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transcosmos inc.  
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## **transcosmos builds a new call center (MCM Center Fukuoka Tenjin) in Fukuoka City, Fukuoka Prefecture**

This center will be the first built in the Fukuoka area, creating employment opportunities for up to 1000 people

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, will build its first call center in the Fukuoka region, where a new building will open in Tenjin section of Fukuoka city. Operations are scheduled to begin in June of this year.

MCM (Marketing Chain Management) Center Fukuoka Tenjin has a seating capacity of 450, with up to 1000 employees, including full-time communicators. Fukuoka city is the largest city in the Kyushu area, where major businesses in finance, communication and manufacturing are located. At the center, transcosmos plans to offer a wide-range of call center outsourcing services, with highly skilled technical support, geared towards finance, communication and manufacturing businesses. Inbound call handling will include responding to customer inquiries, while outbound call handling will include introduction of various campaign categories and direct contact for non-deposit fund collection.

Aside from the call center function, "Work it! Plaza Fukuoka Tenjin" will be established at the center, as an employment base for the communicators. Fukuoka city has a population of approximately 1.4 million people, and within the government ordinance cities, it has the youngest age group in its working population. By establishing an employment base in Fukuoka city, a place concentrated with a potential motivated labor force, transcosmos will gain stable human resources. In addition, observing the actual call center organization operating within the same building, will lead to increased motivation, organizational knowledge stimulation, while limiting employment mismatch.

The "Nittochi-Fukuoka building" where this call center will be built, is located in the Tenjin area, where many commercial establishments such as department stores, restaurants and bars are abundant. As for transportation, it is in a very convenient location, within a minute walking distance from the Tenjin Station of the Kuko Subway Line. Similar to other centers, the building will be equipped with a high security system, which includes, double control for leaving and entering, using a no-contact IC Card, individual lockers and installment of 24-hour operated surveillance cameras.

transcosmos opened a branch office in Fukuoka-City in 1981, as a sales base for the Kyushu region. By building this center, business sales will be stronger in the Fukuoka area. As up to 1000 people are employed at this time,

transcosmos hopes to continue contributing towards the development and vitalization of the community.

■ MCM Center Newly-established / expanded (Second Half of 2007, in Japan)

October 2007:	MCM center Tama (established)	880 Seats
October 2007:	MCM center Sapporo 2 (expanded)	620 Seats
November 2007:	MCM center Umeda (expanded)	530 Seats
November 2007:	MCM center Nagoya (established)	180 Seats
February 2008:	MCM center Sendai 2 (established)	500 Seats
June 2008:	MCM center Fukuoka Tenjin (established)	450 Seats

■ Fukuoka Tenjin MCM Center (Fukuoka Tenjin Marketing Chain Management Center) overview

Name:	MCM Center Fukuoka Tenjin
Head office:	Nittochi-Fukuoka building, 2, 3, 5F 1-13-6 Tenjin Chuo-ku Fukuoka-shi
Total Floor Area:	Approximately 600 square meters (3 floors total)
Number of Seats:	Approximately 450 seats
Number of Communicators:	Approximately 1000 (max. number of people in operation)
Main Operation Details:	Inbound and outbound customer support



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**(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>)

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