

transcosmos expands its certification of information security management system standard “ISO/IEC 27001”

～Achieved at 14 call centers in Japan～

transcosmos inc. (Headquarters: Tokyo, Shibuya Ward, President and COO: Masataka Okuda, Securities Code: 9715. Hereafter, transcosmos), which supports all channels that connect businesses with consumers from the internet to real environments with IT outsourcing services, has gained ISO/IEC 27001 certification, an international standard for information security management systems, at 14 of its 20 call center operations throughout Japan.

Since attaining ISMS Ver2.0 BS 7799 standard at the “MCM Center Komagome” from March of 2005, transcosmos has gradually advanced towards ISO/IEC 27001, with the addition of two locations in March of 2007, as well 6 locations in August, 2007. With these additions, the certified ISO/IEC 27001 applicable coverage is now over 7000 seats, covering 14 locations in Japan that are assigned to serve customer outsourcing.

The purpose of the certification expansion is to “strengthen the high-level security maintenance management structure offered through transcosmos call center services,” as well as to “create an organization to provide services with a consistent management system throughout Japan’s transcosmos Group.”

Before the Private Information Protection Law of April 2005 was enacted, transcosmos had actively engaged in information confidentiality based on its Information Security Policy. transcosmos intends to gradually expand the range of attained certification of ISO/IEC 27001 to all its call centers operated in Japan. In addition, for all its locations, transcosmos will develop and strengthen its information security control systems so that corporate clients can use it with confidence.

■ Latest certification of “ISO/IEC 27001”

Registered Business:	transcosmos inc.	
Register Range:	Contact Center Services	
Related Business (Activity Range):		
Hokkaido area:	MCM center SapporoTokeidai(New)	MCM center Sapporo Odori-Minami(New)
	MCM center Sapporo Odori-Chuo	MCM center Sapporo Ekimae(New)
Tokyo area:	MCM center Komagome	MCM center Yotsuya
Kanagawa area:	MCM center Yokohama (New)	
Osaka area:	MCM center Honmachi(New)	
Wakayama area:	MCM center Wakayama (New)	
Miyazaki area:	MCM center Miyazaki Aoshima	MCM center Miyazaki Ekimae(New)
Okinawa area:	MCM center Okinawa	MCM center Naha Tsubokawa(New)
	MCM center Naha	

※MCM is an abbreviation of Marketing Chain Management
 ※(New)refers to the newly attained center in March.

Certification Standard: ISO/IEC27001: 2005
 Registered Date: March 18, 2005 (ISMS Ver2.0、BS7799 Certification date)
 Revised Date: March 18, 2008 (ISO/IEC 27001 Certification renewal date)
 Reviewing Registered: Agency Judicial Foundation
 (Japan Quality Organization Abbreviation: JQA)
 Registration Number: JQA-IM0223

※ISO/IEC27001(Information Security Management System Standard) is known as “JISQ27001” in Japan. This standard is based on ISO/IEC 27001, and is Japan’s industrial standard, created without changing any components of the international standard or technical details. Therefore, the registration card issued by JQA (Japan Quality Assurance Organization), the reviewing registered agency, includes both ISO/IEC 27001 and JIS Q 27001 as its applicable standard.

■ ISO/IEC 27001 Certification Centers

※Yellow color indicates centers certified in March.



■ ISO/IEC 27001 Authentication mark



(About transcocosmos inc.)

We launched operations in 1966 as a pioneer in the information processing outsourcing business. Since then we have brought together people and technology through careful effort while striving to enhance the competitive strength of our customers' enterprises by converting high added value to superior service. Since June 2002 broadband and VOIP spread diffusely, resulting in a more direct and rich connections between enterprises and consumers, and in particular, in an era in which enterprise marketing activities were revolutionized. Recognizing this, we brought out "Marketing Chain Management Company" as an enterprise slogan and endeavored to drive business. Today, telephone, web, email, and even video communication are united through the hub of the Internet protocol and a completely new communication channel is emerging. This means Internet expertise has become indispensable in call-center and contact-center services. Moving forward, transcocosmos will make the most of our distinctive strengths, always adopting the latest Internet technology and developing outsourcing services. It is our intention to promote interactive marketing services that offer speed, increased sales, cost reduction and improved customer satisfaction to our customer's enterprises. (URL : <http://www.trans-cosmos.co.jp>)

Media Contact

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