



Global Digital Transformation Partner

# transcosmos

## overview

# transcosmos

## Company Overview

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**The Leading  
Global  
BPO Partner**

- 50+ Years Experience in BPO services.
- **The leading company in APAC Customer Experience Management Provider** by Everest Group



**170** Bases  
in  
**27** countries/regions

- Asia - Japan, China, South Korea, India and Southeast Asia
- United States and Europe
- Latin America

**3,000+**  
Clients

- Global and National clients.
- Electronics, Automobile, Finance & Insurance, Travel, Media, Telecommunication, E-Commerce, Retailer, Food & Beverage, Government, IT Software, etc.

<http://www.trans-cosmos.co.jp/english/>  
<http://transcosmos.com/>

Headquarter in **Tokyo, Japan**

Public Company : **TYO 9715**

Founded in **1966**  
(forerunner of transcosmos)

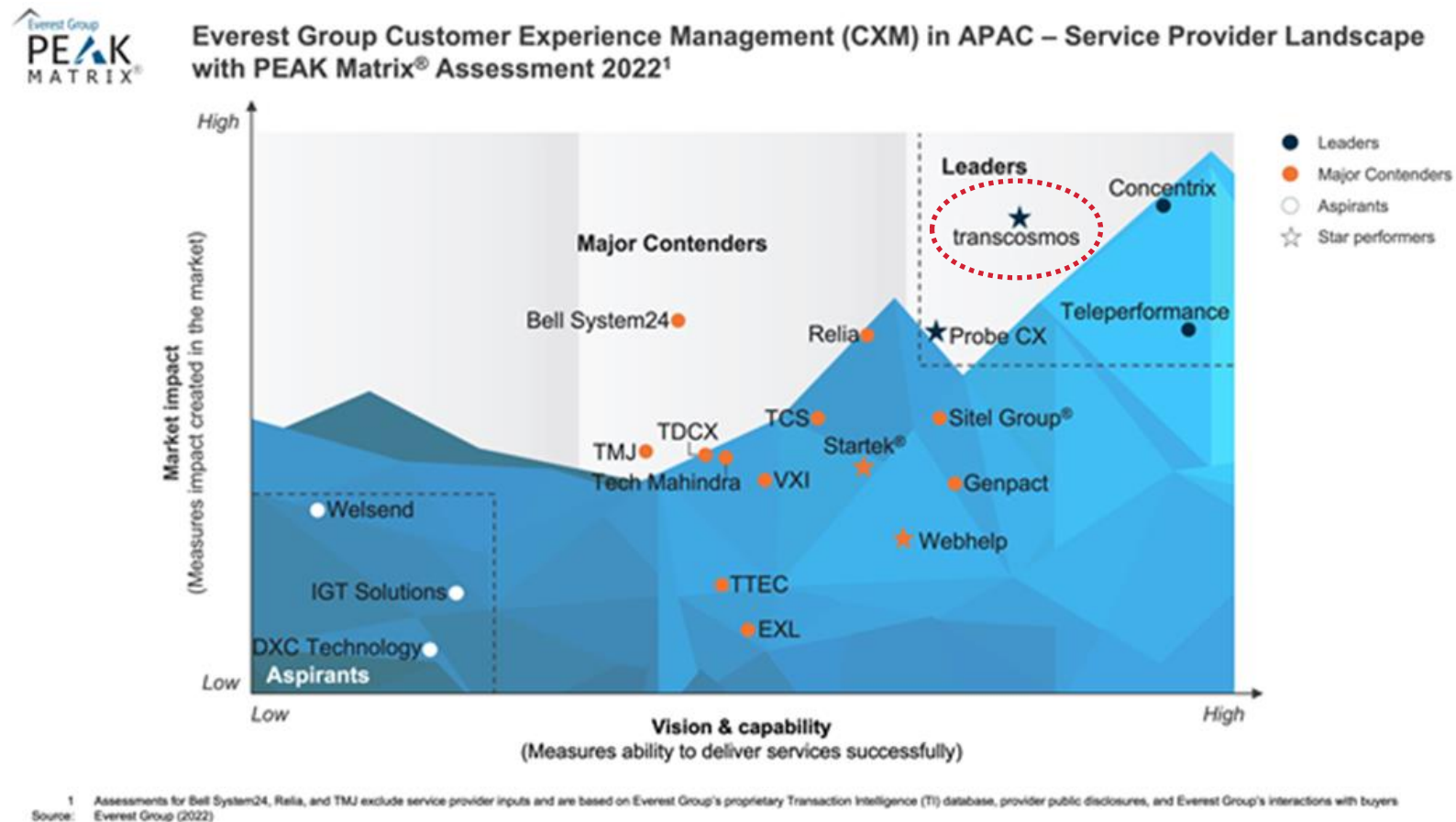
Revenue : **374 Billon yen**  
(approx. **US\$2.8 Billion**)  
Year Ended March 2023

Global Professionals : **70,000+**

# transcosmos

## Market Position

We are a Leader in Customer Experience Management service providers in the Asia Pacific region

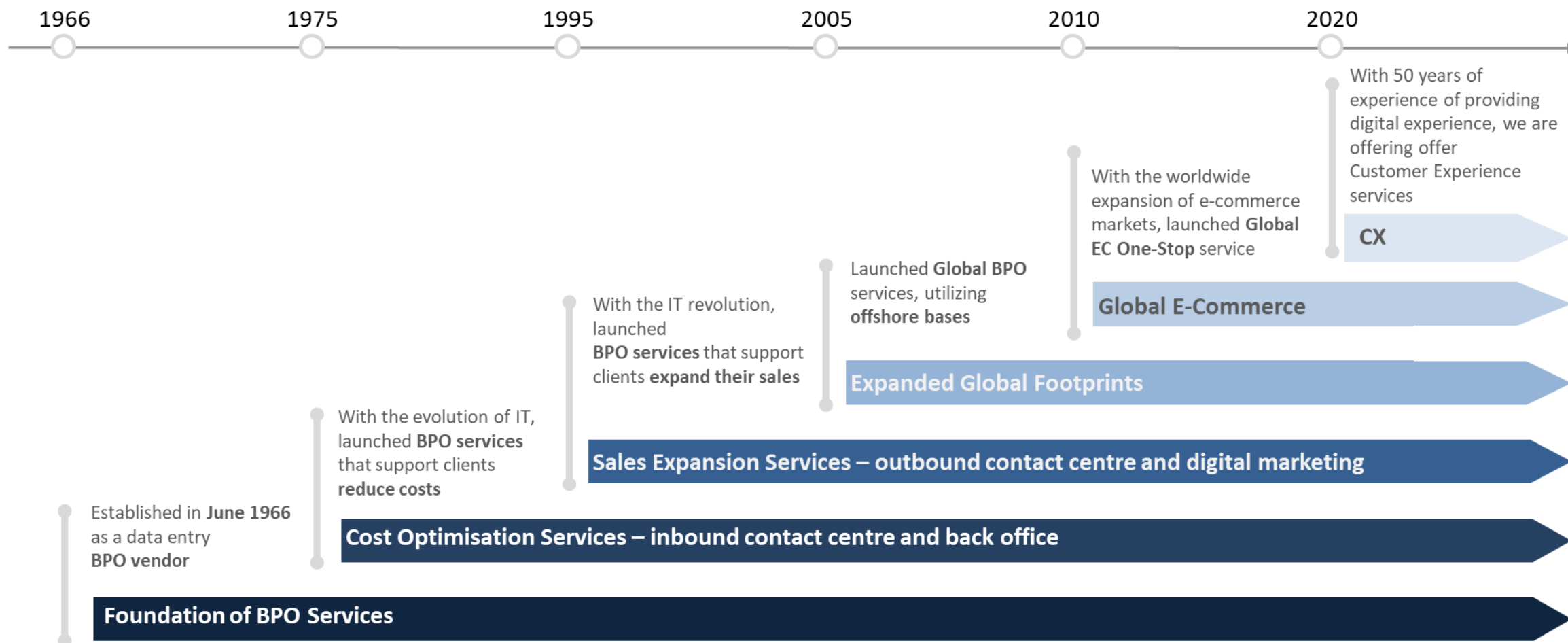


*This assessment has been licensed to transcosmos*

<https://www.trans-cosmos.co.jp/english/company/news/220906.html>

# History

## Service Domain Expansion



# Our Business

## Your Global Digital Transformation Partner

Our field of expertise is the following 4 services



### DM Digital Marketing Services

- Digital promotions
- Website design and operation
- Omnichannel marketing
- Analysis and Research services

### EC Global E-Commerce One-Stop Services

- EC site development and operation
- Internet promotions
- OMS
- Customer care
- Fulfillment
- Delivery arrangements

### CC CallCenter Services

- Inbound/outbound support
- Non-voice support
- Sales marketing services
- Social CRM support services
- Knowledge management services

### BPO Business Process Outsourcing Services

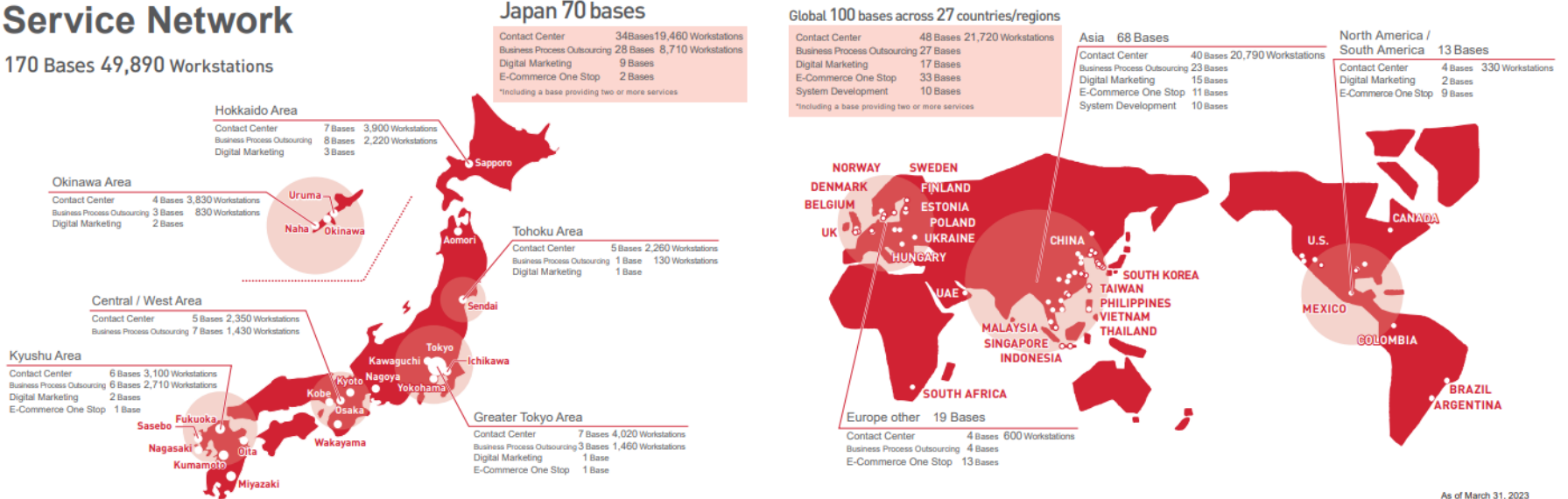
- Back-office operations
- IT Operation and maintenance services
- Order placement services
- Mechanical, architectural, and other design operations

# Global Service Network

170 Bases in 27 countries/regions

## Service Network

170 Bases 49,890 Workstations



### ASIA

Japan  
China  
South Korea  
Taiwan  
Indonesia  
Thailand  
Vietnam  
Philippines  
Malaysia  
Singapore  
India

### EUROPE / MEA / AFRICA

United Kingdom  
Germany  
Belgium  
Sweden  
Norway  
Finland  
Estonia  
Denmark  
Poland  
Hungary  
Ukraine  
U.A.E.  
South Africa

### AMERICAS

United States  
Canada  
Brazil  
Mexico  
Argentina  
Columbia

# Our Selected Clients

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We are working with over **3,000 Companies** including Fortune 500 companies

**Panasonic**

 Microsoft

**EPSON**  
EXCEED YOUR VISION

**ANA**

**PHILIPS**

 **KYOCERA**

 **Nestle**  
Good Food, Good Life

**Canon**

 **SUZUKI**

**SUNTORY**

 **kao**

**meiji**

 **SEVEN & I HOLDINGS**

 **YAMAHA**

 **BRITISH AMERICAN  
TOBACCO  
JAPAN**

 **SEKISUI HOUSE**

 **VAIO**

**AJINOMOTO**

 **GU**

**KIRIN**

 **BANDAI  
NAMCO**

 **gogo**

**TORAY**

**Zoff**

**JACCS**

 **RYANAIR**

**Rosetta  
Stone** 

 **SMBC**

**dyson**

**L'OCCITANE  
EN PROVENCE**

 **GROUPON**

**L'ORÉAL**

**SEIKO**

**CASIO**

 **Levi's**



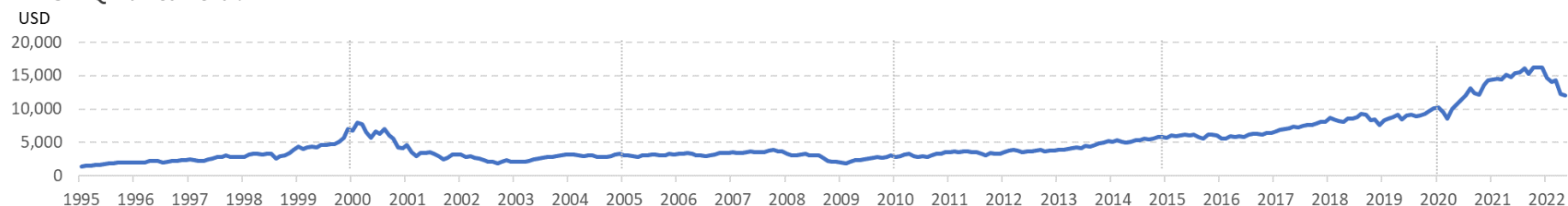
Global Digital Transformation Partner

**transcosmos**  
Strategic Partnerships and Investments

# Strategic Partnership and Investments History

We have invested and partnered with **several hundred startups and companies** in Internet / Digital fields since 1995.

NASDAQ Market Trend :



Selected Companies



# Selected Strategic Partners

## Global E-Commerce



The premier eCommerce fulfillment provider

<https://www.pfscommerce.com/>

NASDAQ : PFSW

### Company Profile

- Drawing upon 20+ years of experience and innovation in the industry, PFS supports eCommerce fulfillment operations for both DTC and B2B channels. Brands and retailers across industry verticals (health and beauty, jewelry, CPG, apparel, footwear and government) look to PFS to provide brand-centric operations that effectively scale to support growing eCommerce demand.
- Stay ahead of the game in today's digital-first retail environment by outsourcing with confidence with PFS. Backed by the best technologies, systems and people, our solutions enable you to quickly scale operations in support of record volumes, expand to new geographies, enhance the customer experience with omnichannel technology and more.
- From multi-node fulfillment operations that ensure faster order delivery, to customer service interactions that prioritize customer satisfaction and first-call resolutions, to omnichannel operations that optimize inventory across digital and physical channels, PFS delivers on brand ethos across every eCommerce touchpoint.
- In May 2013, transcosmos formed a strategic and equitable partnership with PFSweb.

### Services



Order Fulfillment



Customer Service



Order Management Platform

### Selected Clients



Company Name	PFSweb, Inc.	Founded	1994	HQ	Allen TX, USA
Locations	N. AMERICA	Dallas, TX, Las Vegas, NV, Memphis, TN, Toronto, Canada			
	EUROPE	LIÈGE, Belgium, Southampton, UK			
	ASIA	Bangalore, India			

# Selected Strategic Partners

## Global E-Commerce



infra.commerce

E-Commerce One-Stop Service Provider in Brazil

<http://www.infracommerce.com.br>

### Company Profile

infra.commerce

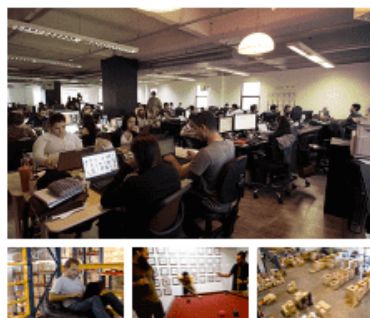
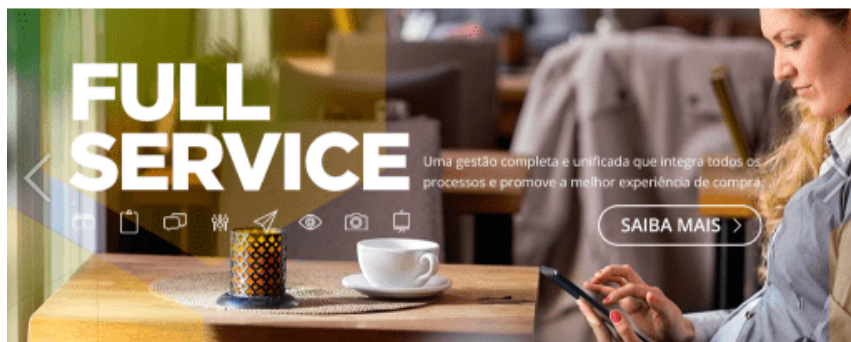
Full service E-commerce

Plataforma omnicanal

Operações

Marketing e Vendas

Cientes



### Seu e-commerce na solução mais completa do mercado

A Infracommerce, experiente no mercado de inovação digital, possui a liderança no mercado de e-commerce e Full Service, com soluções B2B, B2C, B2E e B2B2B, Mobile ou Marketplace que se adequam a realidade de cada cliente. Acompanhamento diário, soluções tecnológicas de última geração e olhar 360° voltado para o cliente. Nossa gestão é completa e unificada, integra todos os processos e promove a melhor experiência de compra para os seus clientes. As nossas soluções atendem de maneira completa ou modular toda a cadeia: plataforma omnicanal, operações, marketing e vendas e full service. Oferecemos um modelo de negócio atraente que garante rentabilidade da operação e redução de riscos, operacionalizando as melhores práticas do mercado.

Company Name	Infracommerce Ltd.		
Founded	December 2012	HQ	São Paulo, Brazil

- Infracommerce provides extensive e-commerce related services ranging from developing e-commerce websites for businesses and brands, supporting store openings on Brazil's local online marketplaces, fulfillment, online marketing, payment to CRM and customer care.
- While Google and Facebook are popular among Brazil's internet users, the country has its distinctive e-commerce business environment with local major retailers such as Americanas and Submarino, Western companies including Walmart and Groupon as well as Argentina's MercadoLibre boasting the top presence in the arena.
- Leveraging a wealth of insights and know-how on selling local and global companies' products online in Brazil, Infracommerce serves various global brands across industries ranging from fashion, consumer product to beverages, such as RayBan, Sunglass Hut, Unilever, Ambev, Johnson&Johnson, JBL and NewBalance.
- transcosmos formed a capital and business alliance with Infracommerce in November 2016.

# Selected Strategic Partners

## E-Commerce Solution

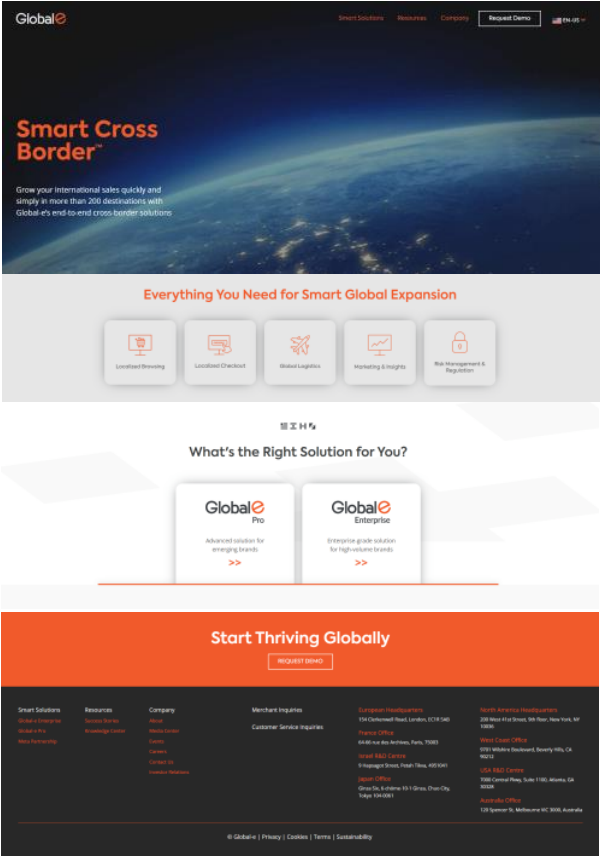


## Smart Cross-border - Grow your international sales quickly

<https://www.global-e.com/en/>

### Company Profile

- Global-e (Nasdaq: GLBE) is the world's leading platform enabling and accelerating global, direct-to-consumer cross-border e-commerce.
- The chosen partner of hundreds of brands and retailers across the United States, Europe and Asia, Global-e makes selling internationally as simple as selling domestically.
- The company enables merchants to increase the conversion of international traffic into sales by offering online shoppers in over 200 destinations worldwide a seamless, localized shopping experience.
- Global-e's end-to-end e-commerce solutions combine best-in-class localization capabilities, big-data best-practice business intelligence models, streamlined international logistics and vast cross-border experience, enabling international shoppers to buy seamlessly online and retailers to sell to, and from, anywhere in the world.
- Founded in 2013 by Amir Schlachet, Shahrar Tamari and Nir Debbi, Global-e operates from eight offices worldwide.
- transcosmos partnered with Global-e in November 2021.
- The partnership will help Japanese retailers and brands grow their cross-border ecommerce business over 200 destinations worldwide.



Company Name	Global-e		
Founded	2013	HQ	Israel

# Selected Strategic Partners

## E-Commerce Solution

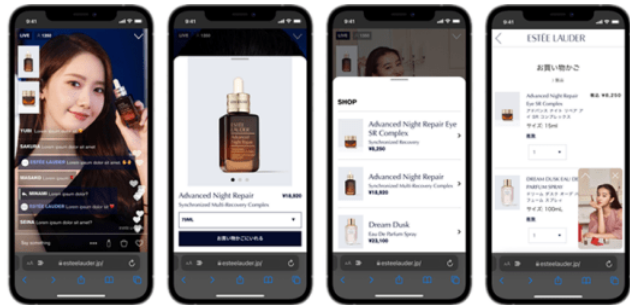
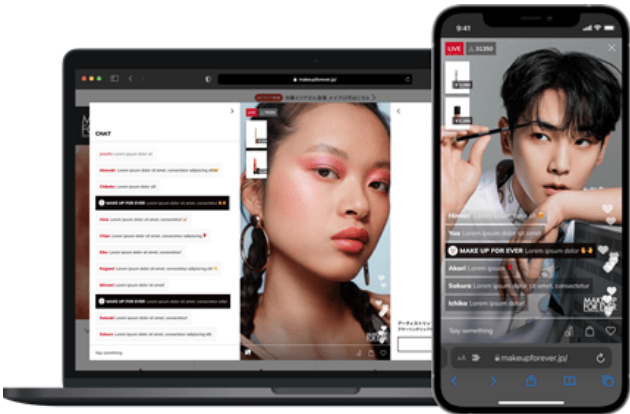


### Live Video Shopping

<https://bambuser.com/>

#### Company Profile

- Bambuser is the world leading live video shopping technology company and is the overall winner of the LVMH Innovation Award 2021 hosted by the LVMH Group. Bambuser empowers more than 300 brands across the globe including brands from the LVMH group, Samsung, Tommy Hilfiger, Farfetch, etc. With its live video shopping solution, brands can make influencers and their store associates host live shoppable events online, broadcasted to unlimited viewers. With Bambuser, you can live stream your videos on your brand website, making both your registered members and new customers enjoy the videos seamlessly without any app download, and dramatically boost customer engagement, sales and time on site.
- Bambuser offers various streaming features. To not compromise on quality, Bambuser supports multiple-host simultaneous connections with a split-screen solution. In addition, its pre-recorded video broadcasting feature allows brands to live stream promotional videos, commercials and other pre-recorded videos by directly uploading the content to Bambuser. Moreover, using multiple RTMP (Real Time Messaging Protocol) cameras to switch between camera angles and other production setups, Bambuser gives your live video shopping shows a professional feel.
- transcosmos partnered with Bambuser in March 2022.



Company Name	Bambuser		
Founded	2007	HQ	Stockholm, Sweden

# Selected Strategic Partners

## No-code Application Development



### Build Your App With No Code

<https://www.adalo.com/>

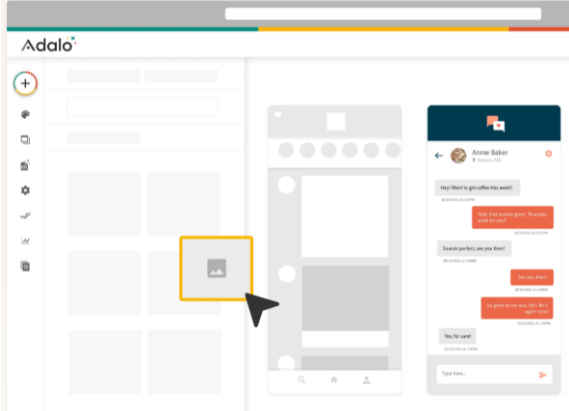
#### Company Profile

- Adalo is a platform that makes creating apps as easy as putting together a slide deck.
- Developer of a no-code application development software designed to create mobile or web applications.
- The company's platform makes creating applications easy by putting together a slide deck without any codes, enabling startups and enterprises to create applications on their own without hiring expensive developers.
- transcosmos partnered with Adalo in November 2022.

Company Name	Adalo		
Founded	2018	HQ	Saint Louis, MO

### Build Custom Responsive Apps & Publish Anywhere – No Coding Required

Adalo allows freelancers, creatives, founders, and people just like you to build & publish custom responsive apps for the web and mobile devices. The only question is, what will you build?



# Selected Strategic Partners

## CX Solution



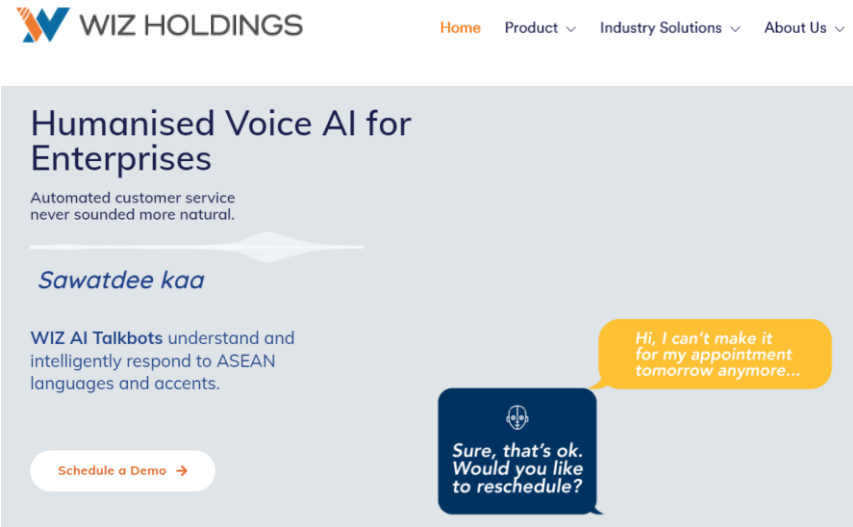
### Humanised Voice AI for Enterprises

<https://www.wiz.ai/>

#### Company Profile

- Wiz Holdings develops an integrated artificial intelligence platform to provide personalized customer service.
- The company's platform offers a smart talk bot for telemarketing, smart guidance, and customer care.
- It also offers artificial intelligence as a service (AaaS) for mobile office security and big data for user behavior and situation analysis that enables companies to expand their service communication channels.
- transcosmos Indonesia partnered with Wiz Holdings in December 2022.

Company Name	Wiz Holdings		
Founded	2019	HQ	Singapore



# Selected Investment / Joint Venture Track Records

## U.S.



## Joint Ventures in Japan



## Asia





Global Digital Transformation Partner

**transcosmos**  
Top Management Officers

# transcosmos

## Top Management Officers and Corporate Message

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**Representative Director,  
Chairman  
transcosmos inc.**  
**Masataka Okuda**



**Representative Director,  
Co-president  
transcosmos inc.**  
**Masaaki Muta**



**Representative Director,  
Co-president  
transcosmos inc.**  
**Takeshi Kamiya**

### 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.



Global Digital Transformation Partner

# Thank you

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<http://www.trans-cosmos.co.jp/english/>  
<http://transcosmos.com/>

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