

# Press Release



April 9, 2009

transcosmos, Inc.

## **transcosmos commences an In-house Qualification System in the Field of Business Process Outsourcing Services**

**~ Promotes Acquisition of Qualification to Improve Customer Satisfaction and Quality ~**

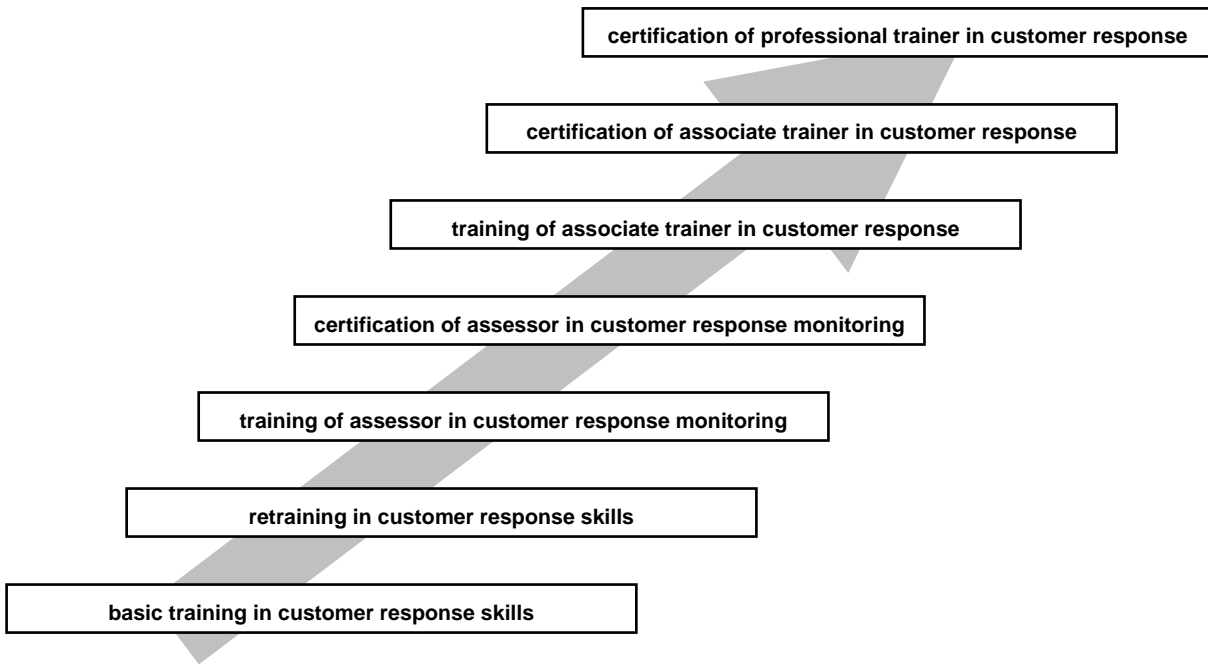
transcosmos, Inc. (Headquarters: Shibuya Ward, Tokyo, President and COO: Masataka Okuda, security code: 9715. Hereafter, transcosmos), has implemented a Support Desk certification system for employees in the field of Business Process Outsourcing Services (hereafter, BPO services), which is one of the services it provides.

For the purpose of “further strengthening the quality of service,” and “upgrading skills to improve quality,” etc. the Support Desk certification system was created by formulating a transcosmos-specific support desk response standard based on its diverse past performance and experiences gained over the years. This system has been implemented for employees who provide service to corporate clients in activities such as help desk and inter-company placement or taking of orders. transcosmos aims to have all applicable employees attain this certification.

In this system, first of all, through various types of training seminars, ranging from such things as basic skills in customer response to response methods for monitoring, and quality improvement knowledge, they will gain the know-how required to increase customer satisfaction levels. After each training seminar is completed, they will take a certification test and only those who qualify will become certified. By supplementing the various training seminars done up until now, this new Support Desk certification system will achieve a standardization of service quality as well as provide for increased motivation for employees.

For those who achieve the top rank of Customer Response Trainer Professional certification, they will utilize their training skills and provide corporate clients with quality improvement, tangible results of quality improvement efforts, and future improvements.

(Refer to below Career Path)



By having all employees that will engage in support desk service activities in the future attain this certification. transcosmos aims to further improve its quality.

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**(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/>)