

Press Release



July 14, 2008
transcosmos, Inc.

**transcosmos to Establish a New
Business Process Outsourcing Center,
“BPO Kumamoto Technical Center”
~ A Combined Corporate Business Outsourcing Location, the 2nd in Japan ~**

transcosmos, inc. (Headquarters: Shibuya Ward, Tokyo, President and COO: Masataka Okuda, security code: 9715. Hereafter, transcosmos), Japan’s leading IT outsourcing services provider connecting businesses and their customers via a full suite of communication channels from person-to-person to the Internet, will establish a new Business Process Outsourcing Center geared toward corporate customers (Hereafter, BPO Kumamoto Technical Center) in Kumamoto City, Karashima-cho, to be open for business from October of this year.

* Business Process Outsourcing is an outsourcing service that ranges from company internal IT outsourcing to meeting the client’s specific business needs.

The business environment surrounding today’s companies has become increasingly severe and this requires differentiation from competitors and strengthened competitiveness. This inevitably calls for the company to concentrate on its core business and strengthen its sales capabilities. Transcosmos provides various corporate business-related services ranging from systems operation and management, development and design, and information related services such as help desks, administrative affairs, accounting, purchasing, and taking and issuing orders, allowing clients to concentrate on their core business. Going forward in addition to its call center services, transcosmos will expand its services to include the business process outsourcing field and provide its clients with high value added outsourcing services.

[Services Provided]

- Support Desk Services Help desks such as IT and ERP support desks
- Business Outsourcing Services Corporate business support such as order-taking and issuing and accounting support
- IT Outsourcing Services Systems operation, development, maintenance, etc.

At the new establishment of the BPO Kumamoto Technical Center, Governor Ikuo Urashima of Kumamoto Prefecture and Mayor Seishi Kohyama made the following comments:

*** [Governor Ikuo Urashima, Kumamoto Prefecture]**

I want to express my welcome and thanks to transcosmos for establishing their new BPO Service facility in Kumamoto, which will help support our local businesses. Your creation of large-scale employment holds much promise for our prefecture that aims for “A Kumamoto where everyone can work.” Also, with the extension of the Kyushu Bullet Train Kagoshima Route fully opening in 3 years, Kumamoto will become an increasingly attractive location and we have great hopes that your business will contribute to lifting the prefectural economy and boost our standing as a central urban area.

*** [Mayor Seishi Kohyama, Kumamoto City]**

We welcome transcosmos’ latest endeavor in our city. Taking advantage of our central location in Kyushu, Kumamoto city is working to create an “energetic city where people come to gather” and we are endeavoring toward aggressively attracting enterprises to our urban center. In conjunction with this, we have great expectations that with your company’s new investment, this will revitalize this urban center with new employment opportunities to our citizens and will contribute greatly to this city’s economy and development.

Kumamoto City welcomes you and pledges to do everything to support you to our fullest extent and looks forward to a long lasting relationship.

Kumamoto Prefecture has a population of 1,840,000 and is the second largest after Fukuoka Prefecture in Kyushu Island. There are multitudes of universities and junior colleges and in the metropolitan area surrounding Kumamoto City with a population of 1,000,000; a stable labor force can be anticipated. Also, in terms of long-term business concerns, there have not been any earthquakes in the Kumamoto City metropolitan area above 5.0 since 1962, so the risk of natural disasters is quite low. Kumamoto is a large city along with Fukuoka City and Kita-Kyushu City and there are many large IT and manufacturing companies that are expanding with call centers, CRM centers, customer support centers and order processing centers. It is with this background that transcosmos has decided to establish the new Technical center in Kumamoto City.

The BPO Kumamoto Technical Center will seat 400 and it is planned that during full operation, there will be 1200 agents including full time staff. This newly established center will be located in a newly constructed building, the "NBF Kumamoto Building," which was constructed in February of 2008. For those coming by bus, it is a one-minute walk from the Kumamoto transportation center and a two-minute walk from the municipal streetcar Karashima-cho station and the Nishi Karashima-cho station. In addition to its ideal location, with its enhanced security systems and a large "refresh room" facility, it provides an office environment that is conducive to a superior work experience.

*** BPO Kumamoto Technical Center Summary**
(Business Process Outsourcing Kumamoto Technical Center)

Name: BPO Kumamoto Technical Center
Location: NBF Kumamoto Bldg 6F and 7F, 3-1
Karashima-cho, Kumamoto City, Kumamoto Prefecture
Total Floor Space: Approx. 500 Tsubo [165 sq. meters] (total of 2 floors)
Seat Capacity: Approx. 400 seats
No. of Agents: Approx. 1,200 agents (At max operation)
Main Services: Front line operations of company and back office operations.



(About transcosmos 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, transcosmos 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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