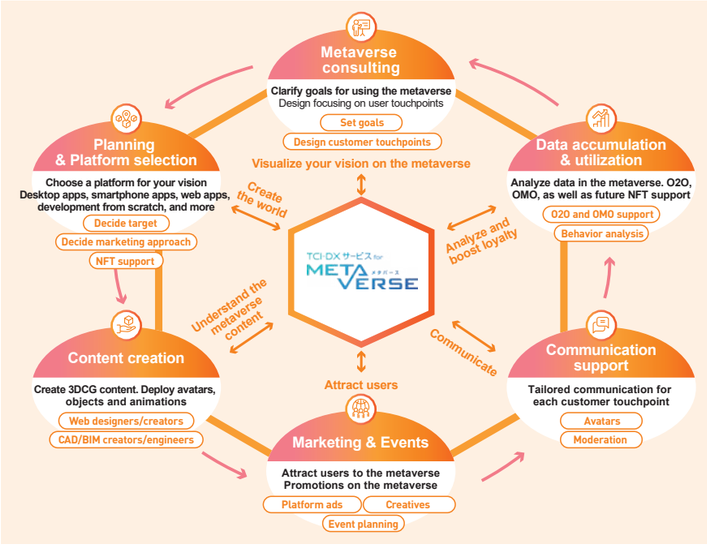
Combining our expertise in contact center operations, we now offer one-stop services from the deployment to the utilization of transpeech to help boost quality and efficiency.

With AI and machine learning technologies, transpeech delivers features such as voice recognition, speech-to-text, emotion analysis, as well as a speech-to-text summarizer powered by generative AI. Today, more than 2,000 workstations in Japan are equipped with the solution, empowering a diverse range of clients.

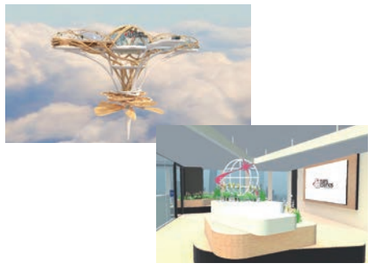
Our proprietary features

The Metaverse

Began offering content on Fortnite, Roblox, and ZEPETO—the world's top three metaverse platforms—for enterprises



Combining our "trans-DX for Metaverse" and world's top creators' planning capabilities, we now develop, create, and publish content and experience on Fortnite, Roblox, and ZEPETO—all boasting overwhelming user counts. We help you reach Gen Z and Alpha, increase brand awareness and boost engagement among them by offering new and unique brand and gaming experiences on the metaverse.



With our multichannel operational services across websites, chats, call centers and contact centers, and social platforms, while utilizing data, we are helping clients expand sales and enhance CX.

Visit our website and discover our latest client success stories.

Major bank

Designing an overall DX vision starting from contact center transformation—the bank's primary customer touchpoint

Triggers for bank's pivot to "customer touchpoint DX"

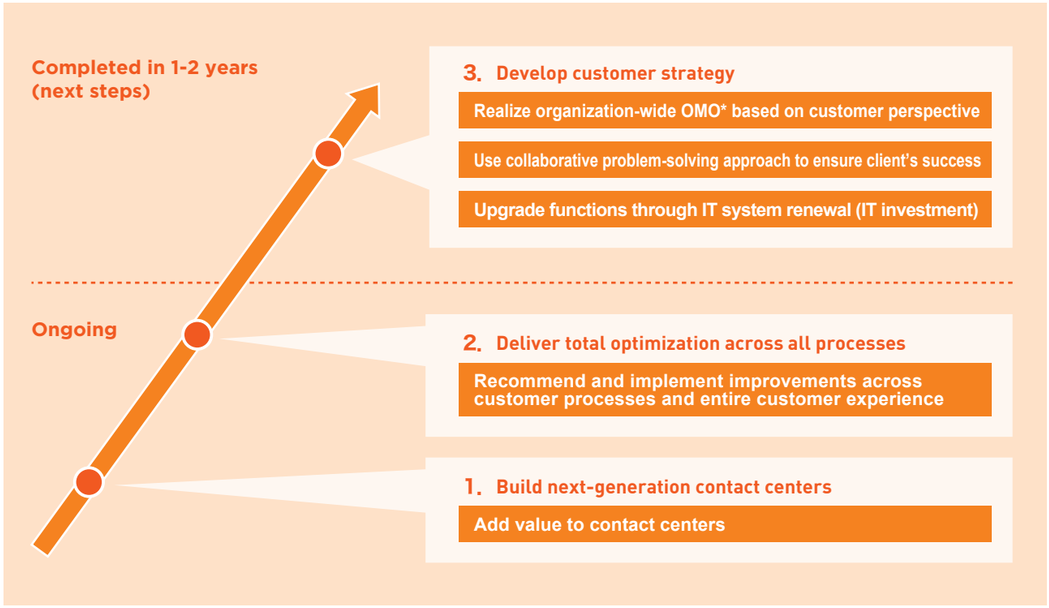
- ☑ **Sense of urgency due to diversification and growing complexity of customer touchpoints**
  Arrival of 100-year lifespans, aging customers, growth in the digital native generation
- ☑ **Renewed awareness of importance of listening to customer feedback**
  Lessons learned from major system failures, starting point for improvement in customer service, etc.

Strengths our Group brings to the project

- **Overall DX vision that can be executed as planned through to completion**
  With the expertise in various customer touchpoints, delivered comprehensive service package from defining the ideal to closing the gap between the ideal and real-world status
- **Full optimization of end-to-end customer experience**
  Reviewed all products and services to identify issues and proposed improvement plans, backed by wealth of operational knowledge

Bank A is implementing "customer touchpoint DX" to put greater emphasis on customer needs. This approach was triggered by a strong sense of urgency about the diversification and growing complexity of customer touchpoints and renewed awareness of the importance of listening to customer feedback. Skylight Consulting Inc., our Group company, is responsible for the overall design of the project and for providing implementation support. Successful implementation of the overall DX design depends on executing the project as planned through to completion. Working with Skylight Consulting, we are leveraging its operational expertise to provide comprehensive support—from defining the ideal, proposing plans that close the gap between the ideal and client's real-world status, to creating specific measures and modeling. Starting with the transformation of the contact center, the bank's primary customer touchpoint, we are currently working to optimize the entire business process, including creating products and services in line with the right customer experience. Going forward, we plan to work with the client to develop even more advanced customer strategies.

● **Customer touchpoint DX: Digital transformation that optimizes the entire process with a focus on the customer, encompassing future strategy development**



*OMO (Online Merge Offline): Concept of developing marketing strategies that integrate the online and offline space so that customers see no discernible difference in service channels.

Retail & Distribution

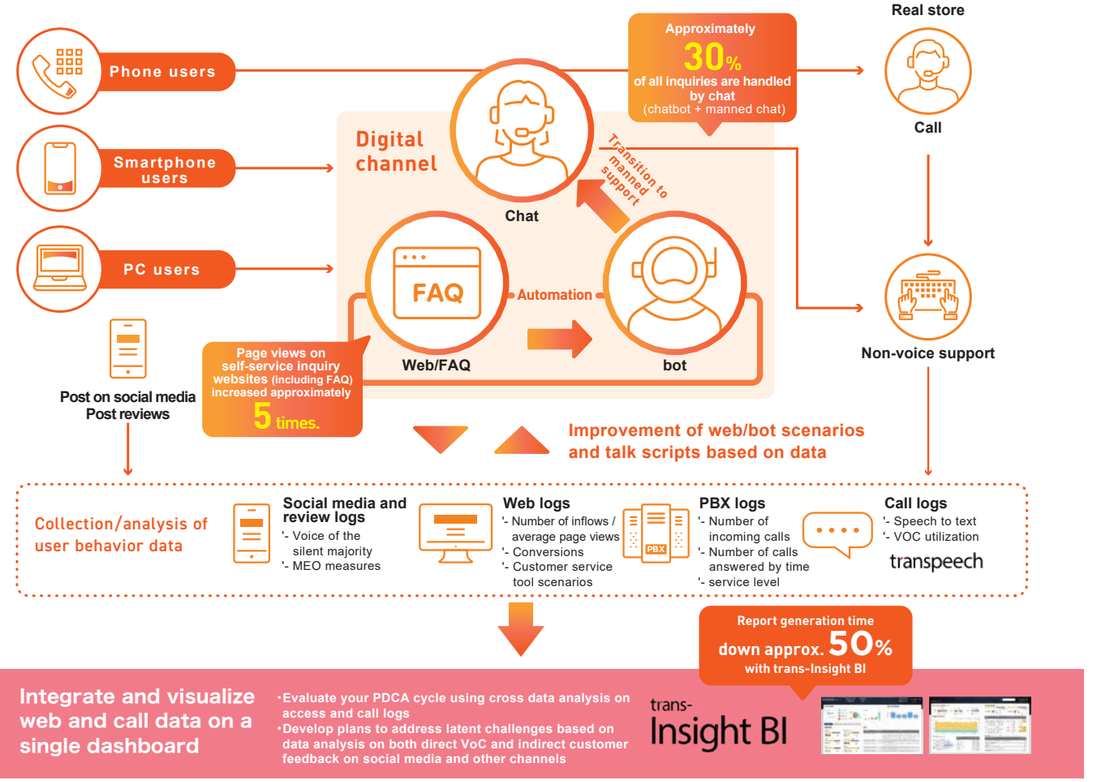
Call center digital transformation boosted self-service rate, reducing call volumes

Objective

- Increase user self-service rate and reduce call volumes at contact centers.
- Take continuous actions for improvements using digitized VoC captured via FAQs and other content, chatbots, and chat agents as well as logs recorded in various channels.

Services

1. **Automated speech recognition system**
   Visualized and logged VoC by converting voice-based customer feedback into text.
2. **VoC log/chat log analysis**
   Redesigned content and chat scenarios to promote self-service. Extended coverage.
3. **Contact Us page optimization**
   Applied SEO to Contact Us page including FAQ section as well as upgraded page flows based on VoC analysis and measured chatbot goal completion rates and other KPIs.
4. **trans-Insight BI—integrated log management dashboard**
   Cut time for channel-based reporting. Accelerated time to action towards 360 CX optimization.



Global Digital BPO

Combining Operational Excellence and cutting-edge technologies including AI, our Digital BPO® services underpin clients' Business Transformation (BX). With the right combination of common back-end functions outsourcing and industry-specific engineering BPO services, we help you manage your extensive business processes end-to-end.

Planning and development	Production	logistics	Sales	After-sales service

Urban solutions services

- Building
- Infrastructure
- Housing
- Facilities

BPO construction / to BIM / to CIM

Engineering transformation services

- DX in design
- DX in production
- MBD ※Model Based Development
- Data management

to DIM / 3DEXPERIENCE / DELMIA

SCM back-office services

- Integrated order management
- Import-export back-office services
- Logistics cost optimization

コージェントラボ COGENT LABS / QOSIS

Sales back-office services

- Sales, contract drafting, and billing
- Agencies support

コージェントラボ COGENT LABS / PKSHA COMMUNICATION

Business smartsourcing

- Financial
- Public

Flow Scope / Real Works / コージェントラボ COGENT LABS / kintone / Salesforce

Corporate back-office services

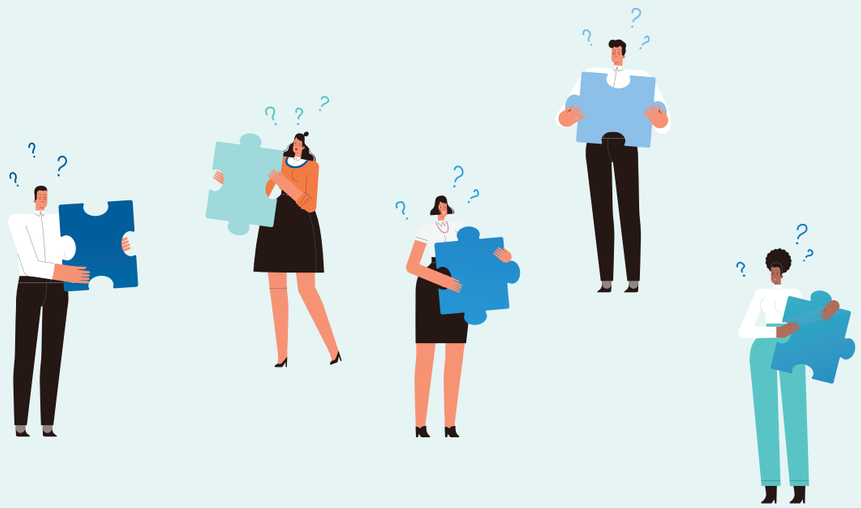
HR	Accounting	Procurement & Purchasing	ESG information disclosure
COMPANY / HC Analytics platform	Tradeshift / SAP Concur Partner		HC Analytics platform

IT infrastructure

	Consulting / information analysis	System implementation / operation and maintenance	Device management	Support desk	Training planning/ deployment	Managed services	Security services
Operations smartsourcing	celonis / HC Analytics platform / workato	ORACLE NETSUITE / COMPANY / SAP Concur Partner	SKYSEA Client View Smart	PKSHA COMMUNICATION / LINE WORKS / CHORDSHIP / Quick Support Cloud	Techtouch / SAP	servicenow	TANIUM / deep instinct / CylancePROTECT / CYFIRMA
IT smartsourcing							

Global Digital BPO

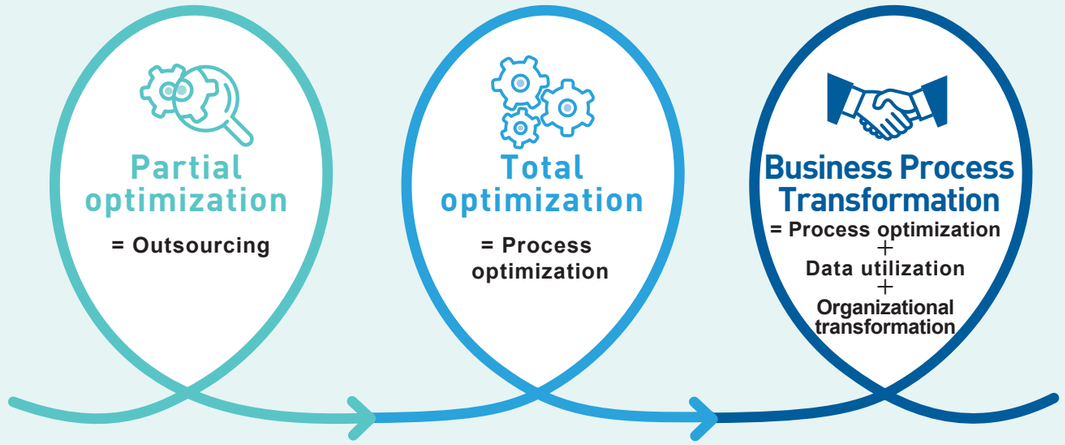
What's Next for BPO



Partial optimization well underway.
What about Business Process Transformation?

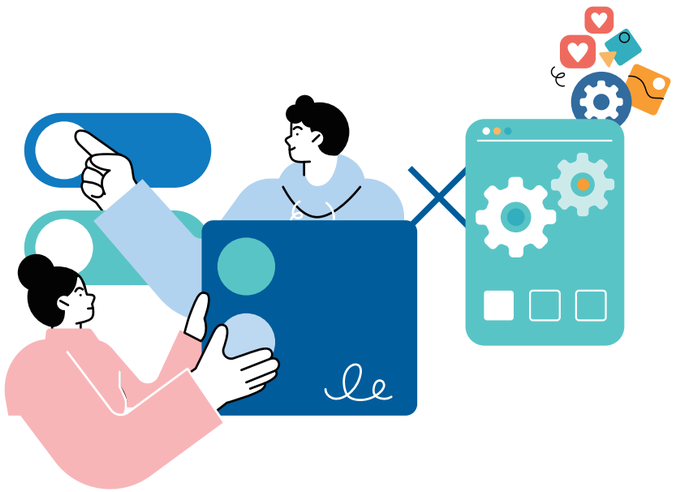
From corporate back-office operations including research & development, logistics, administration and human resource, procurement to sales and marketing, BPO (Business Process Outsourcing) services are gaining ground throughout the entire corporate value chain, and across industries. Yet, in most cases, these services only bring about partial optimization.

As digital transformation takes hold, BPO services continue to diversify to include industry-specific and task-specific BPO. Although these services drive digitization and efficiency of each task and business operation, to transform business as a whole from a holistic view and create a next breakthrough, companies must first re-connect currently function-fragmented digital environments, and then integrate, analyze, and utilize data across the enterprise.



Global Digital BPO

BPO
+ People
× Technology



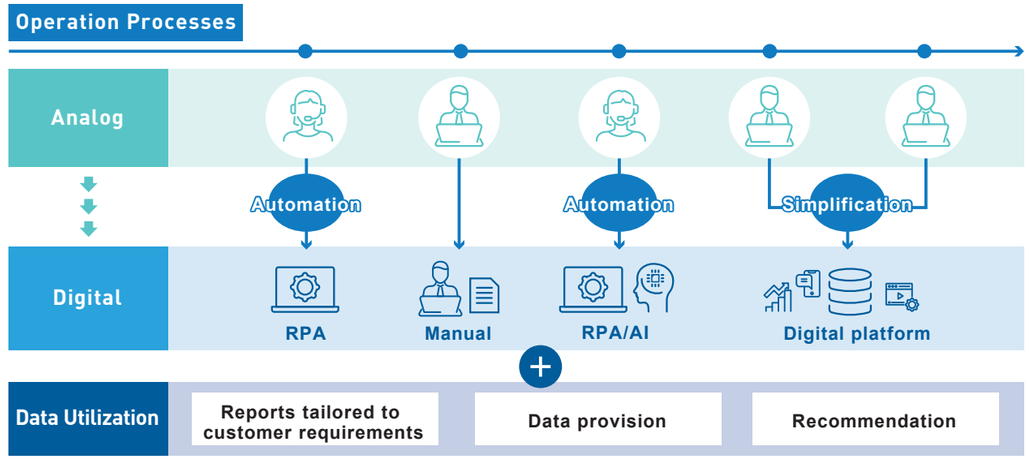
Our new People x Technology will change BPO

Many companies are on their way to digitize all business operations by combining various platform technologies, and their industrial foundations to achieve DX are gradually getting ready.

Now, the question is how companies find and combine the best platform technologies to improve operational flows and build innovative business models—the fundamental goals of DX—and how to build their unique strengths through a daily PDCA cycle to gain competitive-edge.

X has been championing People & Technology over many years. Remaining committed to this philosophy, we will evolve into a true collaborative partner assisting clients achieve business process re-engineering via the power of technology tailored to each client's uniqueness and culture. Ultimately, we will serve all of society in achieving DX.

Going forward, we will multiply the power of our People x Technology, going beyond combining the two, People & Technology. With this renewed People x Technology, transcosmos will create the future of BPO.



Global Digital BPO

IT outsourcing

Towards speedy structural reforms, we help you re-engineer IT systems and operations and boost your business value. From both IT system and operations perspectives, we help Japanese companies expand overseas and establish competitive positions in the global markets.

- Kitting/installation
- Software license management
- IT service application processing
- Asset management

SKYSEA Client View
スマート資産管理サービス Smart

- IT help desk
- Operation help desk
- Information systems Back office

PKSHA COMMUNICATION
LINE WORKS
Quick Support Cloud
CHORDSHIP

- System monitoring
- System operation and maintenance
- Security services
- Cloud managed services

servicenow
TANIUM
CylancePROTECT
CYFIRMA
deep instinct



celonis
workato
Analytics platform

- Consulting services

ORACLE NETSUITE
COMPANY
SAP Concur Partner

- Implementation services
- Application operation and maintenance

Techtouch
SAP

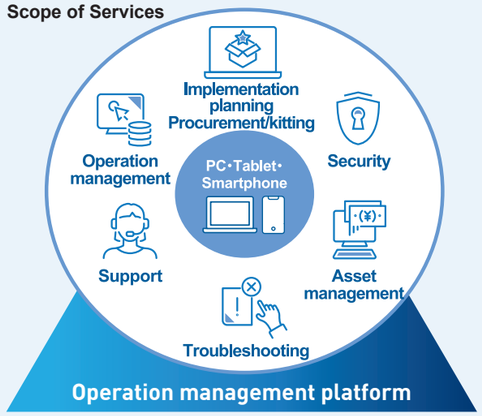
- Training planning and manual creation
- User training

IT smartsourcing

Drive cost saving related to SoR, and shift from a mere IT operations function to one that harnesses DX. Our ready-made services offer system environments and operational features users need on a pay-as-you-go pricing model. Building on a suite of platforms and tools, our best practice services streamline the entire business process.

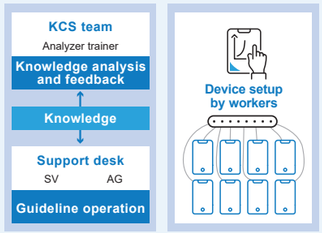
- Drive self-solutions, reduce manual tasks, and streamline operations with operational knowledge and cutting-edge digital technologies

Scope of Services



Knowledge operations (KCS)

Optimize helpdesk with AI-powered knowledge base. Enhance productivity and proficiency to accelerate optimization.



Operational Efficiency

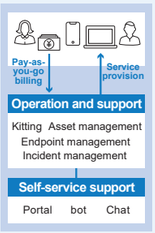
Kitting automation

Set up multiple devices at once with our unique tool, X-Kit. Ensure stable quality and save time and labor.

Labor Saving

Pay-as-you-go pricing

Just pay for the number of employees and devices and enjoy ready-made services. Deliver the best environment for users.

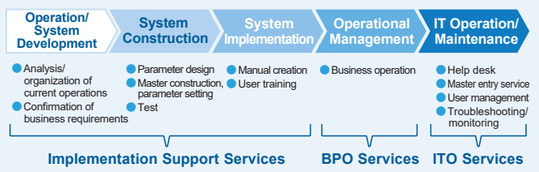


Cost Optimization

Operations smartsourcing

Multiplying the power of SaaS (System as a Service) and BPO, our BPaaS (Business Process as a Service) model optimizes operational efficiency, helping achieve structural reforms at speed. From planning and preparation to the deployment and operations phases, we ensure stable system migration and operations.

- Optimize operations via mission-critical task DX and utilize BPO via our BPaaS solutions. Deploy standard model systems and save costs



BPaaS solutions

Optimize both back-office and IT operations—accounting, HR, sales, procurement, IT system deployment and operations, and more.



Operation Process Optimization

Mastery training

Digital-powered learning focusing on error-prone system operations and operational difference between new and old systems.



Maximize Introduction Effect

Automated integration

Optimize synergies by integrating and automating multiple operations via various tech and tools based on best practices.

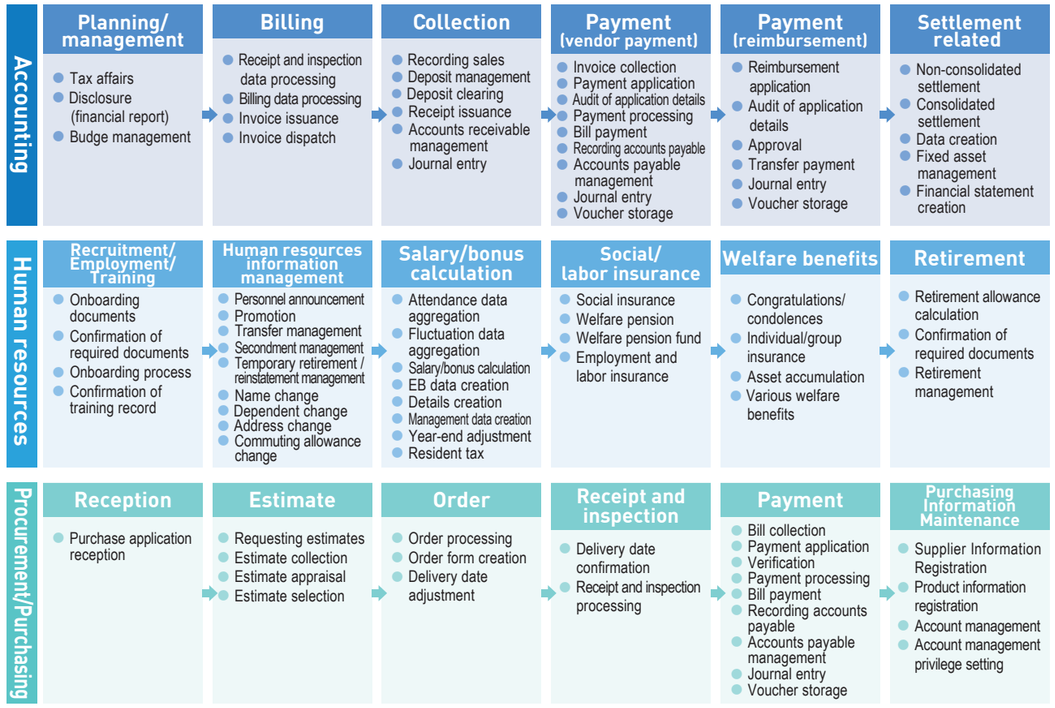


Operational Efficiency

Global Digital BPO

Corporate Back-Office

We manage all your back-office operations including HR, accounting, procurement & purchasing—all of which form the core of your company. Conducting business process reviews and leveraging digital tools, we help you boost usability for employees and achieve back-office DX.



Accounting

- Streamline a series of expense management processes by connecting to platforms
- All-inclusive, tailored support from the deployment to utilization of expense management systems

HR

- HR BPO for 70%-80% of HR and labor management operations
- Manage annual tasks including resident tax renewal and year-end tax adjustments
- Social and labor insurance services by transcosmos Social Insurance and Labor Advisors Corporation

Procurement/Purchasing

- Centralize operations and optimize costs using BPO centers
- Control operational processes and reinforce compliance with green procurement (prioritize products/services with a lower environmental impact) and CSR procurement
- Reduce workload and focus on more strategic, professional operations

ESG information disclosure

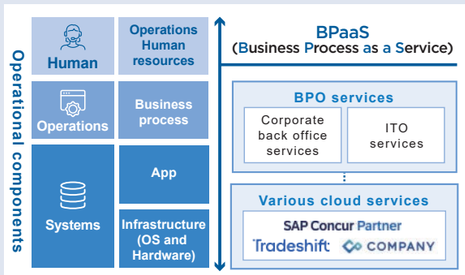
Human capital visualization and disclosure

- One-stop services from collecting and processing information to generating analytics reports, and ensure compliance with human capital disclosure requirements

GX solution for automated GHG emissions calculation

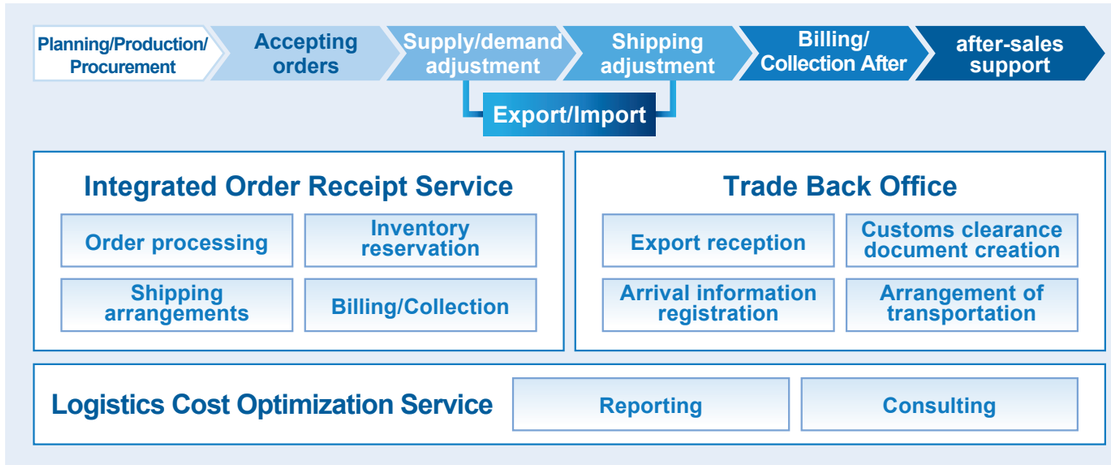
- Auto-collect required data and calculate GHG emissions
- Collect data, utilize AI-OCR, generative AI and other digital tools, and propose emissions reduction plans

Our BPaaS model for your success



SCM back-office

From front-to back-end, our SCM back-office services cover operations across all SCM processes which in turn underpin medium-to long-term business strategies. To achieve perfect order, we help you optimize each process from procurement and production, order management, supply-demand-shipment management, billing and collection, to after-sales services.



Integrated order management

- All-inclusive services from order and inventory management to billing and collection, focusing on order receiving processes
- Make the most of QOSIS, our unique order receiving system

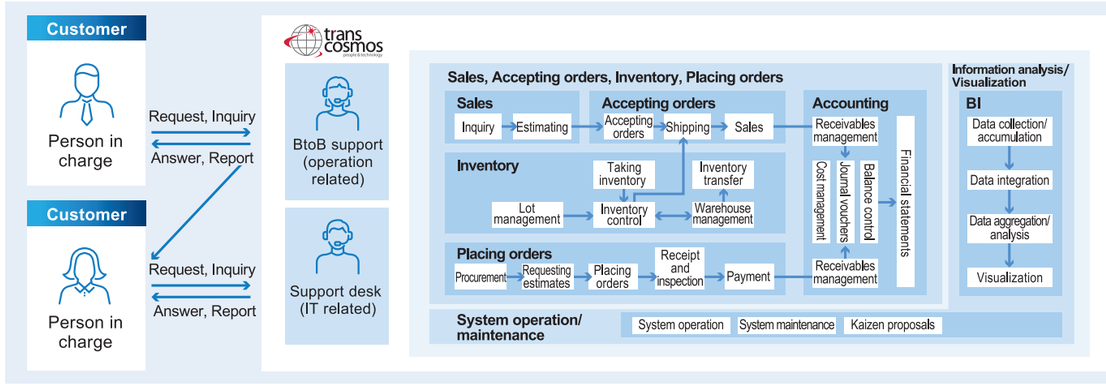
Import-export back-office services

- End-to-end trader support services from preparation for import-export, customs broker arrangements, documentation, trade insurance, post-departure support, to invoice settlement
- Understanding the entire business process, optimize documentation and application processes for invoices and Bill of Landing certificates

Logistics cost optimization services

- Auto-reconcile logistics-related data and freight rates by shipping firm, generate reports to identify key cost factors and challenges from historical data
  - Logistics cost analysis report: Report by ship-to customer, products, Sales dept., Sales rep., logistics firm, etc.
  - Logistics cost factor report: Distance, weight, frequency, sales volume, shipping route/time fluctuations, etc.
- Present plans to tackle the above and optimize business processes

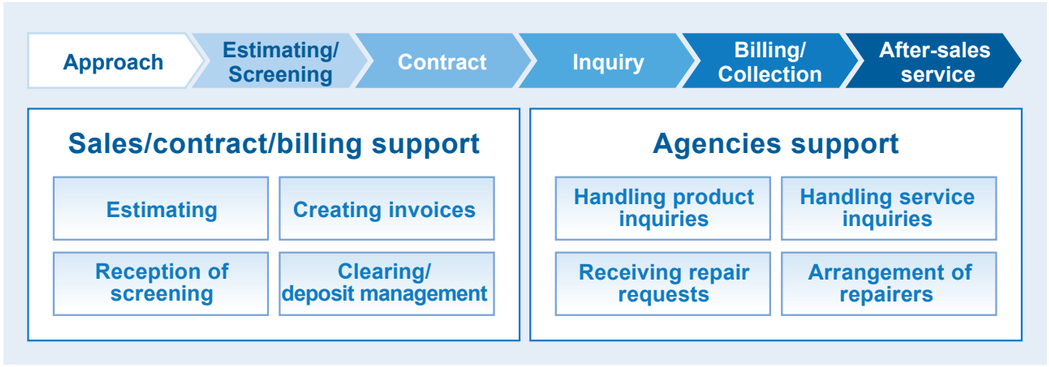
Integrating business processes with ERP systems, we help manage both the business process and IT operations



Global Digital BPO

Sales back-office

Our services cover a range of indirect operations related to marketing and sales as well as customer support. With digitally-powered services from approaching customers to offering after-sales support, we help you increase CS, expand sales, and reinforce business foundations for growth.



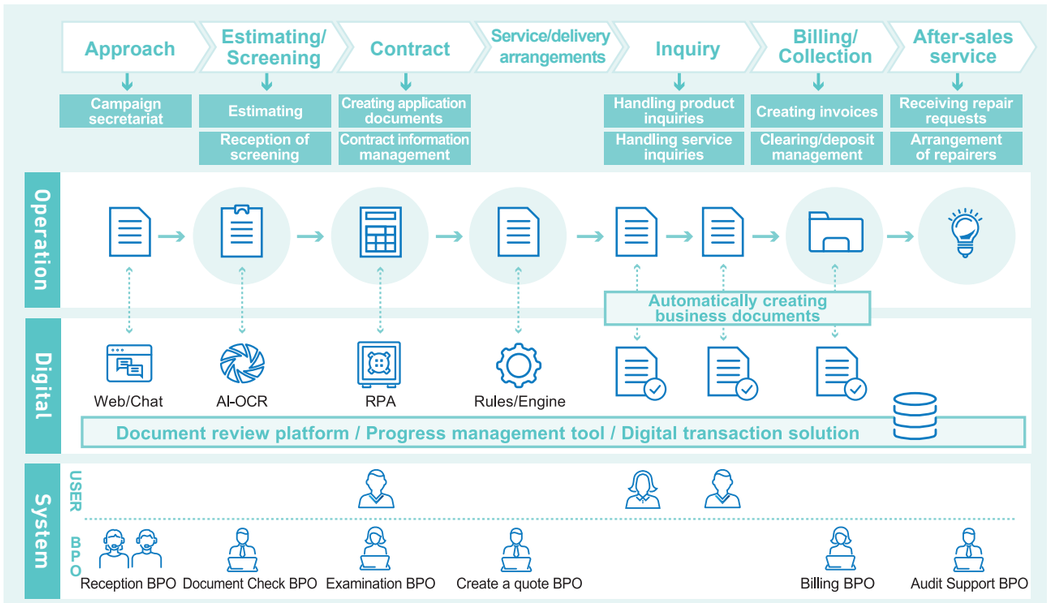
Sales/contract/billing support

- Comprehensively streamline time-consuming sales admin and management tasks from quotations, contracting processes, to billing and collection
- Present plans for total process optimization with the right mix of analog and digital

Agencies support

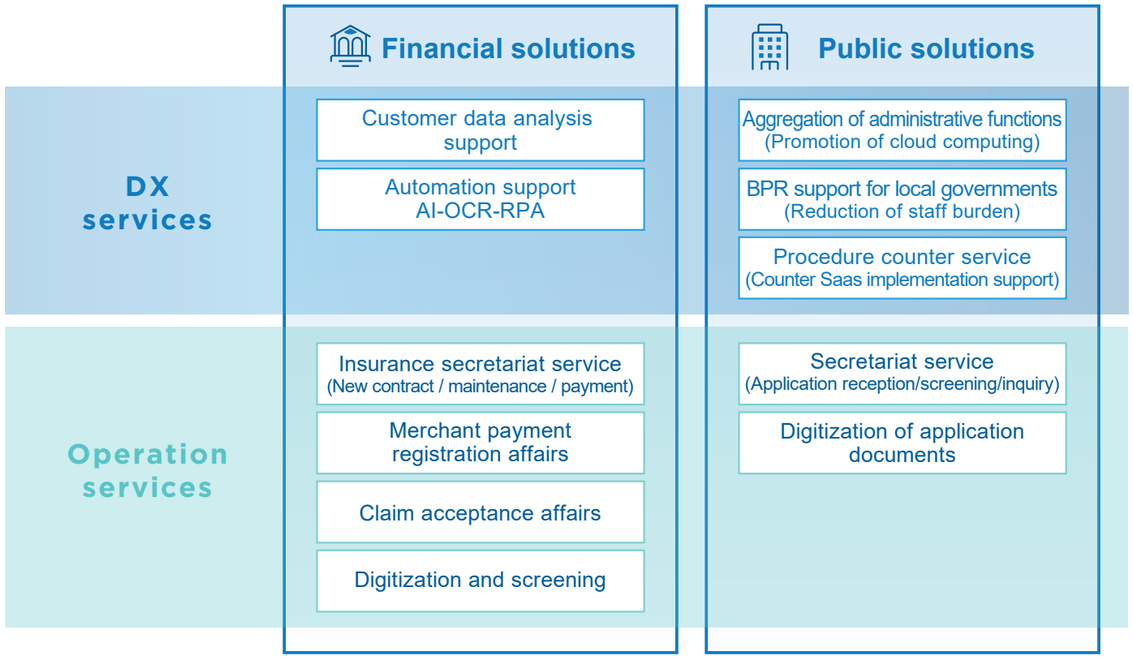
- Comprehensive administrative services from handling dealer inquiries about products/services, receiving repair requests, to arranging repair workers
- Build industry-specific knowledge base and standardize processes with the power of IT to boost service quality and speed

Sales/contract/billing support



Business smartsourcing

Powered by our unique industry-specific platform designed for the financial industry and the public sector, our services stretch from receiving paper and web-based applications, screening, to managing inquiries. Building a scheme at speed, we help you prevent lost opportunities and optimize costs while reducing your workloads.



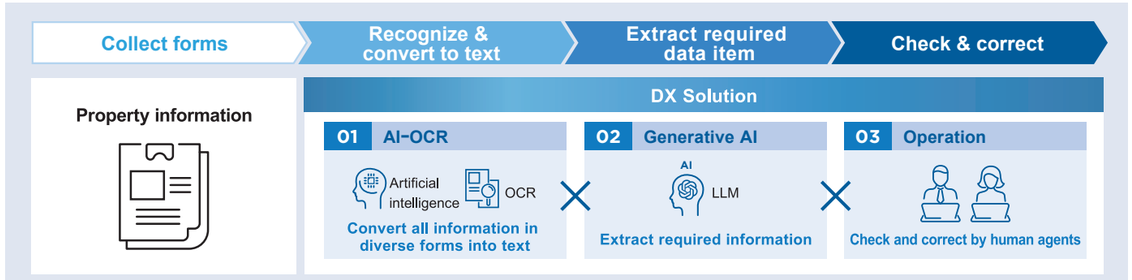
Financial services solution

- Build digital-powered back-office processes designed for the finance industry and optimize operations
- Highly secured BPO centers receive application forms via various channels, design report formats, auto-validate data, and store documents, all at one-stop
- Prevent lost opportunities and optimize costs with a stable operating structure

Public sector solutions

- Centralize all information from application to payment using a single, dedicated platform
- Track progress in real time. Decentralized processing at BPO centers across Japan ensures stable operations even for mass data processing
- Broad range of solutions from emergency to large-scale, social infrastructure projects

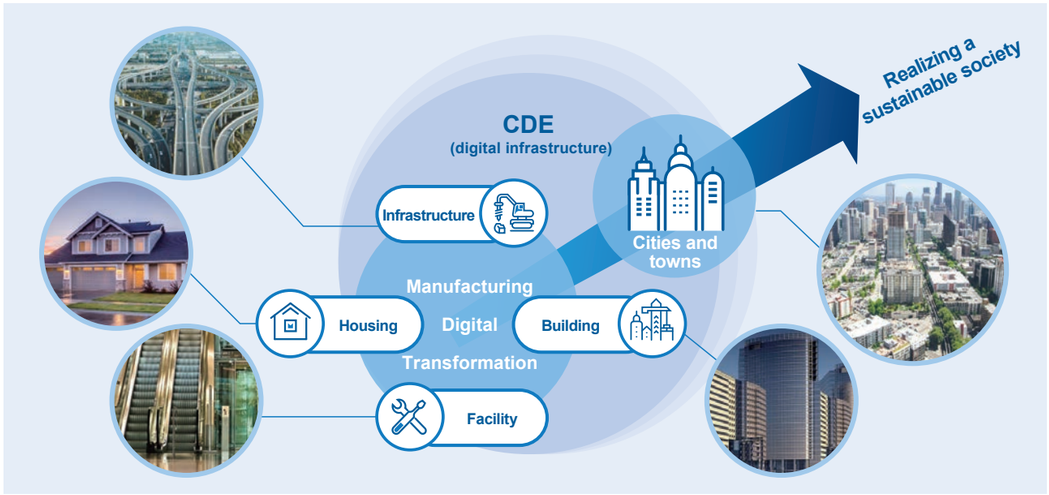
Automate data entry process to the greatest extent possible with the power of DX solution



Global Digital BPO

Urban solutions

Towards DX in construction, our urban solutions transform manufacturing processes with the power of digital in partnership with clients. Through manufacturing DX, we help create a sustainable society together with all our clients.



Building

- On-site construction management support
- Construction planning, process progress management, quantity calculation, simulation, etc. using BIM

Infrastructure

- On-site construction management support
- Considering construction using AR
- Remote monitoring using video
- Adding attributes to CIM completion models

Housing

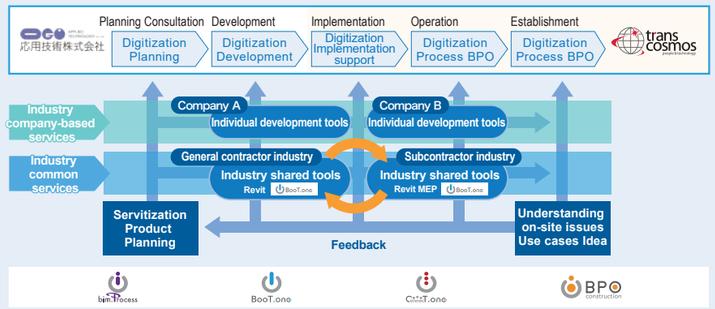
- Housing design and on-site construction management support
- Various simulations
- Remote monitoring using video
- Global expansion support

Facility

- Facility design (BIM)
- Various simulations
- On-site construction management support
- Global expansion support
- Optimization

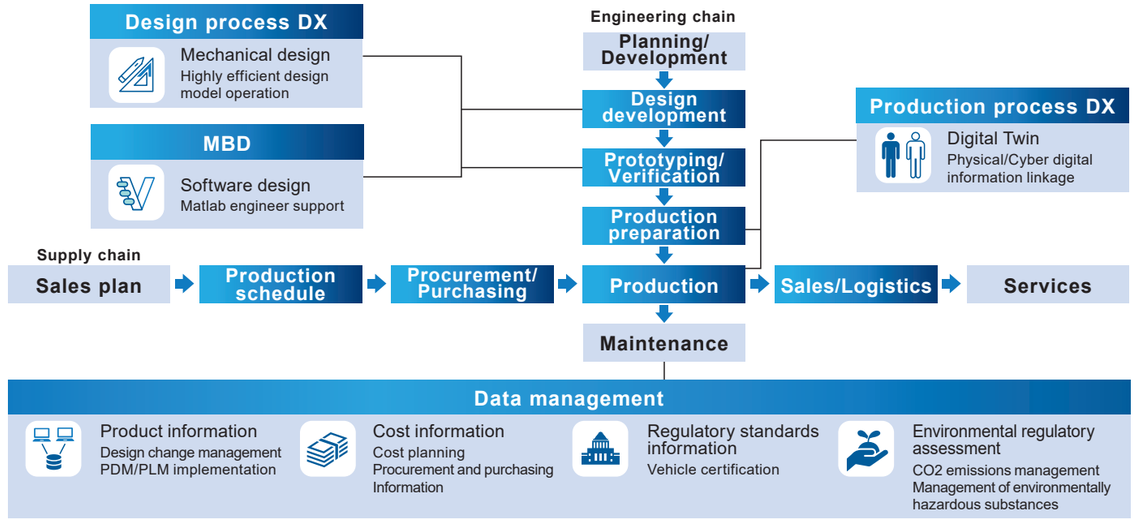
Manufacturing Digital Transformation service process

Underpinned by our BIM platform, our carefully tailored services help re-engineer processes and drive DX in the construction industry, making DX initiatives succeed in both cross-industry and industry-specific areas. Together with our group company, Applied Technology, we will transform the construction industry with you all.



Engineering transformation

We help you transform a range of engineering chain and supply chain management processes in manufacturing into a data-driven operations model by creating a digital platform. Through a continuous improvement cycle, our outsourcing services always ensure optimized efficiency for you.



Data management

- **Analog-to-digital conversion**
  Convert analog data into digital, and visualize data
- **Data cleansing**
  Convert unstructured data into usable data
- **Database development**
  Centralize and store data. Build an accessible environment
- **Progress monitoring**
  Visualize and share progress in real time
- **Data analysis**
  Perform correlation analysis and report on plan vs. actual analysis
- **Forecasting**
  Forecast performance and failure using big data analytics

DX in design

- Standardize requirement specifications and automate the whole process for creating detailed design and various design data as well as prerelease drawing review, and achieve design process transformation
- Construction design outsourcing services for creating derived models and variations
- Use and customize requirements template and automate model development processes

DX in production

- Drive DX in line with your digital transformation journey
- Digitize product information, organize facility data to run a simulation, and streamline the entire production process
- Build 3D models for digital twins

Model-based development (MBD) for embedded software development

- Comprehensive services for embedded software development from designing and development, operational testing, to performance verification and validation
- Model-based development with MATLAB and Simulink
- Operational structure built on a development process model designed for the auto industry, and in compliance with functional safety standards, guaranteeing required quality standards

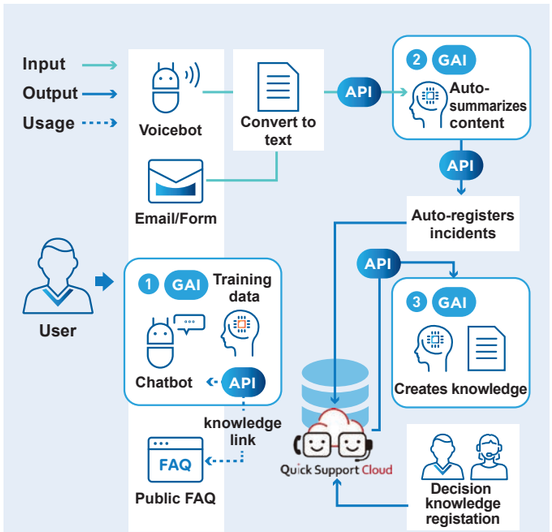
**Since our foundation in 1966, we have remained committed to strengthening clients' competitiveness by always providing higher value-added services with the combined power of our talented "people" and cutting-edge "technologies."
Here are the highlights of our latest initiatives under BPO services.**

Generative AI

Providing Quick Support Cloud with GAI, a help desk tool powered by generative AI

Quick Support Cloud

● Quick Support Cloud with GAI: Feature correlation diagram



Our Quick Support Cloud system centrally manages all kinds of user inquiries received at help desks. The system simultaneously manages multiple channels including phone, email, chat, and online forms, and then analyzes collected logs. Its FAQ publishing feature also enables the creation and publishing of FAQ articles for frequently asked questions to help users. Now, Quick Support Cloud offers additional features powered by generative AI.

Chatbot responds to users using input knowledge and training datasets
GAI creates chatbot training datasets/GAI processing time: 1 min at the most

GAI summarizes and then registers user inquiries via voice, voice chat, and emails to the system
GAI summarizes inquiries. Summary data will be added to Quick Support Cloud with GAI and then registered as knowledge/GAI processing time: 1 min at the most

GAI creates Q&A from inquiry log
GAI creates the right Q&A from inquiry log/GAI processing time: 5 min at the most

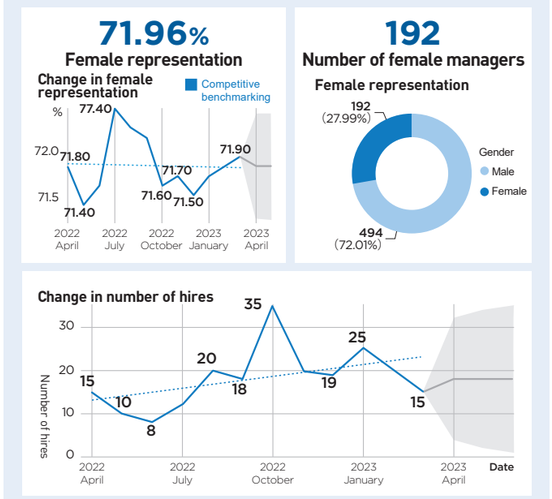
The three new features help provide the right answers to users always at high-quality and speed. What's more, by generating training datasets, the features save man-hours, standardize responses, and reduce processing time, thereby optimizing clients' operations.

Human capital disclosures

With HCM Analytics Platform, helping companies meet human capital disclosure requirements

HCM Analytics platform

● HCM analytics platform report (for illustration purposes only)



To help listed companies meet the requirement to disclose human capital information in their securities report from March 2023 onward, we are providing HCM Analytics Platform services that visualize human capital information. Based on the Guidelines for Human Capital Visualization set by the Government Secretariat, we offer a reporting service that helps visualize companies' current status of major metrics, and a data analytics platform service that accumulates, monitors and analyzes data to find trends and changes over time. Our one-stop service from collecting to processing data visualizes your current status and provides a statistical analysis report based on continuous data gathering. From information disclosures towards achieving human capital management to shaping data-driven HR strategies, our services underpin your business foundation end-to-end.

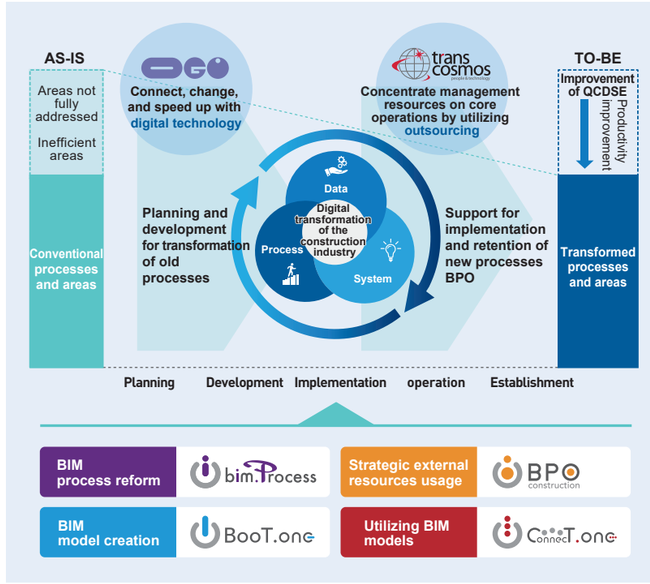
Reporting services template (samples)

● **Diversity**
Employee/pyramid composition by attributes, female manager ratio, ratio of male employees taking childcare leave, gender pay gap, etc.

● **Mobility**
Hiring rate by attributes, composition by contract types, change in number of hires, turnover rate, etc.

Construction DX

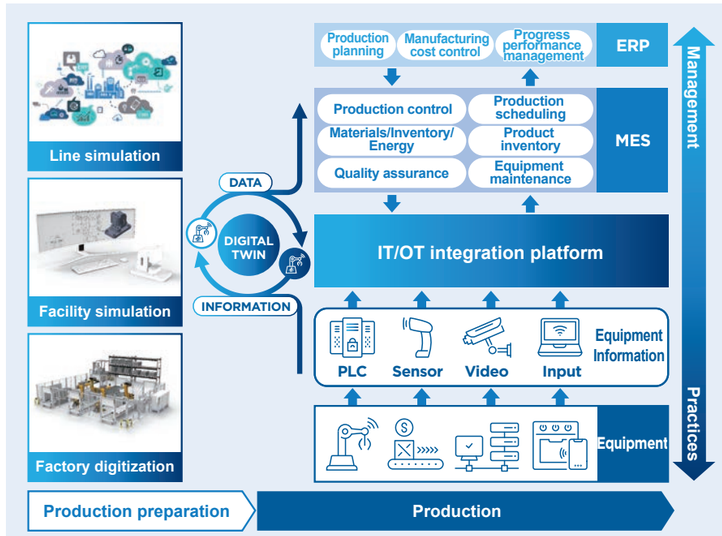
Driving DX and embedding BIM in the construction process with "toBIM"



Together with our group company APPLIED TECHNOLOGY CO., LTD., we are delivering services to promote and embed BIM/CIM tools in construction processes.
Our "toBIM" has evolved into a one-stop shop service covering all construction phases. In addition to existing BIM solutions that support planning, development and implementation, "toBIM" includes solutions that help operate and embed BIM over the entire construction project. A key feature of "toBIM" is its ability to clearly divide business operations into competitive and non-competitive areas. For competitive areas, we provide customized solutions to meet individual client needs, while offering common services across the industry for non-competitive areas. From the consulting phase to the utilization phase, we are helping build the right foundation to implement BIM in construction processes by combining the two types of services in a tailored approach.
With a feedback loop built on our circular one-stop service models for driving DX, transcosmos and Applied Technology will help you and the entire industry promote DX and embed technologies in construction projects.

Production DX

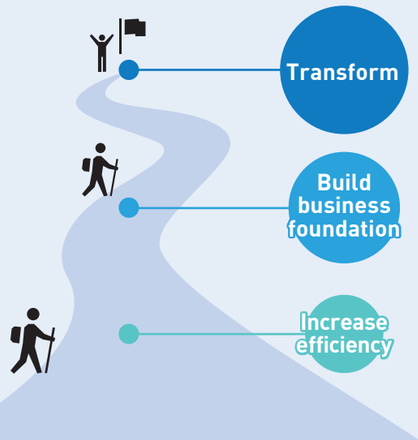
Helping the manufacturing industry achieve DX in production processes



To survive in today's market, every manufacturer must optimize business efficiency by digitizing operations currently anchored by experienced skilled workers, and capturing factory floor data in real time, efficiently. To help manufacturers, we are providing services tailored to each client's DX progress based on gap analysis. For clients who don't have sufficient data for DX, we create and prepare master data and integrate data siloed in a department and individuals. We also offer IT/OT convergence services to help bridge the gap between the two. We have been offering services specifically designed for the manufacturing industry for more than half a century. Our expertise in identifying and solving challenges at manufacturing sites helps you achieve DX with the right services that only we can offer.

Helping business model transformation with our BPO services models

Our BPO services help clients transform their business models.
Combining highly specialized operations and optimum digital tools, our services cover a range of areas from planning and development to after-sales support. From streamlining each task and process, optimizing interorganizational processes, to optimizing processes across an enterprise, we help you reinforce your business foundation through business model transformation.



Transform

- **Transform business model**
  From process efficiency to business model transformation
- **Maximize DX outcomes**
  Grow business to generate and expand revenues.
  Build competitive edge to win in global markets

Build business foundation

- **Utilize human asset**
  Reallocate to creative areas
- **Optimize the whole business and processes**
  Work across entities and organizations

Increase efficiency

- **Optimize costs and enhance operational quality**
  Optimize costs and ensure quality via business transfer plus BPO, etc.
- **Streamline each task**
  Streamline mass processing and non-value added activities
- **Ensure business continuity**
  Build a robust BCP to safeguard business operations in case of an emergency and disasters

We have been providing a variety of BPO services. Some come to us for consolidating their shared back-office functions across their group, and some for strengthening their business. To best serve clients in reinforcing their business foundation, we also take a joint-venture approach—running a business in partnership with clients—a different model from our traditional BPO services. Choosing the right approach, we always offer optimum BPO services tailored to differing purposes and scales.

Our BPO business helps reinforce business foundation for greater competitiveness and sustained growth.

FJ transcosmos Human Resource Professionals Limited

transcosmos FT HRpro

Shared services company providing HR outsourcing services for Fujitsu and its group companies

TT Human Asset Service Corporation

transcosmos TT HAS

Shared services company providing HR and labor management outsourcing services for Toshiba and its group companies

TT Process Management Inc.

transcosmos TTPM

BPO services company helping diverse industries and businesses with technology and know-how acquired as a Toshiba group company

Tohoku Electric Power Transcosmos Management Partner Company, Incorporated

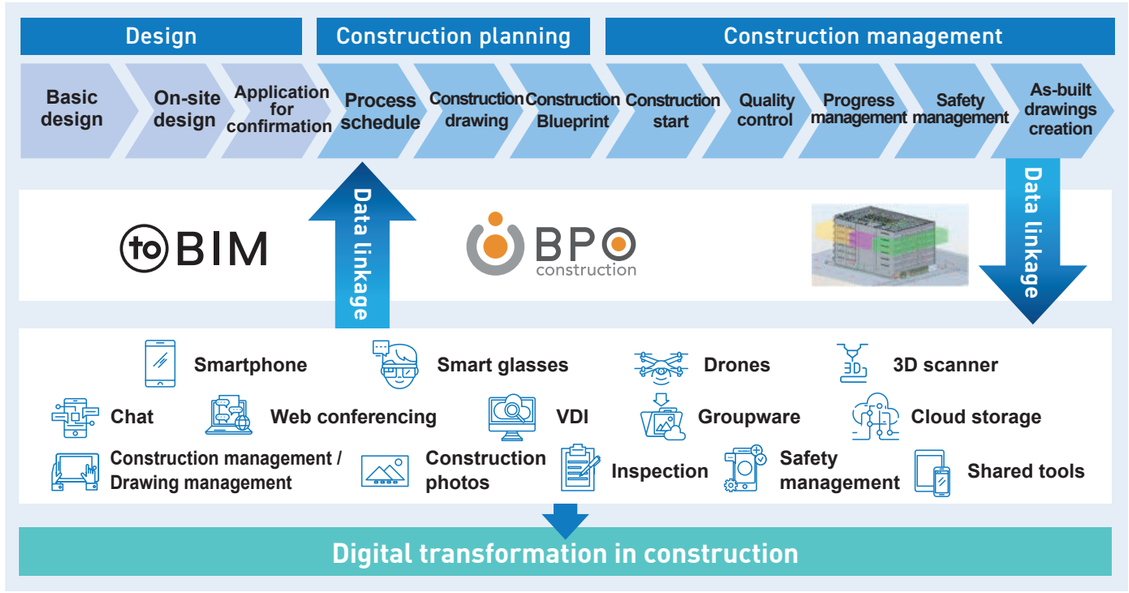
TETRAmp

Shared services company providing back-office outsourcing services for general administration, HR and labor management, accounting, and procurement functions at Tohoku Electric Power and its group companies

Promoting and embedding DX to help construction sites solve challenges with Construction Digital BPO

To help promote DX in the construction industry, our group company Applied Technology focuses on a series of steps in the construction value chain from planning, design, procurement, construction, to maintenance and management. Embracing digital transformation in construction sites is key to delivering construction DX, and achieving DX in construction sites is essential in terms of return of investment (ROI) in DX. transcosmos and Applied Technology are delivering Construction Digital BPO services that specialize in the digitization of construction sites, a key process for evaluating ROI of construction DX. Construction Digital BPO optimizes business processes by combining digital tools and operations to improve QCDSE*, and transforms the entire construction management process. Not only offering on-site direct support, our BPO center agents with experience and know-how in construction also provide online support, helping the industry solve challenges such as labor shortages and aging workforce. Ultimately, we help the industry drive and embed DX on-site.

*QCDSE is an acronym, which stands for Quality, Cost, Delivery, Safety and Environment—the five priority factors in construction management.



Construction Digital BPO case study: Construction company A

Challenge

Cannot utilize BIM data and various digital tools in post-design processes. Can't feel getting expected investment returns.

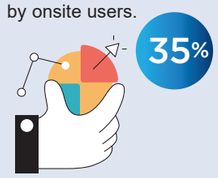
Services

Construction Digital BPO—our circular service for promoting BIM integration in construction

Our service helped the client build a data environment for utilizing BIM data created and used in the design process up to the end of the construction project. In the planning and production preparation phases, we helped create construction plans and calculated materials quantity using BIM. And in the construction process, used photos and videos for quality management, and digitized construction data. Throughout the project, our direct and online user support helped the client smoothly embed and utilize digital tools onsite.

Outcome

Higher productivity—standardized roughly 35% of work requested by onsite users.

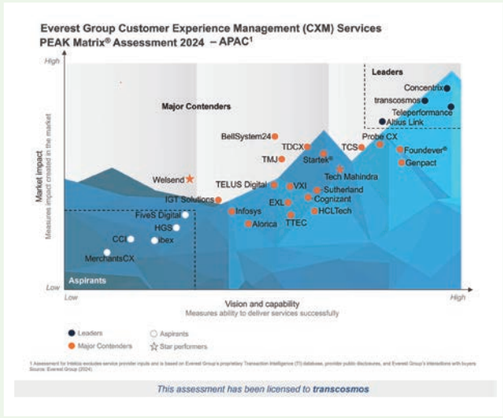


Visit our website and discover our latest client success stories.



*2 Net sales (overseas): Based on location of clients and classified by country or region

Certified as Leader for 4th consecutive year in APAC CX vendor survey by Everest Group

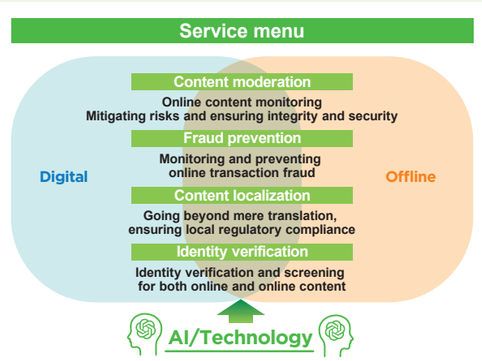


Everest Group PEAK MATRIX® LEADER 2024
CUSTOMER EXPERIENCE MANAGEMENT SERVICES IN APAC

transcosmos was named a Leader for the fourth year in a row in Customer Experience Management (CXM) service providers in the Asia Pacific region by Everest Group in its research paper "Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024," published in September 2024.

Trust & Safety Ensuring trust & safety online

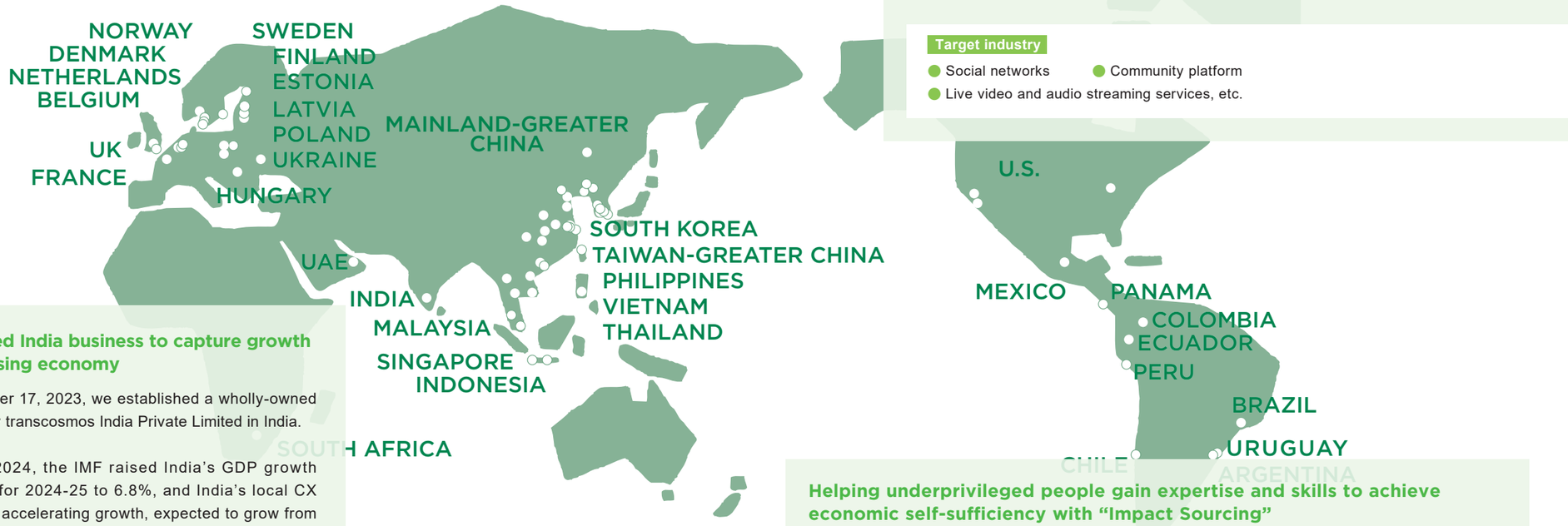
Leveraging our operations centers in Japan and abroad, we began offering Trust & Safety services on a global scale with the opening of Semarang Center 2 in Indonesia, following Chiang Mai Center, our first dedicated Trust & Safety operations center in Thailand opened in March 2022.



Our Trust & Safety services include content monitoring and moderation of user-generated online content—text, images and videos—a crucial process to ensure content integrity and safety online. Our team of experts safeguard online content, creating a safer digital world for users and businesses alike.

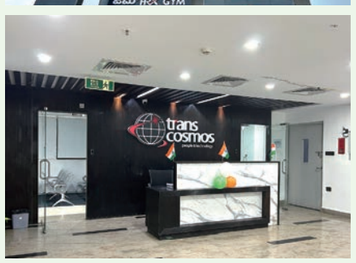
Target industry

- Social networks
- Community platform
- Live video and audio streaming services, etc.



Opened India business base





Launched India business to capture growth in the rising economy

On October 17, 2023, we established a wholly-owned subsidiary transcosmos India Private Limited in India.

In April 2024, the IMF raised India's GDP growth forecast for 2024-25 to 6.8%, and India's local CX market is accelerating growth, expected to grow from $6.5 billion to $7.8 billion in the next five years (Source: India Development Update (IDU), October 3, 2023, THE WORLD BANK).

With our high-quality services backed by our business expertise obtained in Japan and overseas, we will expand our business in the India market.

Helping underprivileged people gain expertise and skills to achieve economic self-sufficiency with "Impact Sourcing"



In Thailand, we are hiring and providing skills development opportunities for the Khmer from Cambodia and the Burmese from Myanmar. The program helps them acquire expertise as customer services agents for economic self-sufficiency, while enabling us to offer multilingual services and enhance customer service quality.
Developing a win-win relationship with Impact Sourcing, we will create a better future together.

BtoB Japan domestic

Takes your marketing activities to the next level with our analytics services

transcosmos analytics Inc.

www.trans-cosmos.co.jp/transcosmos-analytics

Joint venture company with LINE

transcosmos online communications inc.

transcosmos-online.com

Provides high value-added development services, leveraging sophisticated technical capabilities

transcosmos digital technology inc.

trans-cosmos-digtec.co.jp

Solves business challenges across industries with extensive staffing services, from temporary staffing, recruitment, to outsourcing.

transcosmos Partners inc.

www.tcpartners.co.jp

System integration solutions company, leveraging CAD, GIS and numerical analysis

APPLIED TECHNOLOGY CO., LTD.

www.apptec.co.jp

Realizes "cross media communication" at one-stop

CROSSCO Co., Ltd

www.crossco.co.jp

Offers “Gotcha!mall”, a shopping smartphone application

Grand Design Co.,Ltd.

www.gd-c.com

Joint venture company with amadana.

GV inc.

The largest streaming video provider

J-Stream Inc.

www.stream.co.jp

Supports business revolution through the field-oriented IT consulting services

Skylight Consulting Inc.

www.skylight.co.jp

Digital marketing tool implementation and operations support

Dentsu Digital Drive Inc.

A shared services company entrusted with handling the sales back-office operations of Toshiba TEC.

TTTeC-Creation inc.

www.trans-cosmos.co.jp/tttec

A shared services company which performs HR services for Fujitsu and its group companies

FJ transcosmos Human Resource Professionals Limited

www.trans-cosmos.co.jp/fthrpro

A shared services company which performs HR services for Toshiba and its group companies

TT Human Asset Service Corporation

www.trans-cosmos.co.jp/tthas

Provides BPO services across various industries and businesses by leveraging technology and know-how that are developed through experience as a Toshiba group company.

TT Process Management Inc.

www.t-tpm.com

Shared services company that performs services such as general affairs, personnel and labor affairs, accounting, and material procurement for Tohoku Electric Power and its group companies

Tohoku Electric Power Transcosmos Management Partner Company,Incorporated

www.tetra-mp.co.jp

Offers new communication services based on e-ticketing system “QuickTicket”

playground Co., Ltd.

playground.live

Development and operation of AI platform

vottia inc.

vottia.jp

Offers technical support and consulting services for machine learning, and operates incubation business.

Machine Learning Solutions

machine-learning.co.jp

Provides Business Experience (BX) consulting services to help clients run successful marketing campaigns

me&stars inc.

meandstars.com

Measure, visualize and manage customer brand experience with our brand operations services

Brand Operations inc.

brandoperation.co.jp

BtoB Overseas

MAINLAND-GREATER CHINA

Providing BPO services in China

transcosmos China

www.transcosmos-cn.com

Providing BPO services in China with a focus on back-office operations

transcosmos business service outsourcing Suzhou Co., Ltd.

transcosmos-cn.com/bpo.html

Providing design data services in China

transcosmos Design Development (Dalian) Co., Ltd.

Daqing transcosmos design development Co., Ltd.

Providing high-quality, affordable data entry services

transcosmos information system (Benxi)

Providing affordable and unparalleled high-quality development services

transcosmos Information Creative (China) Co., Ltd.

www.trans-cosmos.com.cn

Suzhou transcosmos Information Creative Co., Ltd

www.trans-cosmos.com.cn

transcosmos Information Creative Japan Inc.

www.tci-cn.co.jp

Jinan transcosmos Information Creative Co., Ltd.

Providing offshore development services as well as system development, operations, maintenance & support plus SAP upgrade & maintenance services in China

TRANSCOSMOS SYSTEMS & INFORMATION (SUZHOU) CO.,LTD.

Shenzhen transcosmos Information Creative Co., Ltd.

Cosmetics and commodities distributor for online retailers

UNQ (Shanghai) Supply Chain Management Co., Ltd.

youquhui.com

The largest e-commerce support company focusing on apparel in China

Shandong Ya Nuoda E-Commerce Co., Ltd.

www.nengmao.net

TAIWAN-GREATER CHINA

Providing BPO services in Taiwan

transcosmos Taiwan Inc.

www.trans-cosmos.com.tw

SOUTH KOREA

Providing BPO services in South Korea

transcosmos Korea Inc.

www.trans-cosmos.co.kr/en/main

The leading online advertising company in South Korea

eMnet Inc.

www.emnet.co.kr

VIETNAM

Providing BPO services in Vietnam

transcosmos Vietnam Co., Ltd.

www.trans-cosmos.com.vn

Providing solutions development services in Vietnam for Japan and ASEAN

transcosmos technology Vietnam Co., Ltd.

trans-tech.vn

PHILLIPPINES

Providing BPO services in the Philippines

transcosmos Asia Philippines, Inc.

www.transcosmos.com.ph

THAILAND

Providing BPO services in Thailand

transcosmos（Thailand）Co., Ltd.

www.trans-cosmos.co.th

MALAYSIA

Providing BPO services in Malaysia

TRANSCOSMOS（MALAYSIA）SDN. BHD.

www.trans-cosmos.com.my

Malaysia's leading fintech company

Soft Space Sdn Bhd

www.softspace.com.my

INDONESIA

Providing BPO services in Indonesia

PT. transcosmos Indonesia

www.trans-cosmos.co.id/en

Providing e-commerce one-stop services in Indonesia

PT. transcosmos Commerce

tccm.co.id

SINGAPORE

Delivers superior and attractive Japanese products to global market

TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE PTE. LTD.

www.takatrans.com

Suggests & offers the best solutions and services that fit each country in the ASEAN and APAC regions

transcosmos international Pte. Ltd.

Overseas office of the Group Information Systems Division, helping the Group in standardizing system development & operations processes

TRANSCOSMOS ZERO PTE. LTD.

trans-zero.com

INDIA

Providing BPO services in India

transcosmos India Private Limited

SWEDEN

European e-commerce systems solutions company

VAIMO AB

www.vaimo.com

U.S.

Providing BPO services in the North America

transcosmos America Inc.

transcosmos.com

Providing BPO services in the North America

TRANSCOSMOS OMNICONNECT, LLC

UK

Providing BPO services in the Europe and the U.S. and Asia, supporting 30 languages

transcosmos Information Systems Limited

trans-cosmos.eu

MEXICO　COLOMBIA
BRAZIL　CHILE
ARGENTINA

Latin America's e-commerce and digital business one-stop services company

Infracommerce

www.infracommerce.com.br

BtoC E-Commerce

JAPAN

Smartphone Omni-Channel Platform in Japan and ASEAN

Gotcha!Mall

www.trans-cosmos.co.jp/special/digitalmktg/gotchamall.html

E-commerce website with collection of masterpieces

Fujimaki Department Store

fujimaki-select.com

A cross-border e-commerce website - A gem for Japanese character items -

Geek Jack

shop.geekjack.net

THAILAND

The largest E-Book Store within ASEAN, more than 5.5 Million members

Ookbee

www.ookbee.com

BtoC

JAPAN

Operating “Sankei Online English Plus”, a internet based English learning service

Sankei Human Learning Co.,Ltd.

human.sankei.co.jp

Special Subsidiary

A special subsidiary, promoting employment of people with special needs

transcosmos assist inc.

www.transcosmos-assist.co.jp

A staffing company for the Group specializing in experts aged 65 and older

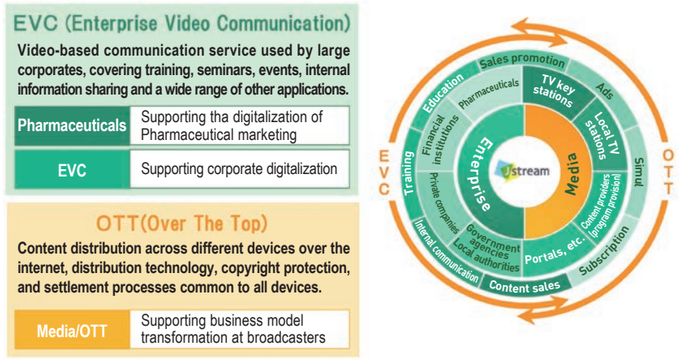
asterisk Inc.

www.trans-cosmos.co.jp/asterisk

Working closer together with diverse Group companies to bring innovation to various industries with the power of our collective strengths.

Jstream

From pharmaceuticals to media, supporting DX across industries via video streaming



- Video streaming platform
  J-Stream Equipmedia video streaming platform is one of the largest in Japan with over 3,500 enterprise video communication (EVC) subscriber accounts across all industries; the platform primarily addresses DX demand related to video streaming of online shareholder meetings, webinars, and other corporate events
- In the pharmaceutical sector, which is actively pushing DX, J-Stream offers WebinarAnalytics, a tool for live streaming and analysis of online conferences, and Veeva CRM, a cloud-based customer relationship management service (transcosmos has also signed a content partner contract with Veeva Japan, the provider of Veeva CRM)
- Supporting OTT operators such as broadcasters and content holders with stable CDN platforms and monetization know-how for video distribution

GRAND DESIGN

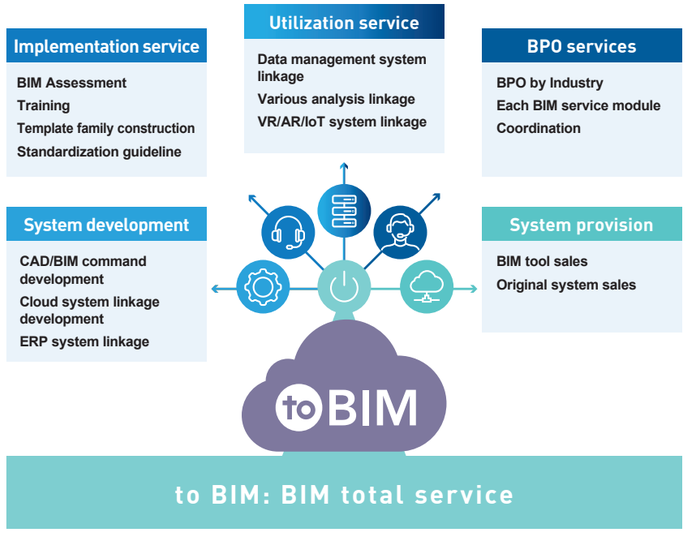
Providing an AI-powered platform that connects consumers with products and stores



- Making shoppers in Japan and overseas enjoy shopping by providing product information, coupons and other incentives tailored to each consumer using proprietary algorithms of its AI-powered platform
- With about 40,000 stores on the platform—brick-and-mortar convenience stores, supermarkets, drugstores, restaurants, and specialty stores—helping retailers acquire new and cultivating loyal customers. Also providing a matching system that analyzes consumer needs and purchase histories with AI to offer each consumer the optimum product from leading manufacturers. Accelerating manufacturing and retail DX backed by a track record of collaboration between retailers and manufacturers. With 30 million annual unique visitors, Gotcha!mall annual gross merchandise value (GMV) exceeds ¥78 billion

APPLIED TECHNOLOGY 応用技術株式会社

Innovation company converting challenges into value
Driving construction and manufacturing DX fully showcasing its unique tech skills

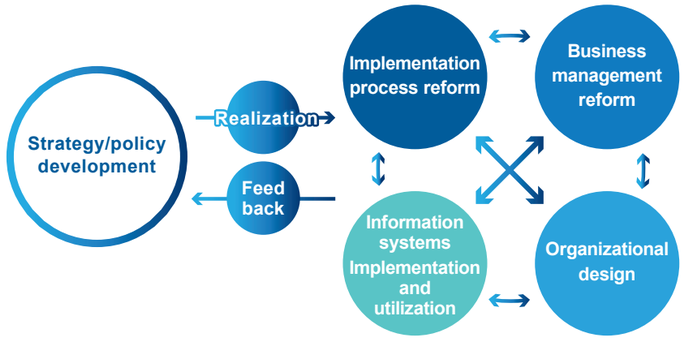


- Released Navismaster, a 3D modeling tool compliant with MLIT guidelines, to help implement BIM/CIM in principle to all public works projects by FY2023
- Deployed BooT.one to Daiwa House Industry Co., Ltd. and all its group companies, helping the Daiwa House Group move towards construction DX
- Co-developed a virtual construction planning tool with Takenaka Corporation to create a connected BIM environment based on IFC data
- Working with Takasago Thermal Engineering Co., Ltd. to transform facility BIM standardization into a BIM-driven supply chain
- Created BIM scaffolding model for SUGIKO Co., Ltd. for higher efficiency and safety
- Co-launched consulting business for the utilization of open-source urban digital twins with Eukarya Inc.

SKYLIGHT

From shaping, executing and embedding strategies and policies, providing comprehensive consulting services towards business transformation

Corporate transformation flow



Partnering with clients, providing consulting services towards their goals—business transformation, business development, and organizational transformation

- Tailored consulting services for business of all sizes—from small, medium, to large enterprises
- Serving a range of industries including the service infrastructure, telecom, IT, mass-communication and publishing, manufacturing, public sector, retail and distribution
- Helping business transformation with transcosmos executing outsourcing services. Together, helped a major bank build stronger customer relationships and achieve customer touchpoint DX, resulting in an ideal customer experience
- Helping implement corporate-startup open innovation backed by extensive record in venture capital investment
- Promoting innovation on a global stage through overseas subsidiaries, and investments in overseas affiliates and alliance partners

Corporate Overview

＊＊As of the end of March 2025

Company Name	transcosmos inc.
Headquarters	Sunshine 60 Bldg. 3-1-1, Higashi-Ikebukuro, Toshima-ku, Tokyo 170-6016 Japan Phone.81-50-1751-7700 Fax.81-3-3980-5770
Main Office	Shibuya First Tower 1-2-20, Higashi, Shibuya-ku, Tokyo 150-0011 Japan
Founded	June 18, 1985
Paid-in Capital	29,066 million* ／ Outstanding shares 43,863,116* ／ Shareholders 8,857*
Employees	Group:70,653 (Japan: 43,612 Overseas: 27,041)
Domestic Bases	Sapporo, Aomori, Sendai, Kawaguchi, Ichikawa, Tokyo, Yokohama, Nagoya, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Sasebo, Kumamoto, Oita, Miyazaki, Naha, Okinawa, Uruma, Japan 72 Bases
Global Bases	Greater China (Mainland/Taiwan), South Korea, Vietnam, The Philippines, Thailand, Malaysia, Indonesia, Singapore, India, UAE, Norway, Finland, Sweden, U.K., Denmark, Netherlands, Belgium, France, Estonia, Latvia, Poland, Ukraine, Hungary, South Africa, U.S., Mexico, Panama, Colombia, Brazil, Ecuador, Peru, Chile, Argentina, Uruguay
Major Banks	Sumitomo Mitsui Banking Corporation MUFG Bank, Ltd. Mizuho Bank, Ltd.
Welfare Program	transcosmos Health Insurance Society

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Sales and Clients

Sales

Consolidated Sales (in million yen)

	Yen amount	Growth rate
2021 / 3	336,405	7.9%
2022 / 3	354,085	-*
2023 / 3	373,830	5.6%
2024 / 3	362,201	-3.1%
2025 / 3	375,849	3.8%

Clients

Sales mix by sector	(FY2025/3)
1 Information services	5.6%
2 Wholesale	4.5%
3 Telecommunication	4.3%
4 Other services	3.6%
5 Construction & Engineering	3.1%

Sales mix by key clients	(FY2025/3)
1 A (IT services)	2.3%
2 B (Communication services)	2.0%
3 C (Homebuilder)	1.9%
4 D (Credit card services)	1.8%
5 E (Technology hardware & Equipment)	1.7%

* The Company has adopted the "Accounting Standard for Revenue Recognition" and the related guidance since the beginning of the fiscal year ended March 31, 2022. As such, the percentage changes compared with the previous fiscal year are not presented, since the accounting procedure applied to the fiscal year 2022 differs from the one applied to the previous fiscal year.

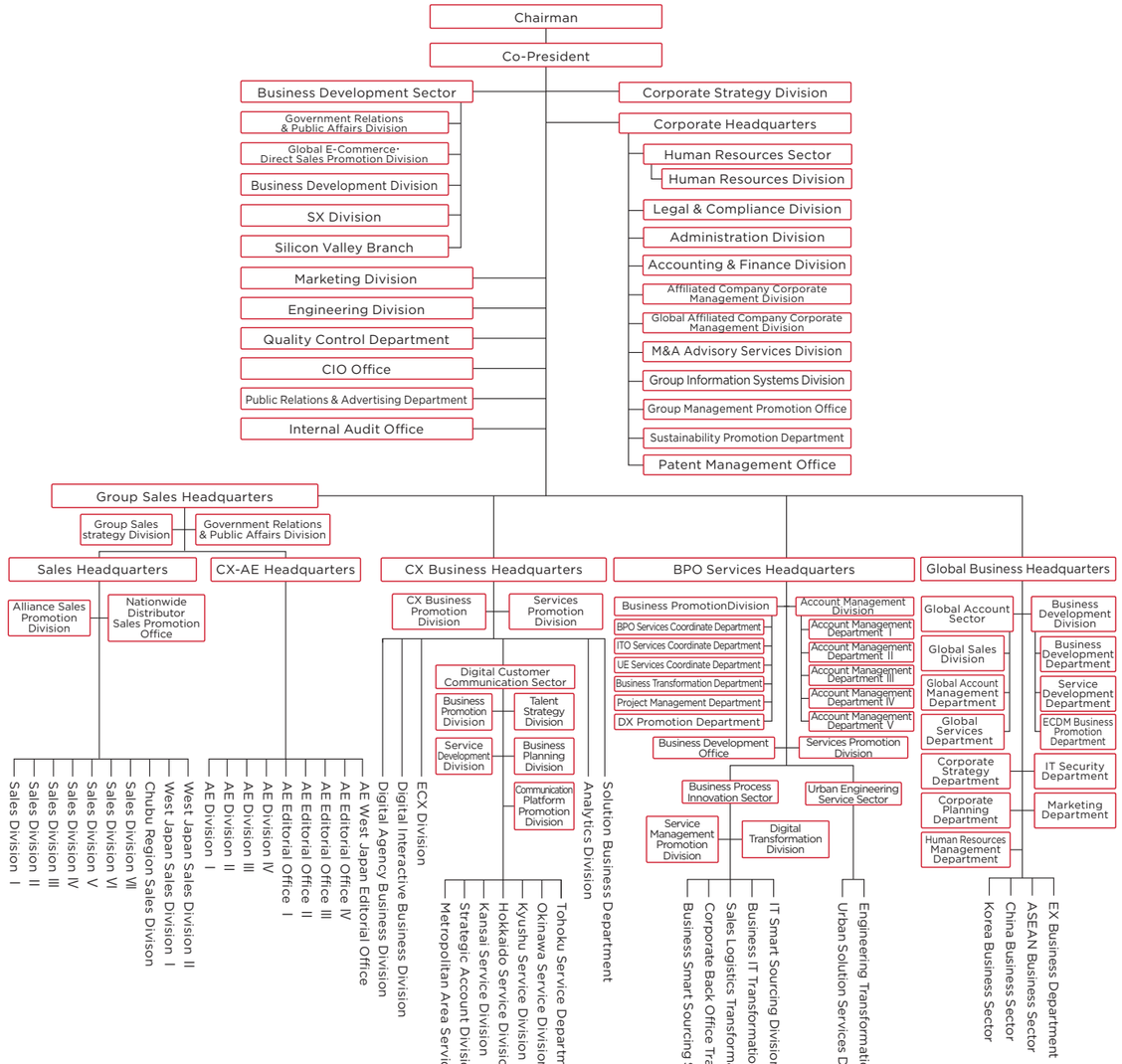
Officers

As of January 1, 2026

Representative Director, Chairman	Masataka Okuda	
Representative Director, Co-president	Masaaki Muta	
	Takeshi Kamiya	
Representative Director, Executive Vice President	Masatoshi Kouno	
Director, Executive Vice President	Kenshi Matsubara	
	Hiroshi Kaizuka	
Director, Senior Corporate Executive Officer	Eijiro Yamashita	
Director, Corporate Senior Officer	Yoshie Kadomatsu	
Director, Corporate Advisor	Koji Funatsu	
Outside Director	Takeshi Natsuno	
(Audit and Supervisory Committee Member)	Nozomu Yoshida	
	Eiji Uda	
Outside Director	Rehito Hatoyama	
	Genichi Tamatsuka	
	Noriyoshi Suzuki	
	Miwa Tsurumori	
	Norihiro Kuretani	
	Masami Yamamoto	
Executive Vice President	Hiroyuki Mukai	
	Hiroyuki Uchimura	
	Takashi Sube	
Senior Corporate Executive Officer & CTO	Kiyoshi Shiraishi	
Senior Corporate Executive Officer	Masakatsu Moriyama	
	Shinichi Nagakura	
Corporate Executive Officer	Norimitsu Miyazawa	
	Tsuyoshi Washio	
	Satoshi Takayama	
	Kokkei Nakayama	
	Hiroki Tanigawa	
	Hisao Horiishi	
	Kazuhiko Tabuchi	
Corporate Senior Officer	Katsunari Kobayashi	
	Toshio Tokoro	
	Keisuke Yoshida	
	Kazuo Asano	
	Shinji Kanezawa	
	Hiroyoshi Hara	
	Tsutomu Hasegawa	
	Kiyonori Takechi	
	Dai Nakamura	
	Takeshi Kawamoto	
	Hiroyuki Morita	
	Hirofumi Inoue	
	Hideki Nagura	
	Shigeto Takenaka	
	Motoya Tanaka	
	Kei Yamane	
	Yohei Yoshimitsu	
	Kenichi Ooya	
	Daisuke Fujita	
	Akihiko Kai	
	Kumiko Nakatsu	
Corporate Officer	Takayuki Maeda	
	Daisuke Sakakibara	
	Hiromitsu Kaneda	
	Hirofumi Inaba	
	Masanori Sato	
	Takuya Takahashi	
	Kazutoshi Kurokawa	
	Seigo Tasaki	
	Hiroshi Okashita	
	Satoshi Kurihara	
	Mieko Kobayashi	
	Katsuhiko Kotani	
	Masahito Kajiura	
	Wataru Sugahara	
	Masahiko Doi	
	Koichi Odagiri	
	Yuji Hishinuma	
	Mitsuharu Monden	
	Hiroyuki Tani	
	Toshiya Okada	
	Toshiro Funahashi	
	Yuzuru Mitsumoto	
	Yohei Koumura	
	Katsushige Saito	
	Masato Ogino	
	Hiroyuki Kohara	
	Atsuhiko Suwahara	
	Haruka Kikuchi	
	Kenichi Hotei	
	Norikazu Okayasu	
	Yukihiko Sakata	
	Akihisa Katsumata	
	Naohiro Matsuhisa	
	Naoto Osada	
	Masao Hori	
	Toshikazu Kan	
	Masatoshi Araki	
	Tatsuya Fujimoto	
	Haruhiko Yokoyama	
	Jun Iwanami	

Organization Chart

As of January 1, 2026



Our Management Philosophy & Corporate Vision

Client satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future.

／Origin of our Business

people & technology

transcosmos's original goal has been to deliver highly valuable services by uniting people with technology through "scheme." "People" refers to highly-skilled professionals who can offer considerate services that meet and exceed client expectations, whilst "technology" means the world's cutting-edge technologies that enable us to deliver value to our clients. transcosmos will continue to raise the bar of the Origin of our Business which is to create business processes that best match each client's needs by combining "people & technology."
Since our foundation, transcosmos has been delivering highly valuable services by uniting "people" and "technology" through "scheme." transcosmos believes that developing highly skilled professionals is important for both our employees and for us as a company. Under this belief, we are leading initiatives to help our people develop, grow and enhance their abilities.

／Service Philosophy

Operational Excellence

Embracing global market diversity, transcosmos always selects "people & technology" which best suits each local market with the aim of building and offering our excellent business operations to each client. For transcosmos, Operational Excellence is where our speedy, cost-effective and accurate operational capabilities ensure that clients have highly competitive business processes that ultimately become the source of their competitive strengths. Being a BPO provider who optimizes their business processes and drives their transformation, transcosmos advocates this Operational Excellence as our service philosophy.

／Corporate Message

Global Digital Transformation Partner

As digital technology continues to evolve, consumer touchpoints with businesses have diversified and consumer influence on businesses has become more powerful than ever before. At the same time, industrial borders have become vague as new players, focusing on the cutting-edge technology, continue to emerge. Now, in order to adopt to the changing business environment and to support our clients' transformation, transcosmos provides two new suites of services, tapping into the digital technology.
First is the services that support improving customer experience by removing the barrier between marketing, sales and support to centralize diversified consumer touchpoints. Integrating our long-standing, proven know-how on consumer communication and digital technology with our global service network, transcosmos aims to become the one and only partner who can work with the clients to drive their initiatives to improve customer loyalty as well as to expand their sales and profits.Second is the services that support digitalization of clients' internal business processes to respond to digitalized market and consumers. Leveraging the digital technology-based automation and the digital platform, transcosmos develops a simple business process together with the clients and supports its operation.
transcosmos continues to support clients' transformation by seamlessly connecting those two suites of services. As one transcosmos, we endeavor to become the trustful Global Digital Transformation Partner for all our clients.

Corporate History

1966	June	Founder Koki Okuda established Maruei Keisan Center, the forerunner of transcosmos
1985	June	Established transcosmos
1992	October	Listed on the Second Section of the Tokyo Stock Exchange
1995	February	Established transcosmos Information Creative (China)
1997	May	Established J-Stream
	September	Listed on the First Section of the Tokyo Stock Exchange
2000	March	Established Skylight Consulting
2003	October	Tokyo headquarters moves to new premises in Shibuya-ku
2004	February	Invested in APPLIED TECHNOLOGY
	July	Formed a capital alliance with transcosmos (Thailand) (former MitsiamTele-Services)
2005	April	Established transcosmos assist
2006	January	Established transcosmos design development
	March	Established transcosmos China (former transcosmos CC China)
		Invested in CROSSCO Co., Ltd.
2007	January	Established transcosmos digital technology inc. (former TransCosmos Technologies Inc.)
	April	Established transcosmos Information System (Benxi)
	September	Established transcosmos Partners inc. (former transcosmos Field Marketing Inc.)
		Formed a capital alliance with eMnet
2008	August	Established transcosmos Information Creative Japan
	November	Established Suzhou transcosmos Information Creative
2009	July	CIC Korea and Inwoo tech have merged and renamed as transcosmos Korea
2010	April	Established transcosmos business service outsourcing Suzhou
2012	May	Established transcosmos analytics
	July	Established Sankei Human Learning
2013	June	Established transcosmos Indonesia
	July	Opened Kyoto Business Office
	October	Established Daqing transcosmos design development
	December	Established transcosmos Asia Philippines
2014	March	Established transcosmos Vietnam
	April	Formed a capital and business partnership with Ookbee
	September	Established TRANSCOSMOS (MALAYSIA)
	October	Formed a capital and business partnership with UNQ (Shanghai) Supply Chain Management
	November	Established TRANSCOSMOS (UK)
		Established transcosmos technology Vietnam (former transcosmos Technologic Arts)
	December	Established Jinan transcosmos Information Creative
2015	March	Established TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE
	June	Formed a capital and business partnership with Shangdong Ya Nuoda E-Commerce (Magic Panda)
		Invested in Grand Design
	July	Acquired 100% of shares of caramo, Inc.
	September	Formed capital and business partnership with VAIMO
2016	February	Acquired partial shares of FJ transcosmos Human Resource Professionals Limited (former Fujitsu Human Resource Professionals Limited)
	April	transcosmos Information System became subsidiary (former Merlin Information Systems Group)
	May	Established transcosmos online communications
	August	Formed capital and business partnership with STYLER Established transcosmos Taiwan
	November	Formed a capital and business partnership with Infracommerce
2017	May	Formed a capital and business partnership with Soft Space Sdn Bhd
	June	Established playground
	September	Established me&stars
		Established Dentsu Digital Drive
		Established Machine Learning Solutions
	December	Established Social Media Counseling Association
2018	February	Established PT.transcosmos Commerce
	March	Established TRANSCOSMOS OMNICONNECT
2019	August	Established GV inc.
	November	Acquired partial shares of TT Human Asset Service Corporation (former Toshiba Human Asset Service Corporation)
		Acquired partial shares of TT Process Management Inc. (former Toshiba Products Marketing Incorporated)
2020	March	Opened Tokyo Main Office 2 in Sunshine 60
2021	April	Established Brand Operation inc.
	June	Established transcosmos international Pte. Ltd.
		Established TRANSCOSMOS ZERO PTE. LTD.
	September	Moved headquarters to Sunshine 60
		Moved main office to Shibuya First Tower
2022	April	Transferred to the Prime Market of the Tokyo Stock Exchange
		The Founder Koki Okuda passed away
		The late Koki Okuda awarded the Shogoi (Senior Fifth Rank) and The Order of the Rising Sun, Gold Rays with Neck Ribbon by the Government of Japan
2023	October	Renamed all MCM centers CX Square
	December	Established BPO Center Sendai Itsutsubashi
		Formed a capital and business partnership with WEBLIFE Inc.
2024	March	Established transcosmos India Private Limited
		Established BPO Center Fukuoka Gofukumachi
	May	Established BPO Center Sapporo Kita-Hachijo
	June	Established TRANSCOSMOS SYSTEMS & INFORMATION (SUZHOU) CO.,LTD.
	August	The late Koki Okuda was awarded an honorary bachelor's degree by Wakayama University, the only national university in Wakayama prefecture
	November	Established BPO Center Nagasaki Stadium City
2025	April	Established vottia inc.
	November	Koji Funatsu awarded the Medal with Blue Ribbon

transcosmos inc.

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