

April 2017



Global Digital Transformation Partner



transcosmos Out sourcing Services

Number of bases: 171 (53 in Japan, 118 overseas across 30 countries)



Back-Office services for Human Resources, Accounting, Sales, Ordering, SCM and Design Depts.

- Combining the domestic nearshore and overseas offshore bases with over 10,000 employees, our services streamline back-office operations in Sales, Design, Production, Logistics, Human Resources and Accounting depts.

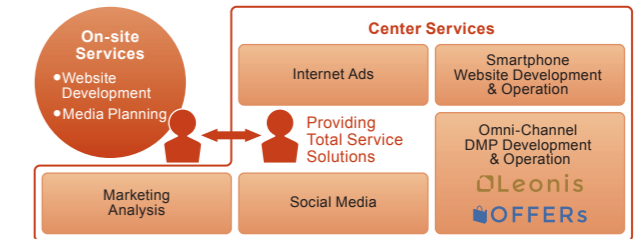


Marketing Research & "Big Data" Analysis

- Nurture fans and improve profit by integrating, analyzing and leveraging Big Data.
- Investigate and analyze all kinds of customer touch points ranging from behavior log to voice of customers.
- Provide consultation and solutions for Marketing and Contact Centers.
- 605 Google Analytics Individual Qualification (GAIQ) certified members, the Global No.1 level. (as of May 2016)

Internet Ads & Promotion / Website Development & Operation

- Offer one-stop services ranging from internet ads, performance analysis, multi-device website development and operation to social CRM with the largest operational framework in Japan.



Social Media

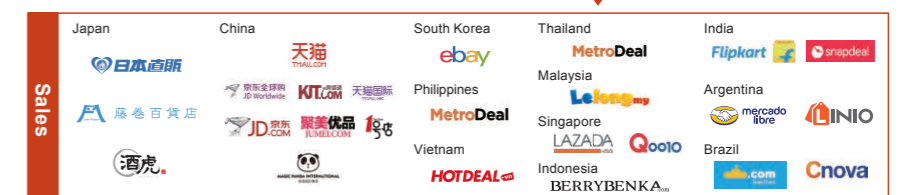
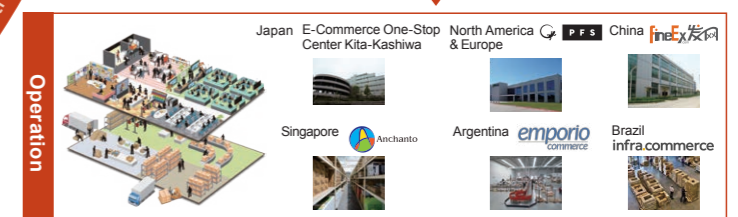
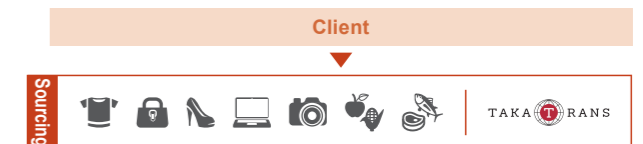
Provide comprehensive service for LINE including official account opening and operation, customer support and CRM strategy.

Optimize Facebook and Instagram ads operation utilizing "social gear Ads+", the ad management service.

Provide "HubNami", a tool which benchmarks and reports other companies' social media operations.

Global E-Commerce One-Stop for Japan, North America, Europe, China, South Korea, ASEAN, India and Latin America

Offer E-Commerce One-Stop Services to 49 countries around the globe including Japan, North America, Europe, China, South Korea, ASEAN, India, Latin America, etc.. The service ranges from sourcing, operation to sales, based on clients' e-commerce business and branding strategy.



Contact Centers

- Support 23 languages
 - Largest scale in Asia
 - 25 bases in Japan with 15,470 seats
 - 35 global bases with 10,550 seats
- *Including partners and associates

Supported languages

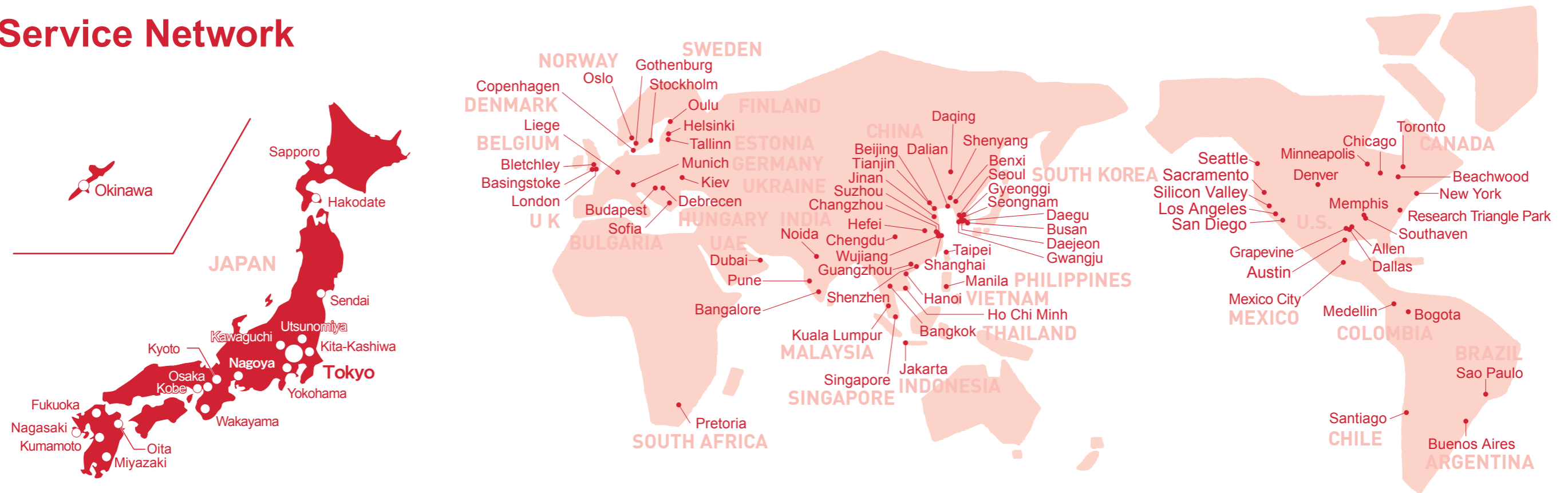
23 languages including Japanese, English, Korean, Chinese, Cantonese, Taiwanese, Indonesian, Thai, Spanish, Portuguese, German, French, Italian, Dutch, Danish, Norwegian, Swedish, Hungarian, Polish, Russian and others.

Omni-Channel Support Service®

- Offer superior customer experience through integrating all communication channels combining traditional channels such as call, fax, e-mail, website and brick-and-mortar store with new channels such as social media and LINE.



















































Service Network














































Japan 53 Bases




























Hokkaido Region		Osaka Hommachi	
Sapporo Kita-Guchi	● ●	Osaka Hommachi-Minami	●
Sapporo Ekimae	●	Temma	●
Sapporo Odori-Kita	● ●	Kyoto Business Office	●
Sapporo Odori-Chuo	●	Kobe	●
Sapporo Odori-Minami	● ●	Wakayama Branch Office	● ● ● ● ●
Sapporo Odori-Nishi	●	Wakayama (Kemi)	●
Hakodate	●	Wakayama (Fukiage)	●
Tohoku Region		Kyushu Region	
Sendai Hirose	●	Fukuoka Branch Office	● ● ● ● ●
Sendai Ekimae	● ●	Fukuoka (Tenjin)	● ●
Kanto Region		Fukuoka (Tenjin)	●
Shibuya	● ● ● ● ● ●	Miyazaki Aoshima	●
Iidabashi	●	Miyazaki Ekimae	●
Komagome	●	Kumamoto	●
Ikebukuro	●	Oita	●
Shinjuku Gyoen	●	Nagasaki	●
Tama	●	Okinawa Region	
Yokohama	● ●	Okinawa (Koza)	●
Atsugi	●	Okinawa (Chuo)	●
Utsunomiya	●	Okinawa (Omoromachi)	●
Kawaguchi	●	Okinawa (Uruma)	●
Kita-Kashiwa	●	Naha (Kenchomae)	●
Chubu Region		Naha (Tsubogawa)	● ●
Nagoya Branch Office	● ● ● ● ●	Naha (Asahimachi)	●
Nagoya	●	MSP Okinawa	●
Toyota	●	Okinawa IDC	●
Kinki Region			
Osaka Head Office	● ● ● ● ●		
Umeda	●		
Nishi-Umeda	●		
Higobashi	●		
Osaka	●		

Global 118 Bases Across 30 Countries

 China		 Guangzhou (Tensyn)
Northeast China		 Shenzhen
		 Shenzhen (Tensyn)
Daqing	 	Southwest China
Dalian	 	Chengdu (FineEX)
Benxi	 	
Shenyang	 	 South Korea
North China		Jongro
Beijing 1		Seoul City
Beijing 2		Guro
Beijing (Tensyn)		Guro CS
Tianjin	 	Seoul (eMnet)
Tianjin (FineEX)		Kwanak CRM
East China		Kwanak Finance
Shanghai 1	 	Jamsil
Shanghai 2		Namyangong
Shanghai 3		Seongnam
Shanghai	 	Gyeonggi
Shanghai 1 (FineEX)		Daegu
Shanghai 2 (FineEX)		Daejeon
Shanghai		Gwangju
Shanghai (Tensyn)		Busan
Shanghai (Magic Panda)		Busan
Jinan	 	Busan (eMnet)
Jinan (Magic Panda)		 Taiwan
Hefei		Taipei
Wujiang		
Suzhou	 	 Indonesia
Changzhou	 	Jakarta 1
South China		Jakarta 2
Guangzhou		Jakarta 3
Guangzhou	 	 Thailand
Guangzhou 1 (FineEX)		Bangkok 1
Guangzhou 2 (FineEX)		Bangkok 2
Guangzhou 3 (FineEX)		

	Vietnam		
<hr/>			
Hanoi			
Ho Chi Minh 1			
Ho Chi Minh 2			
Ho Chi Minh (TTV)			
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	Philippines		
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Manila			
Manila			
Manila			
Manila (TCIS)			
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	Malaysia		
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Kuala Lumpur			
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	Singapore		
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Singapore			
Singapore (Mandate)			
Singapore (Anchanto)			
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	India		
<hr/>			
Bangalore (PFS)			
Noida (PFS)			
Pune (Anchanto)			
<hr/>			
	UAE		
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Dubai (VAIMO)			
<hr/>			
	Hungary		
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Budapest (TCIS)			
Debrecen (TCIS/PFS)			
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	UK		
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Bletchley (TCIS)			

	United Kingdom	
London		●
London (PFS)		●
London (VAIMO)		●
Basingstoke (PFS)		●
	Sweden	
Stockholm (VAIMO)		●
Gothenburg (VAIMO)		●
	Norway	
Oslo (VAIMO)		●
	Estonia	
Tallinn (VAIMO)		●
	Denmark	
Copenhagen (VAIMO)		●
	Finland	
Helsinki (VAIMO)		●
Oulu (VAIMO)		●
	South Africa	
Pretoria (VAIMO)		●
	Ukraine	
Kiev (VAIMO)		●
	Germany	
Munich (PFS)		●
	Belgium	
Liege 1 (PFS)		● ●
Liege 2 (PFS)		●

	Bulgaria		
Sofia (PFS)			
	Canada		
Toronto (PFS)			
	U.S.		
State of California			
Los Angeles			
Sacramento			
Silicon Valley Branch Office			
San Diego (DO)			
State of New York			
New York			
New York (PFS)			
State of Texas			
Allen (PFS)			
Dallas (PFS)			
Grapevine (PFS)			
Austin (TCIS)			
State of Tennessee			
Memphis (PFS)			
State of Mississippi			
Southaven 1 (PFS)			
Southaven 2 (PFS)			
State of Washington			
Seattle (PFS)			
State of Illinois			
Chicago (PFS)			

Country/City	Contact Center Services	Business Process Outsourcing Services	Digital Marketing Services	E-Commerce One-Stop Services	Offshore	Sales / Business Development / Other
State of Minnesota Minneapolis (PFS)				●		
State of Ohio Beachwood (PFS)				●		
State of North Carolina Research Triangle Park (PFS)				●		
State of Colorado Denver (DO)			●			
Argentina Buenos Aires (Emporio)				●		
Chile Santiago (Emporio)				●		
Colombia Medellín (TCIS)	●	●				
Bogota (Emporio)				●		
Brazil Sao Paulo (Infra)				●		
Mexico Mexico City (Infra)				●		

● Contact Center Services
 ● Business Process Outsourcing Services
 ● Digital Marketing Services
 ● E-Commerce One-Stop Services
 ● Offshore
 ● Sales / Business Development / Other

Tensyn ... 北京騰信創新網絡營銷技術株式有限公司 / FineEX ... 上海合驛物流有限公司 / Magic Panda ... 山東雅諾達電子商務有限公司 / eMnet ... eMnet Inc. / VAIMO ... VAIMO AB
PFS ... PFSweb, Inc. / TCIS ... transcossom Information Systems Limited / Mandate ... Mandate Communications (S) Pte Ltd. / Anchanto ... Anchanto Pte Ltd / Emporio ... Emporio Commerce
DO ... Digital Operative Inc. / Infra ... Infracommerce / TTV ... transcossom Technology Arts Co., Ltd

Sales Expansion

transcosmos supports our clients' Sales Expansion through our various outsourcing services.



Certified as Digital Marketing Global Leader
* "Marketing BPS" survey conducted by the leading BPO analyst firm in the United Kingdom, established in 1998

Research & Analytics and Consulting Analytics Services and Consulting Services

Omni-Channel Marketing and Telemarketing Sales & Marketing Services

Field Services Field Services

Internet Advertisement and Promotion Internet Advertising Services

Smartphone Smart Device Solution Services

Website Development & Operation Web Integration Services

Social Media Social Media Services

LINE Comprehensive Service for LINE

Omni-Channel DMP Development & Operation Omni-Channel Services "DECode", Data Management Platform Services

E-Commerce One-Stop Global E-Commerce One-Stop Services

Research & Analytics and Consulting

Nurture fans and improve profit by integrating, analyzing and utilizing Big Data

Analytics Services and Consulting Services

CRM consultants and data scientists conduct research, analysis and implement solutions by integrating Big Data gathered from various customer touch points. transcosmos comes up with marketing measures, improves customer satisfaction of contact centers and business process based on the results, ultimately contributing to increasing fan base and improving your profit.

Solve CRM and marketing related challenges by utilizing Big Data

Research and Analytics Services

- Plan and execute the optimum research and analysis per each objective and challenge
 - Research on product & service recognition level and U & A (Usage and Attitude)
 - Digital contents access analysis and usability survey
 - Promotion & campaign performance evaluation
 - Customer satisfaction (CS) and Net Promotor Score (NPS) survey
 - Call monitoring and mystery call
 - Customer segmentation (RFM, cluster analysis, etc.)
 - Prediction model development (decision tree, logistics regression, etc.)
 - VOC analysis (call reason analysis, KPI variation factor analysis, etc.)
- Offer one-stop services for various types of data and methods
 - Survey (postal mail, call, website, round table, visits, etc.)
 - Interview and behavior monitoring
 - MROC and insight community (build and operate internal monitoring process)
 - Access log and website traffic flow analysis (website, smartphone, sensor, etc.)
 - Desk research and heuristic analysis
 - Data mining and text mining
 - Social listening
 - Global research

Support implementation and utilization of the latest information technology

Solution Services

- Support implementation, development, and utilization of the latest BI & MA tools



- Support implementation and utilization of key research and analytics tools



Run data-driven, scientific PDCA cycle

Consulting Services

- Support improving contact center operation and training
 - Diagnose contact center's current status
 - Improve contact center customer satisfaction level and quality of response
 - Strategic call monitoring service, "QICTO"
 - Improve inbound and outbound sales process
 - Improve talk scripts and operational kits
 - Improve performance evaluation system, education and training
 - MO3® CRM optimization service
- Support development & operation of centralized DB environment and research & analysis desk
 - ID integration and name matching for multiple DB. Design DataMart
 - Support DMP (Data Management Platform) implementation and utilization
 - Support MA (Marketing Automation) implementation and utilization
 - Support BI (Business Intelligence) implementation, development, and utilization
 - Extract list, using BI and automate reporting process
 - Design KGI and KPI, build and operate monitoring process
 - Develop and operate process for VOC collection, analysis and utilization. Provide education and training sessions
 - Plan, develop and operate company internal monitoring process and fan community

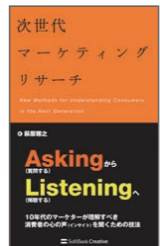


100% subsidiary specializes in research and analysis



- transcosmos analytics overview
 - Over 60 consultants and data scientists collect and analyze various data. The company supports improving customer satisfaction and expanding sales, through combining its extensive know-how on data with the latest IT.

- Books by transcosmos analytics

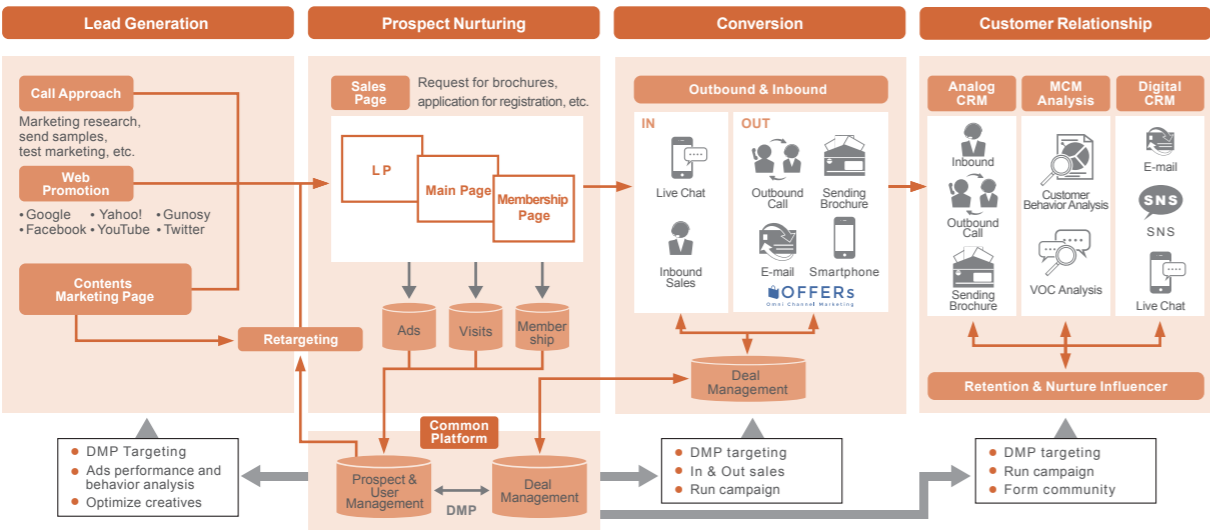


Omni-Channel Marketing and Telemarketing

Maximize conversion by web promotion x data x omni-channel contact center

Sales & Marketing Services

transcosmos connects customer acquisition, conversion and customer relationship management process seamlessly through integrating our operational excellence. We support clients to expand their sales by providing the optimum initiatives to each individual customer based on our data analysis. Through building deep customer relationship, we also help increasing repeat purchase ratio, preventing customer churn and expanding fan base.



Efficiently attract maximum number of leads

Lead Generation Services

- Efficiently identify new and prospect customers from the market by utilizing web promotion and contents page
- Maximize efficiency of attracting customers with data and ad technology
- Approach and lure the omni-channel late majority segment as "retargeting data", utilizing the traditional promotional channels such as call, based on our long experience in the business

Efficiently increase level of potential with our technology and framework by combining multiple data

Prospect Nurturing Services

- Build DMP which integrates multiple data including prospects data collected through web promotion, customer data accumulated in customer center and website visitor data
- Improve level of prospects by enhancing targeting performance by combining multiple data and making accurate approach

Offer the optimized conversion measures to each individual customer by utilizing omni-channel

Conversion Services

- Perform "one-to-one closing" by utilizing optimized contact channel for each customer, such as call, e-mail and chat
- End-to-end operational process from acquiring customers, turning them to members to winning conversion through integrating transcosmos's operational excellence. Offer performance-based charge model as an option which commits to the ultimate business performance of the clients

Activate new customers

Customer Relationship Services

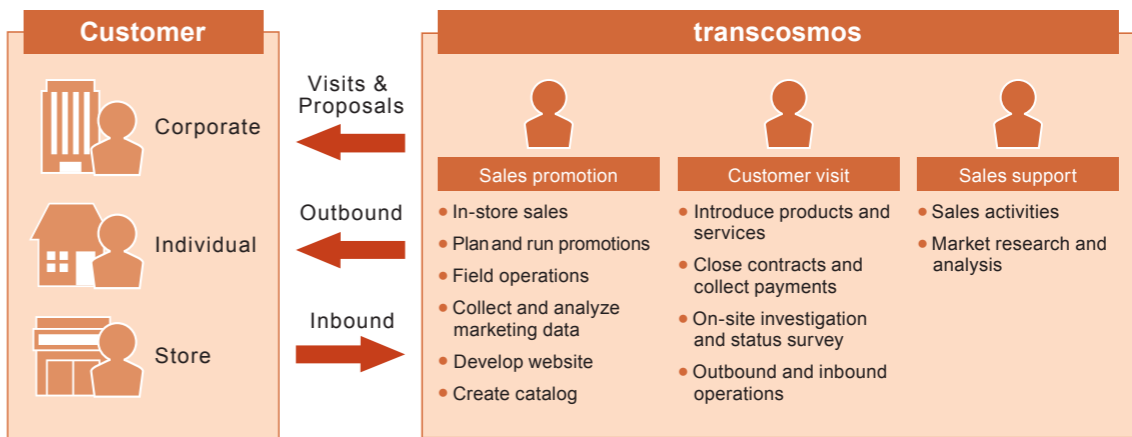
- Provide a framework for customer analysis, communication and repurchasing. The framework covers services ranging from understanding potential customer needs, activating customers to executing retention measures to prevent customer churn
- Maintain continuous relationship through having communication with customers via various channels. Support creating new relationships by sharing performance ratings via social media

Field Services

Support sales activities through face-to-face communication

Field Services

Our experts perform face-to-face sales promotions, customer visits and sales support activities for our clients to improve their product and service recognition, and ultimately to expand their sales.



Support in-store campaigns and sales activities

Sales Promotion Services

- Plan and execute in-store promotions to improve product and service recognition
- Support in-store sales and field operations
- Collect marketing data through sampling and questionnaires
- Develop website and catalog for campaign and analyze collected marketing data (optional)

Comprehensive support for corporate clients' sales process

Sales Support Services

- Our experts support end-to-end sales process from taking appointments, visiting customers, negotiating deals, performing demonstrations to processing orders
- Improve efficiency of sales process all the way to closing deal by conducting market survey, key person research, needs research, generating leads and taking appointments, leveraging our contact centers

Visit individual customers and provide services on behalf of clients

Customer Visit Services

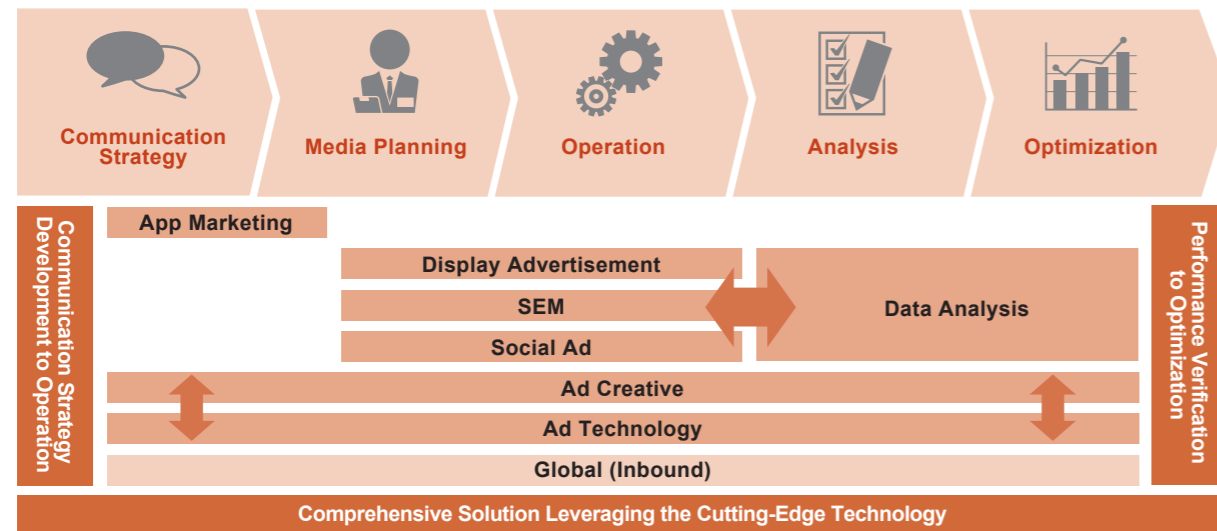
- Visit individual customers and provide services such as introducing products and services, closing contracts, collecting payments, conducting on-site investigation and status survey
- Outbound and inbound support utilizing our contact centers and prioritize customer visits (optional)

Internet Advertisement and Promotion

Support clients' promotional strategy by utilizing the latest ad technology

Internet Advertising Services

With our cutting-edge solutions utilizing the latest ad technologies and our service operational framework leveraging 4 ad operational bases in Japan, transcosmos provides global support for businesses to handle marketing activities that have become ever more complicated due to the diversified devices and media, along with the evolution of ads technology.



Support end-to-end promotional process from planning to analysis

Social Ad

- Propose the optimum solution for challenges facing each customer when running Facebook, Twitter or LINE promotions. Our dedicated team, well-versed in social media operation and social ads, supports clients to run social promotions based on the analytics data

Technology-based marketing strategy and PDCA cycle

Ad Technology

- Optimize deliverability and targeting by programmatic media buying focusing on DSP. Analyze data and optimize customer communication by utilizing DMP

Develop operation plan and strategy for search engine (SEM and SEO)

Search Engine Marketing

- SEM (listing ads) and SEO (Search Engine Optimization) specialists develop operational plan and strategy, making full use of the latest ad technology. Maintain high-quality services with the largest-scale operational framework in Japan

Web promotion targeting visitors mainly from Asia to Japan

Global (Inbound)

- Propose localized marketing strategy best suited for each market which only transcosmos can deliver, leveraging our global bases, as well as prominent local media, DSP and ADNW, including social media

Provide one-stop support for customer acquisition, analysis and profit making for apps

Apps Marketing

- Propose the optimum method for solving business challenges such as increasing installs and expanding sales. Our dedicated team provides comprehensive apps marketing support ranging from media planning, operation, ad performance analysis to user and apps behavior analysis by utilizing DMP to maximize apps revenue

Perform quantitative and qualitative analysis on challenges in website, apps and social

Data Analysis

- Provide data-driven marketing support. Our dedicated team provides support for KPI setting, implementation and analysis reporting, using analytics tools such as Google Analytics and "DoLPhin", our unique LP optimization package, and DMP

Support media strategy focusing on smartphone

Display Ad

- Develop media strategy for video and infeed ads focusing on smartphone while fully considering customer touch points. Our dedicated team which consists of 150 media and SEM planners supports solving the challenges customer faces

Provide creative initiatives based on ads

Ad Creative

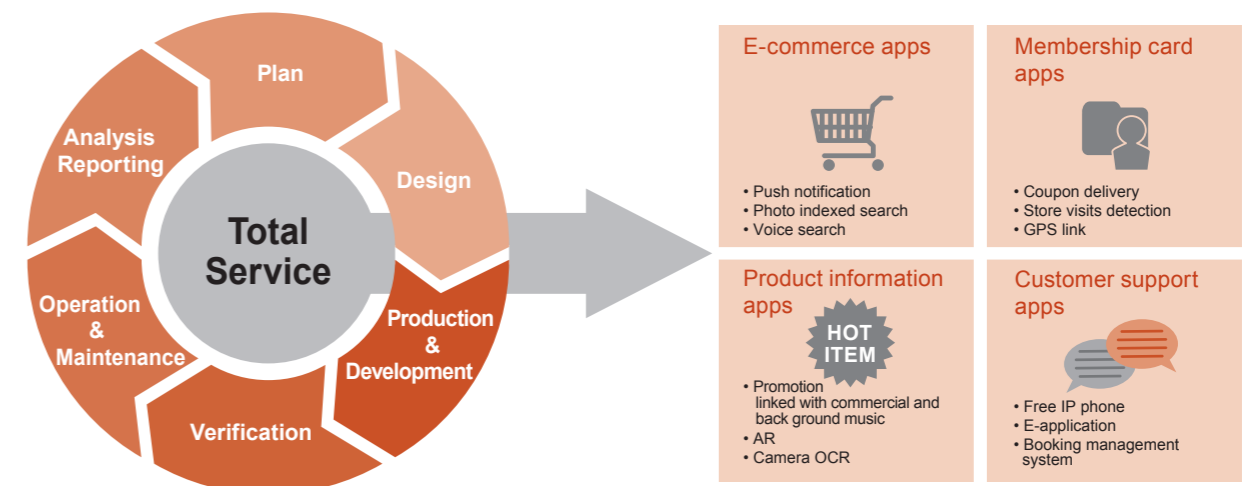
- Provide unique creatives operation services for various ads creatives including infeed ads. Our services include creating contents using psychology, performing verification based on statistics as well as improving operational efficiency

Smartphone

Provide one-stop services to support smart devices

Smart Device Solution Services

Provide one-stop services ranging from planning, development, verification to operation of website and applications for smart devices such as smartphone and tablet. We solve clients' business challenges with our extensive and proven development capability.



One-stop support from contents planning to development

Native Application Development Services

- Across all industries and purposes, transcosmos develops apps that solve customers' business challenges ranging from O2O, e-commerce, finance related to business apps
- Provide end-to-end support from UI & UX designing, development considering security and vulnerability, to maintenance after release
- Develop apps that link with other systems and servers, in addition to the links to smartphone specific features such as GPS and camera

Offer web apps similar to native apps

Web Application Development Services

- Offer native apps specific features such as push notification and offline operations with web apps
- The services reduce development cost and operational workload since web applications do not require development per device or per OS. No application testing required

Improve operational efficiency and prevent risk through digitalization

Tablet Solution Services

- Electronic application via tablet
 - High security environment that is used for credit card applications
 - 7 days a week support available
 - Support tablet purchases

Execute optimum marketing for smartphone users

O2O Marketing Services

OFFERS Gotcha! mall.

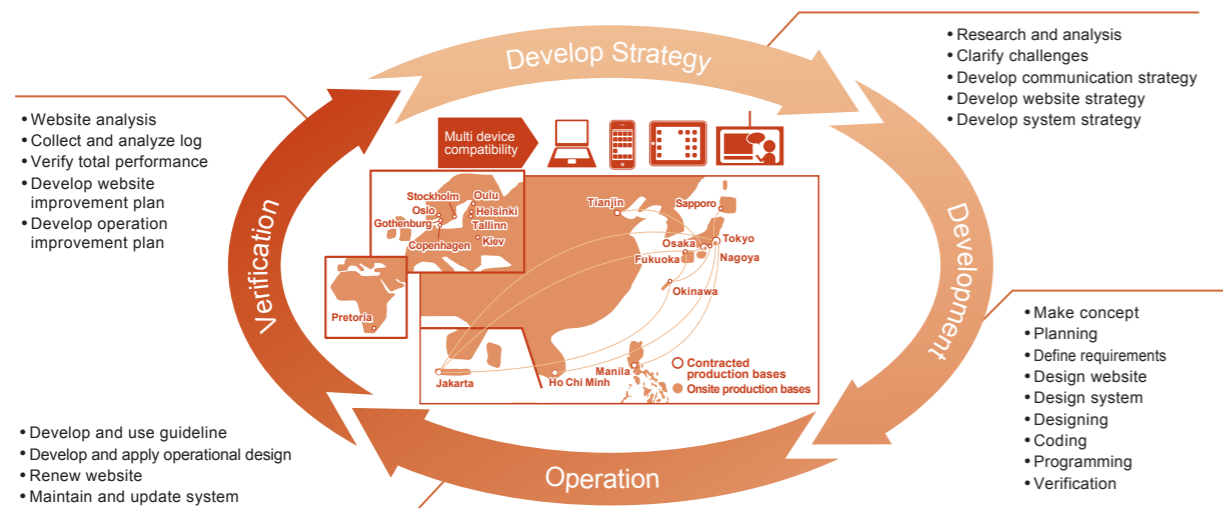
- Marketing platform "OFFERS" and shopping mall smartphone app "Gotcha!mall" strongly support attracting customers, driving customer visits as well as improving customer behavior analysis capability
- Cross-analysis from ticketing to in-store and e-commerce coupon redemption. Available for events and in brick-and-mortar, regardless of duration or scale of the campaign
- Easy redemption by physically stamping on smartphone. Best suited for stamp rally and large-scale events

Website Development & Operation

Provide one-stop services ranging from setting website strategy, developing and operating the website to performing verification

Website Integration Services

transcosmos provides end-to-end support for our clients' website with the largest development framework in Japan. Leveraging our know-how accumulated through extensive record of developing websites for over 600 companies every year, we deliver effective and competitive websites. Furthermore, we support our clients to enter e-commerce market in Europe and the U.S., partnering with Vaimo, a European e-commerce system solutions company which has developed e-commerce website for more than 400 companies.



Support developing website and systems to maximize performance

Website Development Services

- Plan, design and create page flow and contents optimum for clients' business requirements, leveraging our diverse know-how and the extensive proven record of developing websites for over 600 companies every year
- Develop websites that are compatible with variety of devices with different screen sizes while balancing usability and operational efficiency

Solve clients' business challenges regardless of industry or scale

System Implementation Services

- Our experienced staff support implementing the optimum solutions such as CXM solution, CMS, CRM and e-commerce system
 - Implement CXM solution
 - As a certified partner of various tools, we select the optimum solution from extensive solution sets which is best suited for each of our clients and implement the solution to deliver the best customer experience
 - Develop e-commerce system
 - Offer all-in-one service ranging from proposing and developing domestic and global e-commerce website to operating website infrastructure
 - Integrated e-commerce platform "transcosmos eCommerce HUB"
 - Global standard platform "Magento"

Operate website with high cost performance

Website Operation Services

- Improve operational efficiency and reduce cost through developing the optimum operational framework for clients, with combining onsite, nearshore, offshore and contracted bases
 - Consulting service for operation
 - Support restructuring operational process and framework to centralize operational processes and to maximize the value of the website
 - Realize efficient operation in Japan and abroad, leveraging Adobe Marketing Cloud
 - Center operation
 - Based on the operational design, build the optimum operational framework, leveraging nearshore and offshore bases

Visualize challenges facing website, utilizing our extensive proven record in developing and operating websites

Website Analysis Services

- Propose the optimum analytics methods such as access log analysis, user research and usability survey, based on the objective
 - Support leveraging Google Analytics
 - Propose the optimum methods to measure data and to operate the website in order to achieve the objectives, through implementing Google Analytics and conducting detailed diagnoses on the current settings

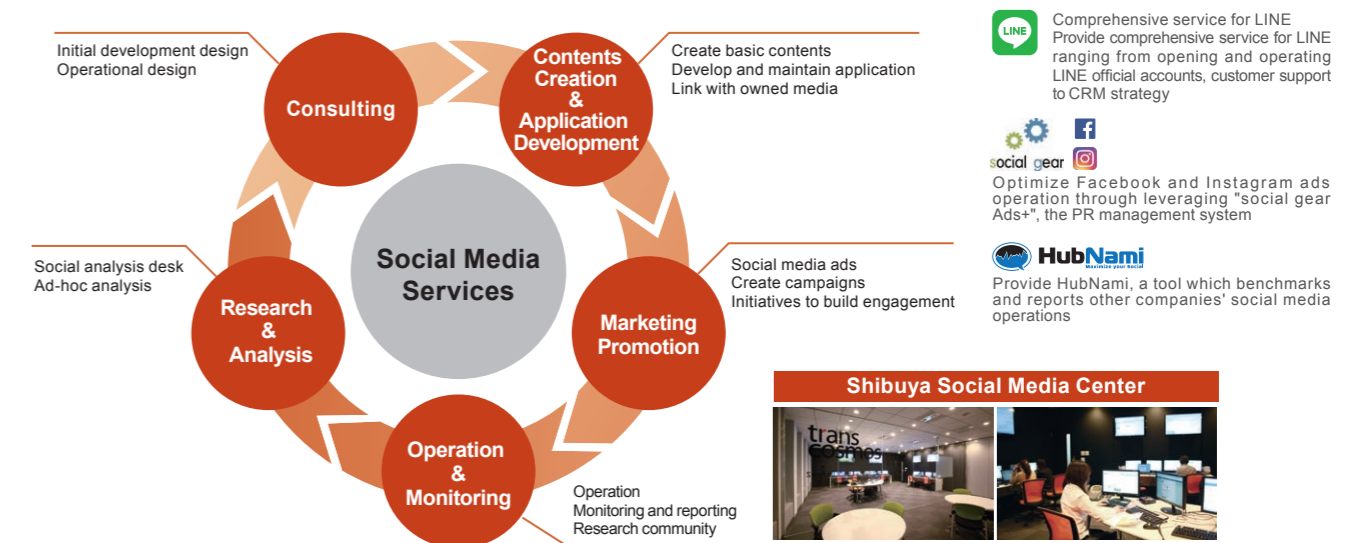
Social Media

Maximizing the value of social media

Social Media Services

transcosmos leads our clients to succeed in utilizing social media.

Our professionals in each area work as a team and provide support, ranging from consulting, application development, marketing and promotion, operation and monitoring to research and analysis.



Support social media implementation process

Consulting Services

- Provide end-to-end support for social media marketing process from planning, designing, operation to verification. Develop various basic tools such as operating documents and guidelines

Create contents and develop & maintain application

Contents Creation and Application Development Services

- Effectively showcase products, services and activities on social media through reflecting clients' visions and values in the creatives
- Develop and maintain social media and mobile application based on the clients' objectives and needs

Provide comprehensive support ranging from promotion planning to performance evaluation

Marketing and Promotion Support Services

- Earned official Facebook Marketing Partners badge in two specialties such as "Community Management" and "Ad Technology"
- Provide sophisticated Facebook operational support, leveraging Facebook insight data as well as ad distribution and optimization services through utilizing "social gear Ads+", the Facebook ads operation service

Create close interaction through posting and monitoring contents on behalf of clients

Operation and Monitoring Services

- Build engagement with fans through making our dedicated facilitators write, post, monitor and reply to comments on behalf of the clients
- Assure safe and secure operation with putting team monitoring system in place
- Provide active support through cooperating with contact centers and utilizing FAQ page
- Benchmark competitors' social media operations using "HubNami", and provide graphical reporting interface

Analyze big data and promote leveraging it for marketing activities

Research and Analysis Services

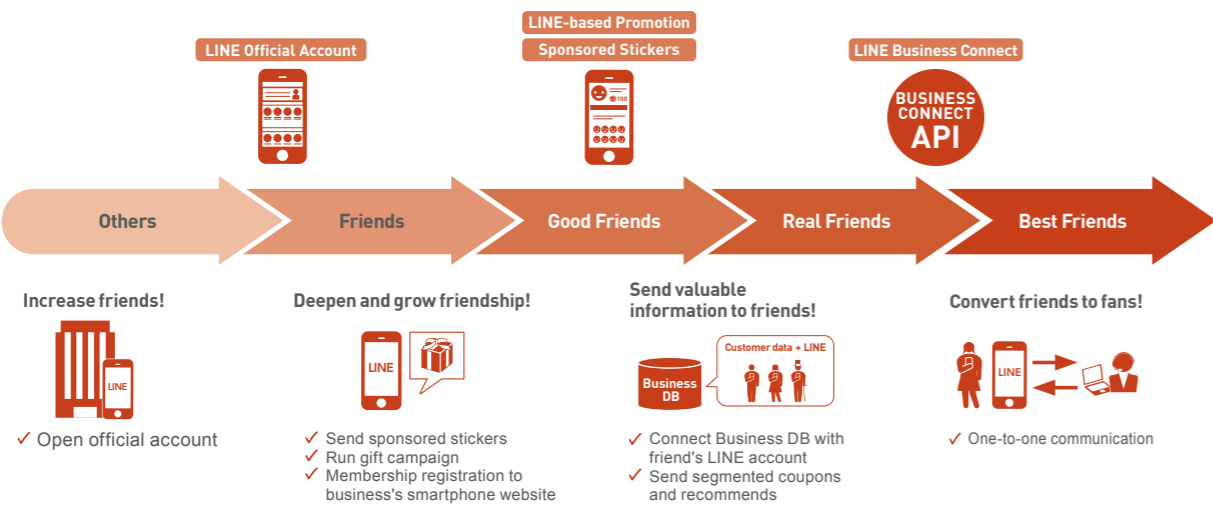
- Design rules for collecting Voice Of Customer (VOC) data from social media and perform text mining
- Perform analysis as needed and combine the results. The services include data mining on customer DB and POS data, website and SNS access log analysis, and text mining on VOC accumulated in contact centers
- Leverage the results and drive PDCA cycle through providing clients with analysis results

LINE

Provide end-to-end support to make the most of LINE services

Comprehensive Service for LINE

transcosmos provides one-stop services for LINE, ranging from opening and operating LINE official account, setting up LINE-based customer center, running one-to-one sales marketing promotion to developing and executing CRM strategy.



Operate the largest number of accounts in Japan

Official LINE Account Development and Operation Services

- Create communication and delivery designs that match with the business's customer approach based on our extensive operational record
- Provide end-to-end support for operating process ranging from writing posts, making creatives for landing page and rich messages, monitoring to analysis

Improve business's brand image and win fan base

LINE Sponsored Stickers and Direct Stickers Services

- Our dedicated design team for LINE stickers delivers attractive stickers based on an extensive record in creating various popular stickers
- Develop attractive stickers to use on talk screen. Our dedicated team designs the stickers, paying full attention to the details of the pause and movement of the characters, as well as performing analysis on user mind and situation where stickers will be used
- The services include designing original characters

Joint Venture between transcosmos and LINE



- Provide diverse solutions and services that build better relationship between business and its users, leveraging LINE's platform and user base and transcosmos's sales and development capabilities
- Aim for setting de facto standard for new communication channel between business and its customers

Deliver ads to customers that only LINE can reach

LINE-based Promotion Services

- Develop effective and efficient ad operating methods by closely sharing information with LINE Corporation. Propose the optimum menu and plan for each business that match with its customer approach
- Maximize ads performance based on our proven record in creating and testing infeced creatives
- Our dedicated social media ad team makes proposal based on its know-how and experience

One-to-one marketing via LINE talk

LINE Business Connect Services

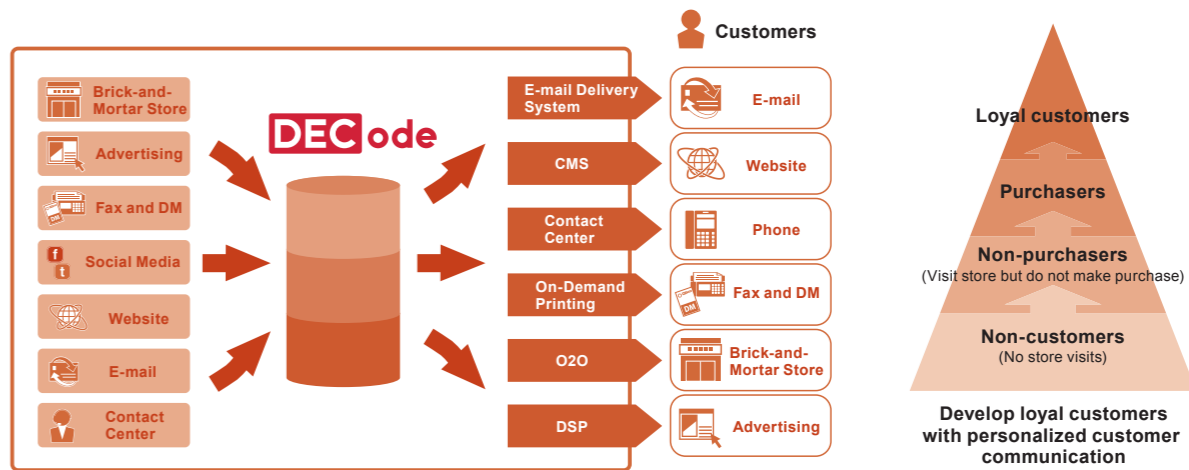
- Deliver recommends and coupons that fit the friend's profile through segmenting friends of business account
- The services include customer support using operator and auto reply over LINE
- Realize one-to-one, interactive communication between business and its users through integrating our clients' system with LINE

Omni-Channel DMP Development & Operation

Comprehensive service package for integrated channel communication which starts from the smartphone

Omni-Channel Services

"DECode", Data Management Platform Services



Support omni-channel initiatives to meet customers' changing purchasing methods

Omni-Channel Planning Services

- Execute smartphone-based initiatives that connect online and offline, utilizing O2O tools including tools that drive store visits

Provide one-stop support for developing and operating various channels

Omni-Channel Development and Operation Services

- Provide end-to-end support from developing apps, setting link to the integrated e-commerce platform "transcosmos eCommerce HUB", to developing operational framework, which enables high-speed PDCA cycle for each initiative
- * Please refer to page 16 for more details.

Accelerate Omni-Channel marketing in Japan and ASEAN

Omni-Channel Marketing Systems



- Promote store visits by sending offers to smartphones. Deliver, manage and analyze one-to-one offer (coupons and recommends) to smartphones

Gotcha! mall.

- Offer shopping mall smartphone app "Gotcha!mall" in Japan and ASEAN countries. Promote "visit, purchase and re-visit" from smartphone using the capsule toy (mini vending machine) gimmick

Supports "Integrating" websites, e-commerce, CRM and external data

DECode Aggregation Service

- One-stop support for integrated channel communication which starts from the smartphone, leveraging our extensive operational experience and analytical know-how
- Cloud-based integrated management for communication data aggregated via various channels, including customer attributes, internet ads, website access log, purchase and call history

Supports "Visualizing" customers, leveraging AI, BI and machine learning

DECode Analytics Service

- Analyzes customer attributes, comments and behavioral history, leveraging the cutting-edge AI & machine learning to "Visualize" customers, using customer segmentation and BI tools
- transcosmos analytics, a team of research & analytics experts, supports highly advanced analytics such as building predictive model, as required

Support "Autonomation", connecting to MA, bots and other external systems

DECode Autonomation Services

- Streamlines links with new media and external systems, including marketing automation tools, chat ads, bots and messaging apps
- Delivers "Autonomation with a human touch", brings distinctively "human" value to the cutting-edge technology for optimization and tuning

E-Commerce One-Stop

transcosmos supports our clients' overseas business development

Global E-Commerce One-Stop Services

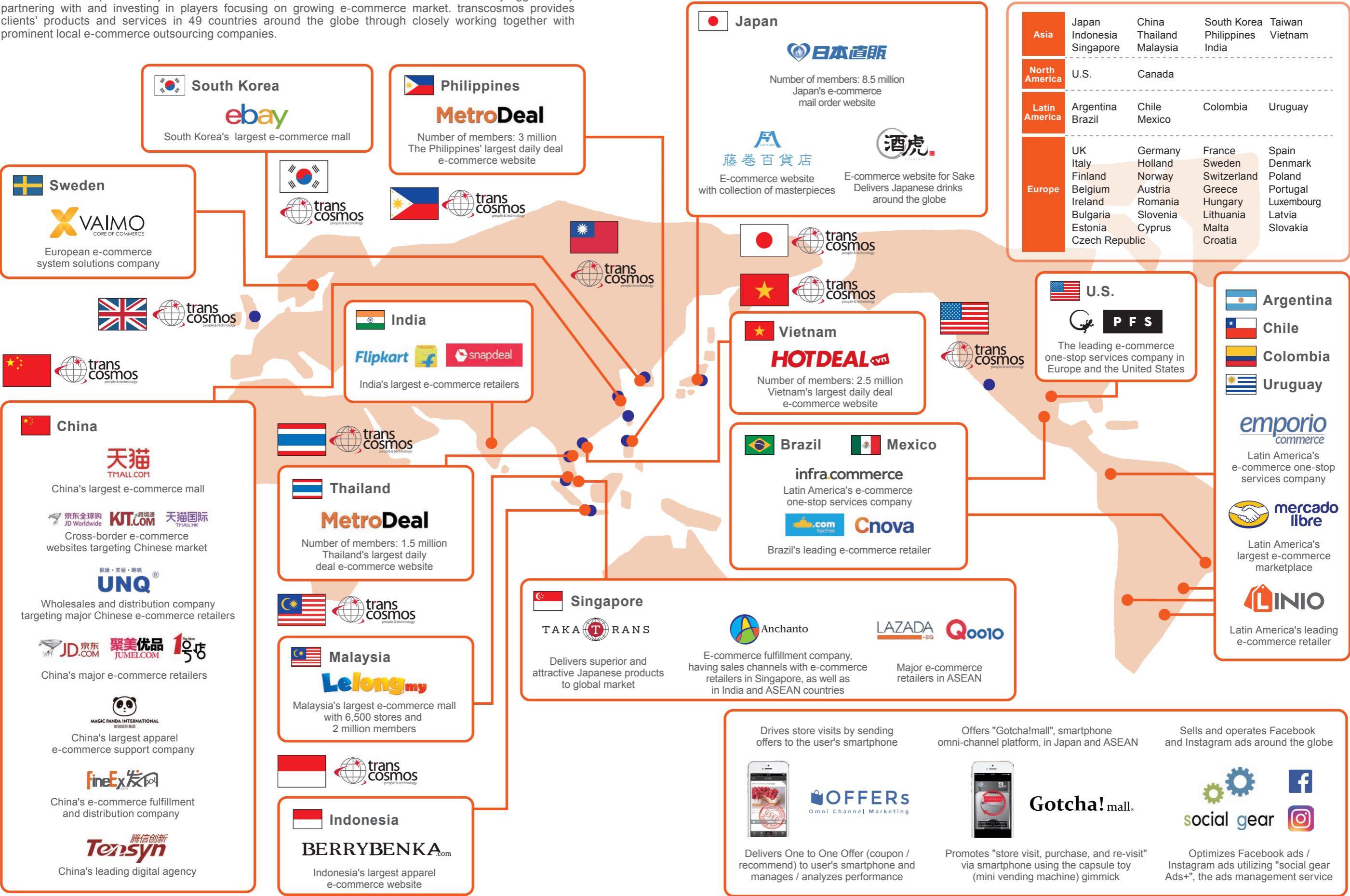
transcosmos provides e-commerce one-stop services ranging from sourcing, operation to sales in 49 countries including Japan, Europe, the United States, China, South Korea, ASEAN, India and Latin American countries according to the clients' e-commerce and brand strategy.

Global E-Commerce One-Stop Services

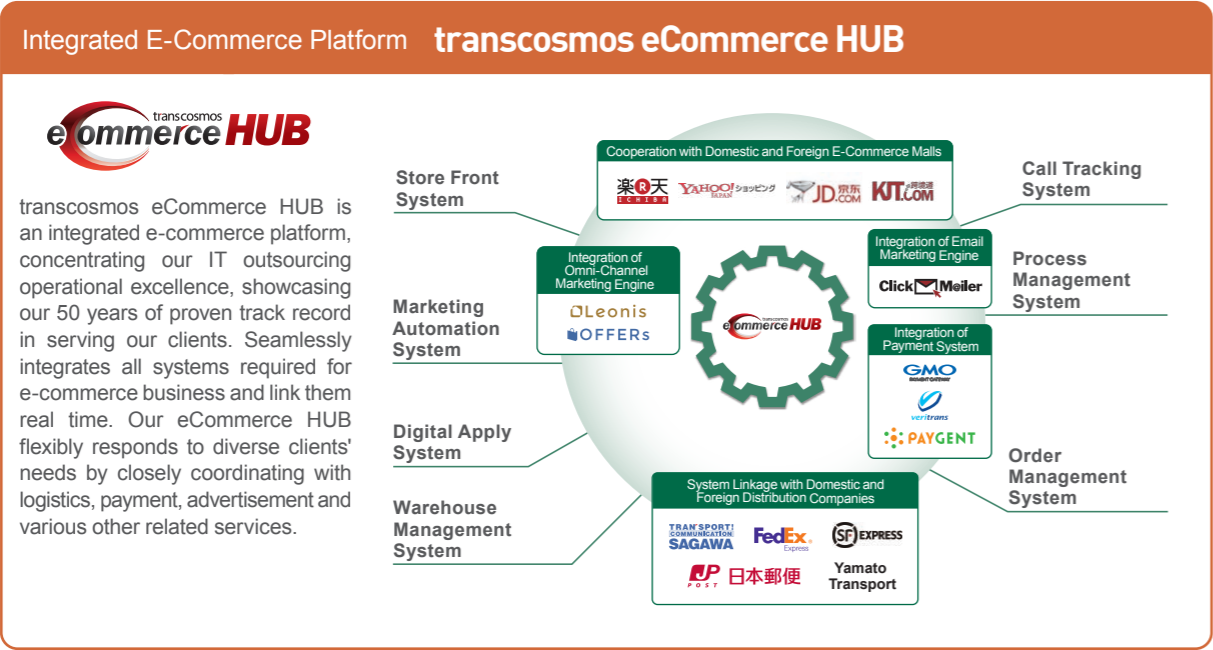


Global E-Commerce One-Stop Network

We secure sales space in major e-commerce malls, websites and retailers around the world by aggressively partnering with and investing in players focusing on growing e-commerce market. transcocosmos provides clients' products and services in 49 countries around the globe through closely working together with prominent local e-commerce outsourcing companies.



Global E-Commerce Platform Provided by the transcosmos Group



PFS One of the Best E-Commerce One Stop Services Companies in Europe and the United States
PFSweb

NASDAQ listed PFSweb, the leading e-commerce one-stop services company in the United States, offers one-stop services ranging from developing e-commerce system to promotion, in addition to providing fulfillment and customer support services from its own warehouse and back-office support services including payment processing. In 2008, PFSweb formed a strategic solution partnership with Demandware, and has a track record of providing services for over 40 companies in Europe and the United States. PFSweb also provides e-commerce solutions utilizing global standard e-commerce platforms, including Oracle Commerce, Magento, SAPHybris and IBM WebSphere Commerce.

demandware

ORACLE **Magento** **hybris software** **IBM**

VAIMO European E-Commerce Solutions Company
VAIMO

VAIMO is an e-commerce support company specializing in e-commerce solutions development for the "Magento" e-commerce platform. Since its formation in 2008, the company has launched over 400 e-commerce websites. VAIMO has been awarded by Magento as the leading e-commerce solution partner in EMEA (Europe, the Middle East and Africa) region. In addition, it has sales and development websites in Sweden, the United Kingdom and South Africa. Utilizing development resources in Kiev (Ukraine) and Tallinn (Estonia), VAIMO develops about 100 websites annually for clients in Europe and the United States with over 150 developers.

Magento

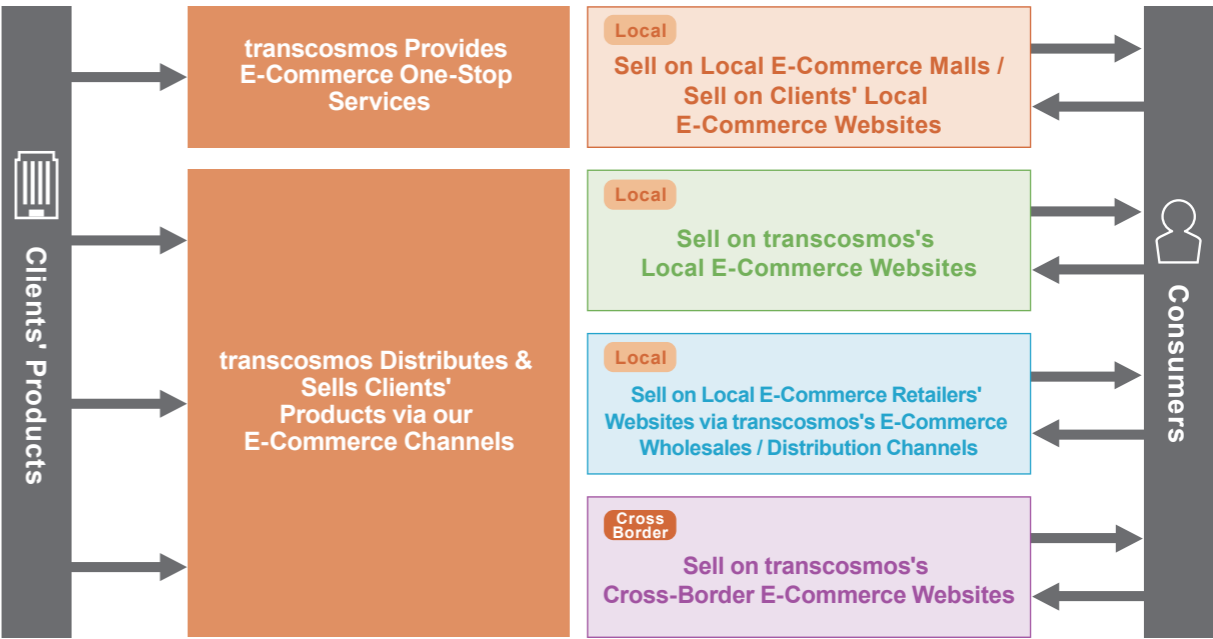
transcosmos Wins the First "Magento Gold Partner" Certification in Japan

transcosmos has been certified as the first Japanese "Magento Gold Solution Partner", a partner well-versed in providing implementation supports including e-commerce website planning, design and development, and operation on "Magento", the e-commerce platform used on over 250,000 online stores around the globe. transcosmos works on planning, design and developing e-commerce storefront and develops systems to build multi-language e-commerce websites, leveraging our global offices located in the Philippines, Indonesia and Vietnam. Furthermore, we will support e-commerce website operation, leveraging the know-how which VAIMO gained through implementing and operating "Magento" for 400 websites.

MAGENTO GOLD SOLUTION PARTNER

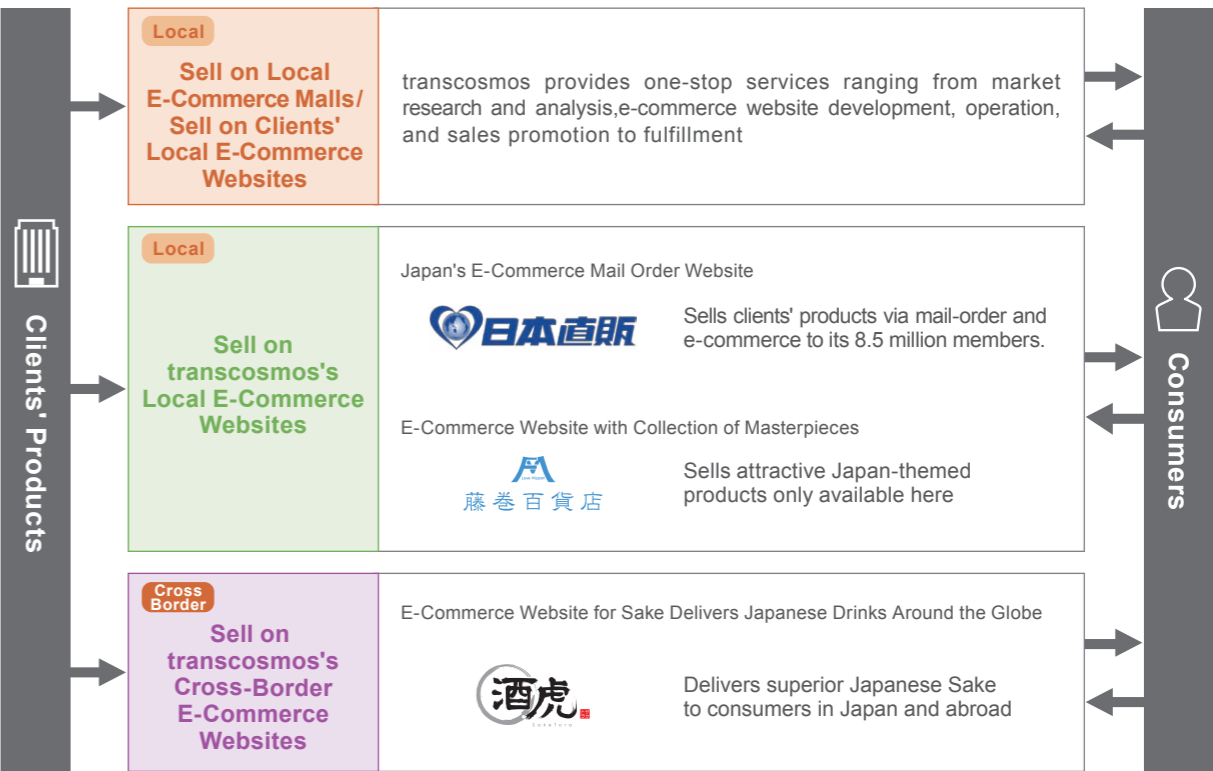
Global E-Commerce One-Stop Services (Per Country / Region)

Selection of One-Stop E-Commerce Services optimized for each country's e-commerce market. Each client can select from diverse e-commerce business strategies to fit its needs such as entering e-commerce market by itself, executing cross-border e-commerce business from Japan or commissioned sales through transcosmos's e-commerce channels.



Japan **For the Japanese Market**

transcosmos sells clients' products via our e-commerce channels such as "Nihon Chokuhan", "Fujimaki Department Store", and "Sake Tora", in addition to providing one-stop services ranging from market research and analysis, e-commerce website development, operation and sales promotion to fulfillment.





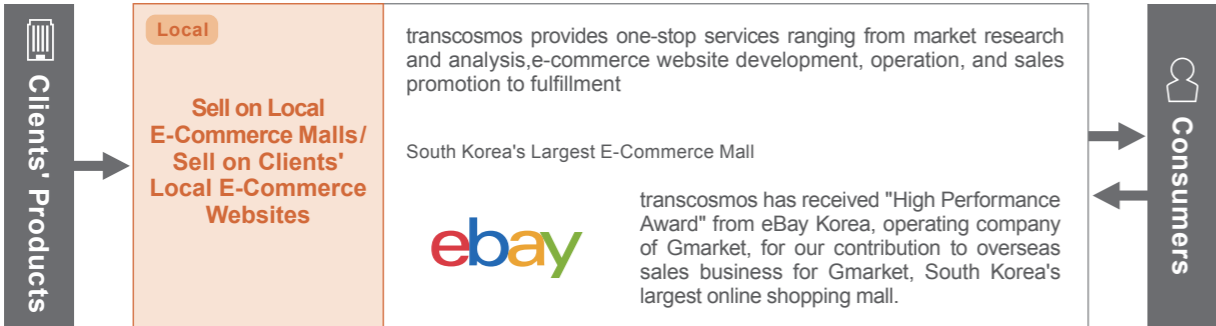
For the Chinese Market

transcosmos has been providing services in China for 20 years, accumulating vast experience with e-commerce operation record for over 50 companies. Through strong partnership with major Chinese businesses, we support clients' e-commerce business expansion considering Chinese culture and characteristics.



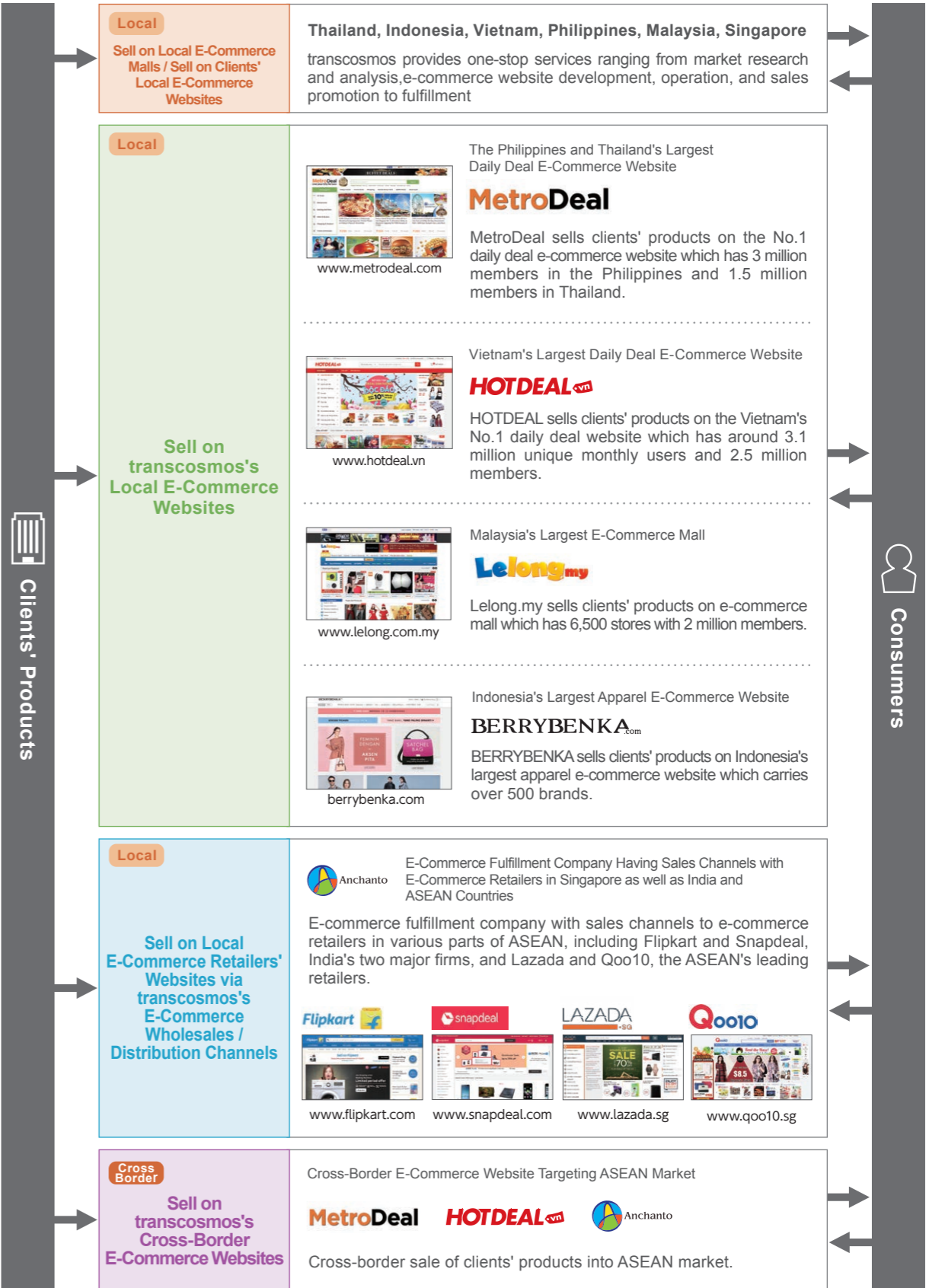
For the South Korean Market

transcosmos has been providing contact center, direct mail and field service including E-Commerce One-Stop Services to over 100 major companies in South Korea for 14 years. Now, we are the largest independent BPO vendor in South Korea.



For the ASEAN Markets

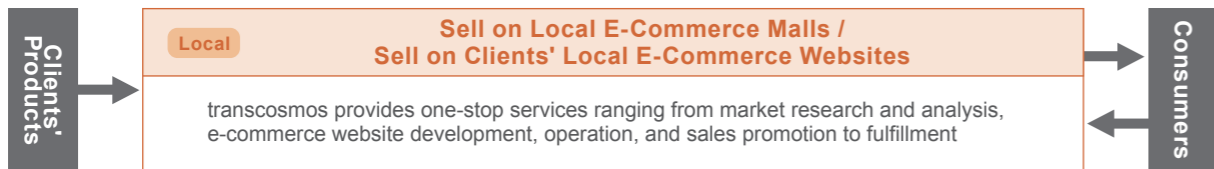
transcosmos supports clients' e-commerce business entry into ASEAN market, with strong partnership with top players in the market and our know-how accumulated by local subsidiaries in Thailand, Indonesia, Vietnam, the Philippines, and Malaysia.





Services for Europe and the U.S. Markets

transcosmos provides support for clients' e-commerce business entry into Europe and the United States market with a strong partnership with PFSweb, the e-commerce one-stop services company which has operational experience with over 150 companies in Europe and in the United States and VAIMO, the e-commerce system solutions company with experience of designing e-commerce websites for over 400 companies.



transcosmos Group's E-Commerce Outsourcing Companies

One of the Best E-Commerce One-Stop Services Companies in Europe and the United States



European e-commerce system solutions company



The largest company in e-commerce one-stop services industry in the United States, listed in NASDAQ. In addition to providing fulfillment service with its own warehouse and back-office services such as customer support and payment processing, the company provides wide range of services from developing e-commerce systems to system operation for over 150 clients. The total working space is approximately 193,000 square meters, equivalent of approximately 4.1 times the size of Tokyo Dome which boasts the largest seating capacity in Japan.

A Swedish e-commerce system solutions company with a track record of developing e-commerce website on "Magento", the global standard open e-commerce platform, for over 400 companies. The winner of 2015 EMEA (Europe, Middle East and Africa) E-Commerce Partner Of The Year Award.

Major Achievements in Europe and the United States

VAIO
Provides Comprehensive Support for VAIO® Brand PC to Enter the U.S. Market

SIXPAD
Exclusive Distribution Rights for "SIXPAD" in Europe



Services for Latin America Markets



Major Achievements in Latin America



Cross-Border E-Commerce

Cross-border e-commerce market value was 795.6 billion yen in FY 2015; in 2019, it is expected to exceed the maximum of 2.3 trillion yen, which is 3 times as much (from "FY 2015 Market Research pertaining to Electronic Commerce Business" by Ministry of Economy, Trade and Industry). In addition, due to the popularity of internet and improvement of logistics infrastructure in ASEAN countries as China Plus One, the ASEAN market is expected to grow rapidly.

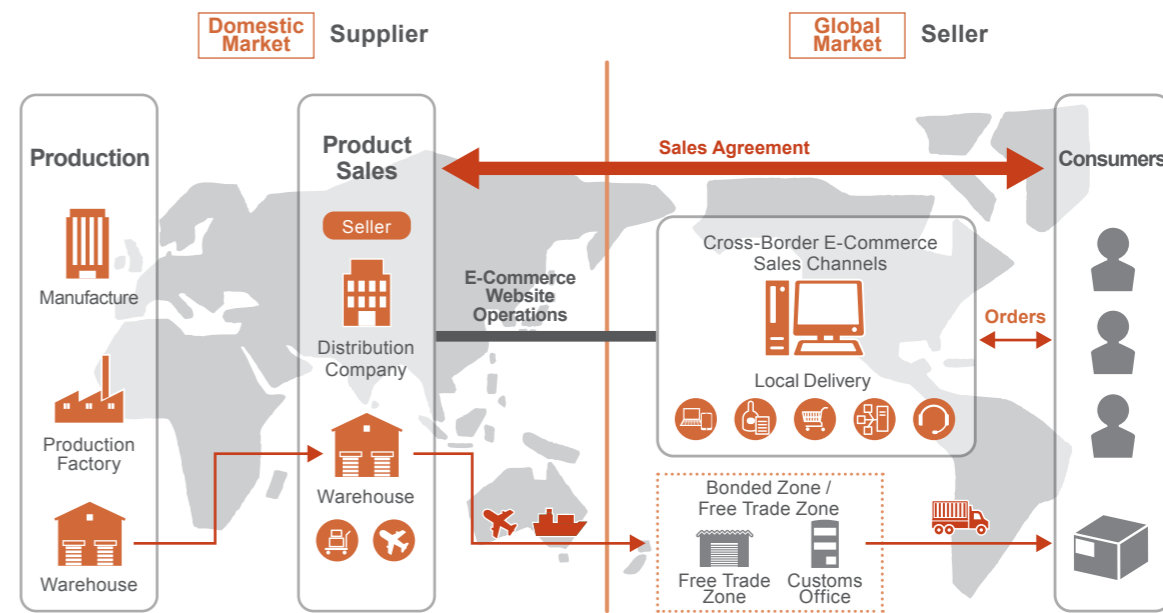
transcosmos's Cross-Border E-Commerce Channels for Japan, Europe and the U.S., China, and the ASEAN Markets

transcosmos provides cross-border e-commerce websites for Japan, China, and the ASEAN market and sells high-quality products to local consumers



- **Unique sales approach, leveraging local subsidiaries' expertise in business practices in respective market**
Understanding the local market, transcosmos sources products that meet local needs and executes effective branding & marketing initiatives to expand sales.
- **Pipeline with prominent local sales channels**
Leveraging prominent local cross-border e-commerce sales channels as well as its own, transcosmos maximizes sales volume for its clients.
- **International logistics, leveraging E-Commerce One-Stop Center**
transcosmos's E-Commerce One-Stop Center realizes the optimum international logistics for consumers around the globe, capitalizing on its expertise in international logistics including customs, laws and regulations, delivery scheme, etc.
- **Cross-border e-commerce business operations**
Provides end-to-end services from e-commerce website development and operation, order management, customer support to international logistics, capitalizing on its know-how on international e-commerce business operations.

transcosmos's Cross-Border E-Commerce Business



Cost Reduction

transcosmos supports our clients' Cost Reduction through our various outsourcing services.

Back-Office for Human Resources, Accounting and Sales depts Back-Office Services

Ordering and SCM SCM Back-Office Services

Housing & Construction Designing, Construction Back-Office and BIM Implementation Support & Operation Building Infrastructure Services

Machine Designing, Built-In Development and Back-Office for Design & Production Engineering Services

Support Desk, System Operation & Maintenance and IoT IT Outsourcing Services

Contact Center Contact Center Services

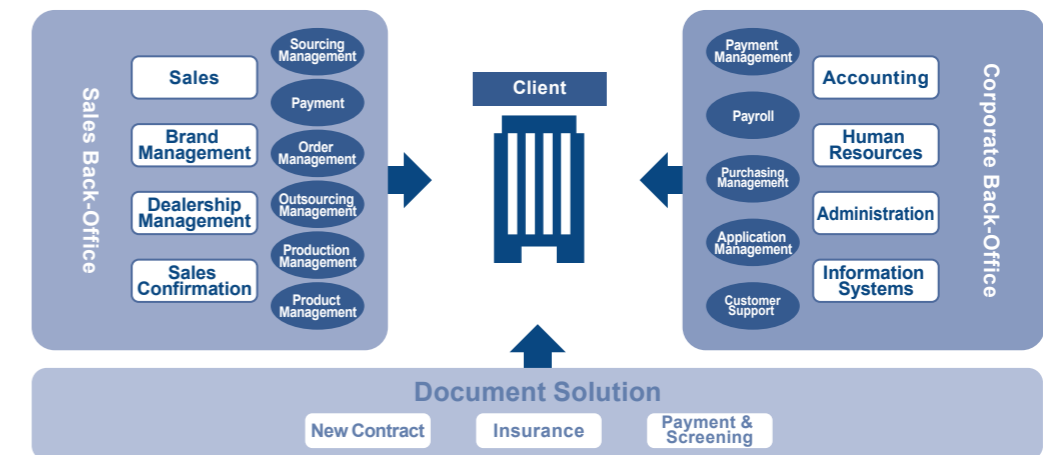
Offshore Offshore Services

Back-Office for Human Resources, Accounting and Sales depts

Optimize operational cost through improving internal processes for indirect tasks

Back-Office Services

transcosmos supports shifting internal resources to core tasks by optimizing process and cost of various indirect tasks, including mission-critical tasks.



Optimize process and cost of mission-critical tasks

Corporate Back-Office Services

- Provide comprehensive back-office support for corporate functions such as accounting, human resources and administration departments
- Optimize cost by leveraging shared services and offshore and nearshore BPO centers
- Realize further cost reduction in clients' subsidiaries and shared departments
- Support ID verifications and system registration for obtaining "My Number" under secure environment

Wide range of support for incidental and indirect operations of marketing and sales activities

Sales Back-Office Services

- Provide comprehensive back-office support for sales related tasks
- Conduct BPR and identify focus tasks for sales department. Drive shifting time and efforts from indirect tasks to making proposals and closing deals
- Provide comprehensive support for sales and back-office tasks for stores, dealers and franchises
- Centralize support desk and improve convenience for the customers
- In the social security business area, we support policyholders in obtaining "My Number" under the secure environment

Efficiently support creating various documents under the secure environment

Document Solution Services

- Services for insurance industry
Provide comprehensive back-office support for signing new contracts, maintaining registered data and collecting payments. Provide high quality, affordable services to digitalize medical certificates and medical check-up forms by utilizing clients' system
- Services for credit cards, credit sales, and leasing industry
Our dedicated team supports end-to-end process from application (including credit and error checking) to cancellation with a short delivery time by utilizing our operational system, which is built on our proven know-how
- Services for distribution industry and new businesses
Provide comprehensive back-office support for registration and data maintenance* process for loyalty membership cards and new power providers

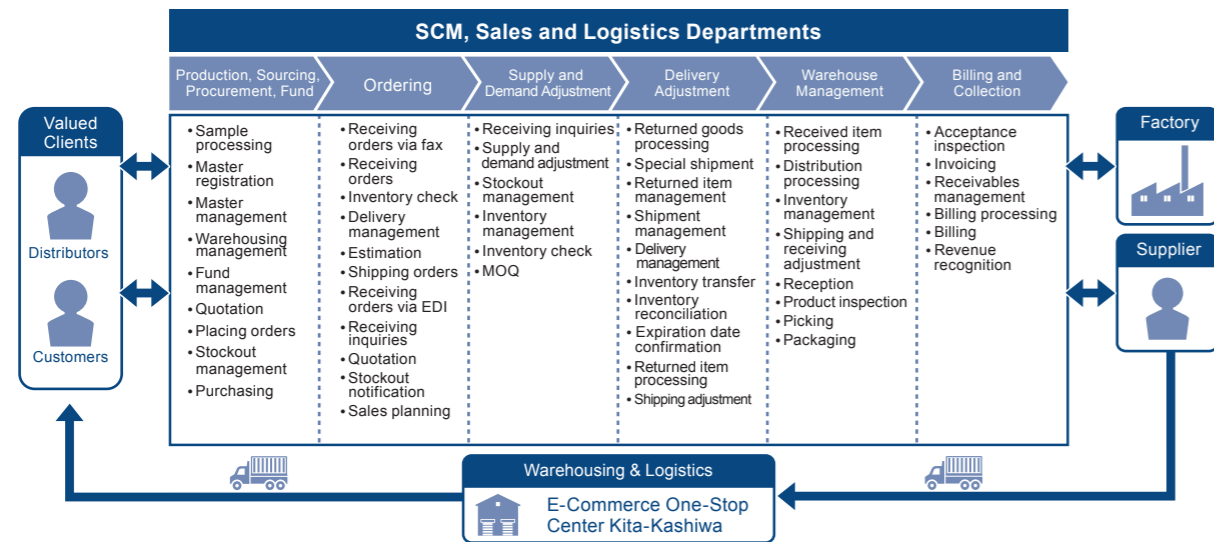
* Data maintenance: Procedures to update registered information such as name, address and bank account, during the contract term

Ordering and SCM

End-to-end support for SCM related tasks

SCM Back-Office Services

transcosmos provides high quality, high productivity services from order fulfillment center tasks to making arrangements with various parties, leveraging our know-how on order fulfillment for diverse products.



Optimize overall SCM process

SCM Outsourcing Services

- Consolidate and centralize similar or overlapping SCM related tasks dispersed in bases across Japan. Standardize tasks that tend to rely on personal skills
- Reduce operational cost and improve productivity by utilizing nearshore bases and building flexible operational framework, which can accommodate seasonality
- Support negotiations and make arrangements with all related parties including sales, production and logistics departments as well as external clients
- Our experienced staff develop processes and rules for tasks that require "judgment" to enable our clients to outsource those tasks

Optimize cost, quality and productivity at order fulfillment center

Order Fulfillment Outsourcing Services

- Review and optimize operational flow ranging from processing orders coming from various tools such as EDI and fax, checking inventory level to managing delivery
- Optimize overall operation by performing industry specific BPR
- Build operational framework which is independent of individual skill, utilizing our unique business support tools that are developed based on our know-how accumulated through our extensive experiences

Support time-consuming back-office tasks

Account Receivable Collection Outsourcing Services

- Support secure payment management from billing, collection to reconciliation
- Secure service quality using business support tool, which visualizes clients' unique characteristics, and by standardizing processes

Package traditional ordering tasks

Quick Ordering Services

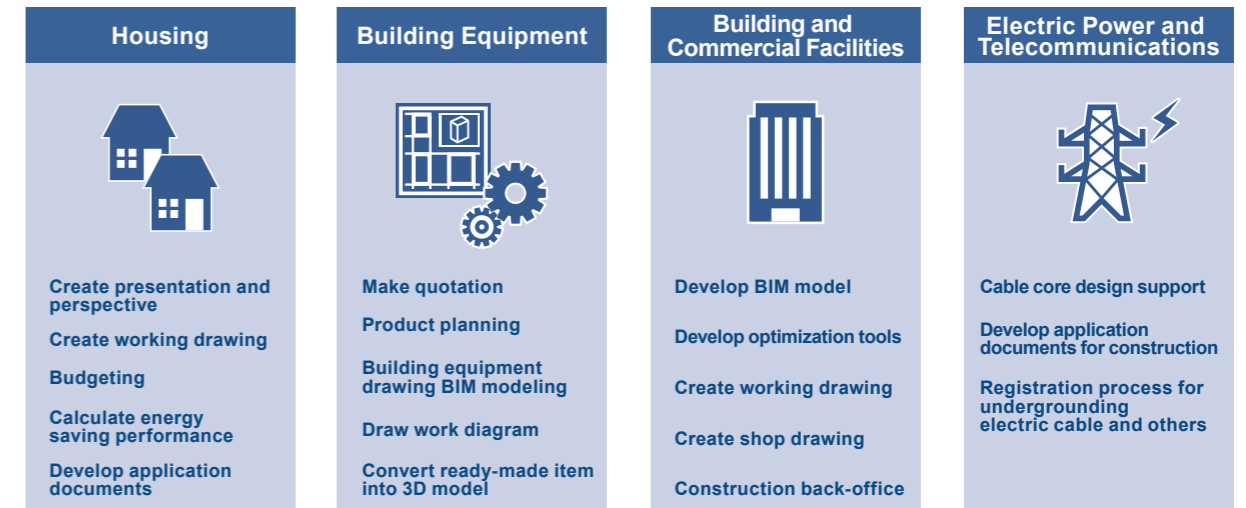
- Convert paper-based and image data into online data. Perform rule-based checking, including error checking in order information, to efficiently respond to various customer inquiries
- Convert and deliver the data in the appropriate format based on the customers' requests or specifications
- The services include performance-based billing according to the seasonality and the volume of performed tasks
- Standardize and streamline operations by organizing and eliminating tasks that rely on individual skills

Housing & Construction Designing, Construction Back-Office and BIM Implementation Support & Operation

One-stop support for overall processes from planning to follow-up

Building Infrastructure Services

transcosmos provides wide-ranging outsourcing services for end-to-end process from sales activities to follow-up after sales for our clients in housing, general construction, housing equipment, electric power and telecommunications industries.



Provide specialized services across the globe

Design Support Services

- Provide end-to-end support from basic design, construction design to production design
- Support energy saving performance calculation and design related documentation including application form for long-life, quality housing
- Clients can participate in more business deals, having our support on their core design tasks
- Support system infrastructure services including business system development, CAD customization and operational DB development
- Optimize operational cost by developing and improving business processes and utilizing offshore centers

Provide wide-ranging support for construction management processes

Construction Back-Office Services

- Enable clients to focus on core tasks such as dealing with the customers and managing safety by providing end-to-end support for construction back-office tasks ranging from preparation to delivery
- Support time-consuming back-office tasks such as developing labor safety management document and organizing construction site photos
- Provide end-to-end support for secondary tasks such as creating and managing statutory documents and internal documents
- Optimize operational cost by organizing and improving operational process and leveraging offshore centers

Provide services ranging from system implementation to operation which supports BIM methods

BIM* Implementation Support and Operation Services

- Create design, architecture design and facility design by leveraging BIM
- Support design back-office tasks by leveraging BIM such as developing integrated BIM model, 2D drawing and drawing perspective
- The services include tasks in system infrastructure area, such as developing original tools including building family and functions

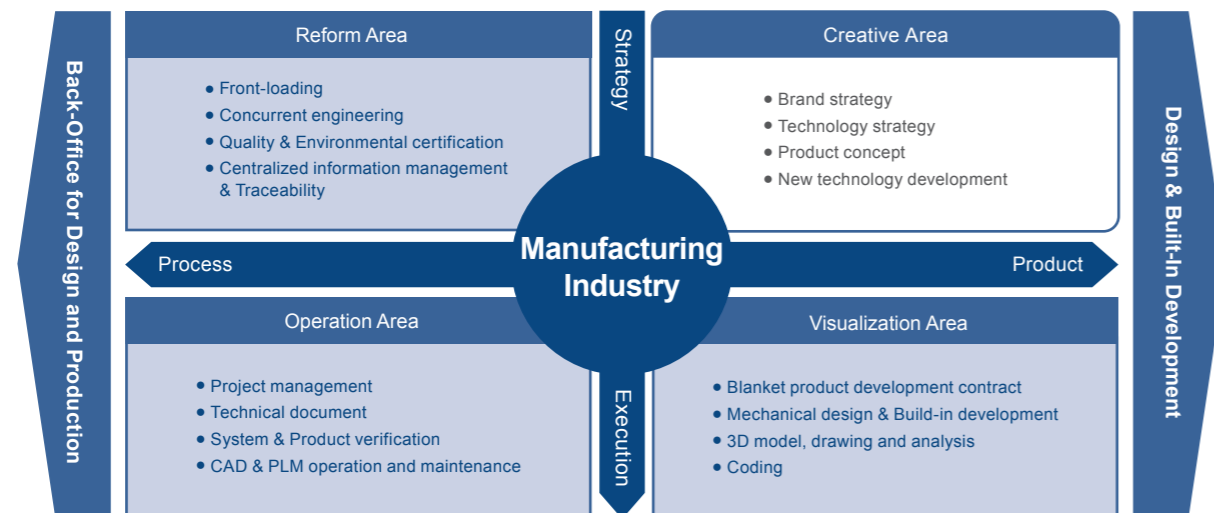
* BIM : A method to utilize integrated database which manages design information and other related attribute information according to the 3 dimensional digital model of the building

Machine Designing, Built-In Development and Back-Office for Design & Production

Provide end-to-end support from product design and development to other associated tasks

Engineering Services

transcosmos provides wide-ranging support for design, development, manufacturing and customer service for our clients in manufacturing industry, leveraging our know-how on designing, accumulated through our long experience. Ultimately, we support clients to improve their global competitiveness.



Support visualizing various processes for product design

Design Services

- Provide contracted design services for derived models and variations of each model
- Provide wide range of services from design, analysis to assessment for press molding and resin parts
- Support designing various design data (3-dimensional modeling, 2-dimensional drawing)

Provide flexible and stable development framework

Built-In Development Services

- Support design development, operation check and functional testing and verification in built-in development business area
- Guarantee customer's quality requirements by setting up operational framework which supports development process model for automobile industry and is in compliance with functional safety standards

Optimize process and cost

Back-Office Services for Design and Production

- Support obtaining various certifications required for manufacturing business
- Support improving productivity by collecting, accumulating, analyzing and leveraging information scattered around various departments
- Outsourcing service for design associated tasks such as developing technical documents, various standards and manuals, leveraging our centers in Japan and abroad

Support effective use of essential IT tools for product development

Engineering IT Services

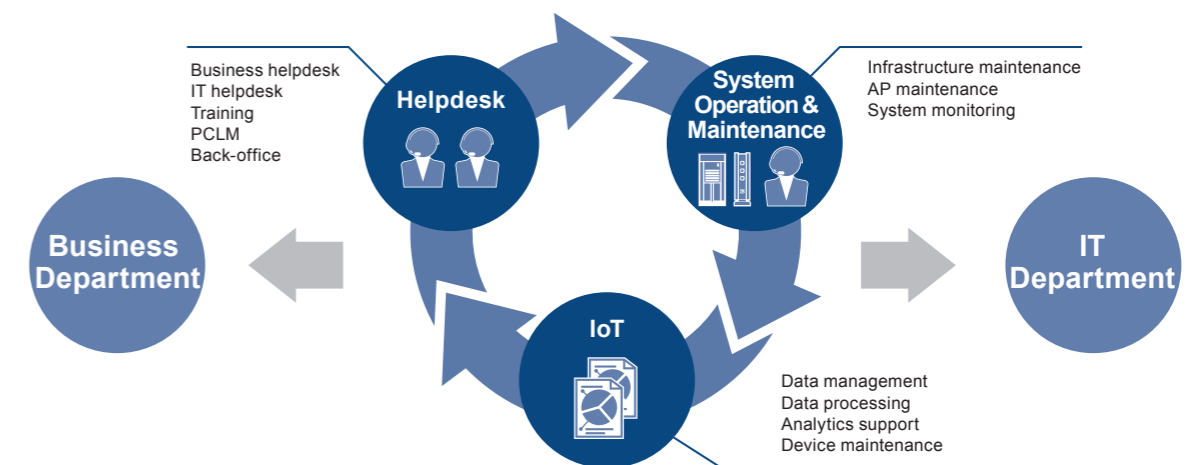
- Support implementing and operating PLM to centralize information
- Provide training and support for various engineering tools including CAD and PDM
- Support building and operating system infrastructure to streamline design tasks

Helpdesk, System Operation & Maintenance and IoT

Maximize return on investment through providing end-to-end support from IT system implementation to utilization

IT Outsourcing Services

transcosmos provides end-to-end support to leverage IT and ultimately to improve competitive strength, based on our know-how accumulated through our extensive record in providing the services.



Provide the optimum helpdesk which matches with business

Helpdesk Services

- Provide wide-ranging support from implementation planning and training for business operation system and ERP to helpdesk services
- Propose effective solutions based on our business expertise, fully understanding the context of the inquiries coming from agents and dealerships
- Provide the optimum support for each industry and business from the user's perspective
- Provide multi-language, 24/7 service by combining onsite and centers

Improve business efficiency by providing support from user's perspective with fully understanding the business

System Operation and Maintenance Services

- Detect early signs of defects and failures by daily monitoring and data analysis
- The services include monitoring, performing primary isolation when failure is detected, troubleshooting and onsite support, under various environments such as on-premises and cloud
- Prevent operational errors and improve operational efficiency by standardizing monitoring process and implementing automation tools
- Provide 24/7 services by combining onsite and centers

Appropriately manage and analyze diversified devices and data along with widespread IoT

IoT Services

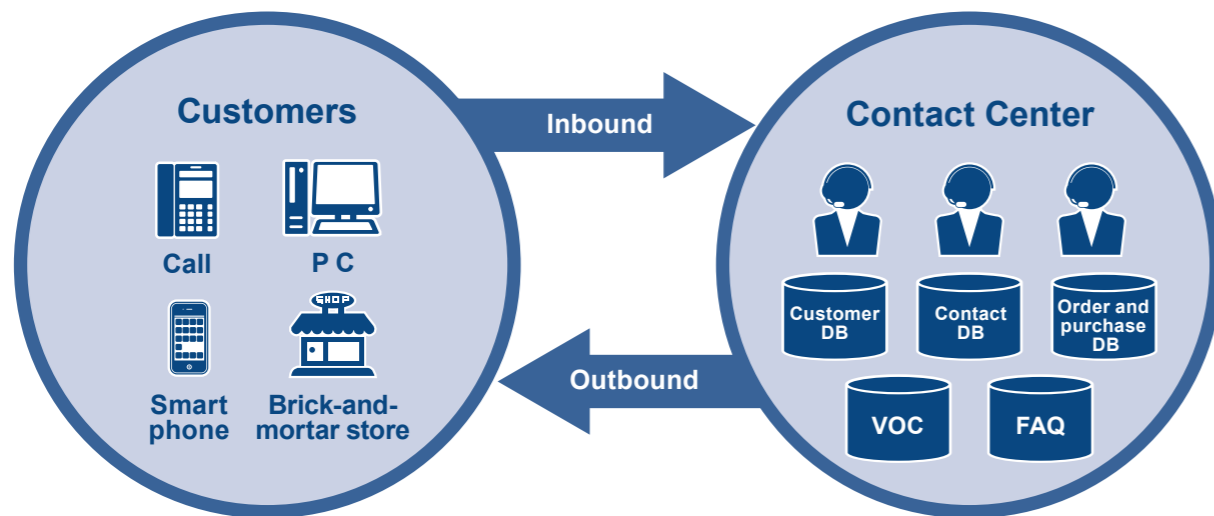
- Provide end-to-end support from managing, collecting and analyzing to leveraging the devices and data
- Comprehensive support for all devices from monitoring to management
- Provide services that meet the business needs by leveraging industry insights, accumulated through our proven record in business helpdesk, system operation and maintenance services
- Organize collected data and provide only the valuable data by leveraging BI tools

Contact Center

Provide contact center (call center) services that optimize and maximize the value of customer experience

Contact Center Services

Customer services at contact centers have become more critical than ever before as customers' behaviors and mindsets continue to diversify. transcosmos supports developing and operating strategic contact centers that engage with customers via various communication channels.



Support designing contact centers that meet the business objectives

Contact Center Consulting Services

- Visualize contact center's missions and identify challenges
- Rebuild and create ideal contact centers by developing improvement plans
- Develop and apply quality management criteria and the cycle

Optimize operational cost by leveraging our extensive know-how

Contact Center Outsourcing Services

- **Inbound Services**
Provide various customer services including technical support for inquiries on products and services, receiving requests for materials and receiving mail orders
- **Outbound Services**
Provide sales support to generate potential deals as well as to nurture relationship with customers by fully leveraging customer data such as VOC, collected through having dialogue with customers, and the result of our customer analysis

Support implementation and operation of communication channels

Cross-channel Communication Services



Contact center platform
which supports customer communication



Provide services in China, South Korea, ASEAN, Europe and the U.S.

Global Contact Center Services

- Provide high quality contact center services across the globe by utilizing our accumulated know-how
- Support 23 languages with 60 bases and 26,000 seats in Japan and abroad
- Provide multi-language contact center services for increasing foreign visitors to Japan by leveraging bases in Japan and abroad

Offshore

Provide quality services equivalent to that of Japan

Offshore Services

transcosmos provides high quality, affordable services in Japanese for clients in Japan by leveraging our offshore resources.



Support non-core, back-office tasks

Back-Office Services

- Provide one-stop support for back-office tasks in accounting, human resources and administration departments
- Enable sales department to focus on their core tasks by providing support for creating sales report, managing customer and product information, making various application forms, making arrangements, managing contracts, creating quotation and processing expenses
- Reduce cost and improve productivity by leveraging our offshore bases

Process mass data at low cost

Document Solution Services

- Digitalize and encrypt reports and personal information documents by cooperating with data centers in Japan that are compliant with security guidelines recommended by FISC (The Center for Financial Industry Information Systems)
- Decrypt the encrypted data and perform data entry in offshore bases with the operational framework which matches with the task volume
- Recompose the reports and documents into divided digital data to prevent identifying the original personal information during the data entry process

Build framework for global website operation

Website Operation Services

- Build cost efficient framework while securing quality by cooperating with Japan domestic bases for multi-language translation, website development and verification
- The services include building 24/7 operational framework
- Offer English support desk services

Support multi-channel in Japanese

Customer Support Services

- Vietnamese, Chinese and Japanese operators provide support in Japanese via multi-channel including call, e-mail and chat
- Optimize cost by leveraging Japan domestic and offshore bases
- Provide Vietnam offshore services for engineering and non-voice tasks

Deliver quality development services equivalent to or surpassing that of Japan

Application Development Services

- Support various development services for website, smartphone apps and others
- Conduct end-to-end project management from design, development to system testing. Our dedicated quality management team offers high-quality service which meets Japanese quality standards
- Sign laboratory contract with us and we provide overseas production and maintenance bases for our clients. Our dedicated engineers that are well-versed in Japanese development process provide services in the dedicated development environment which is built on organized infrastructure
- Develop high-value systems, flexibly accommodating the clients' needs, using hybrid solutions that mix agile with traditional waterfall method

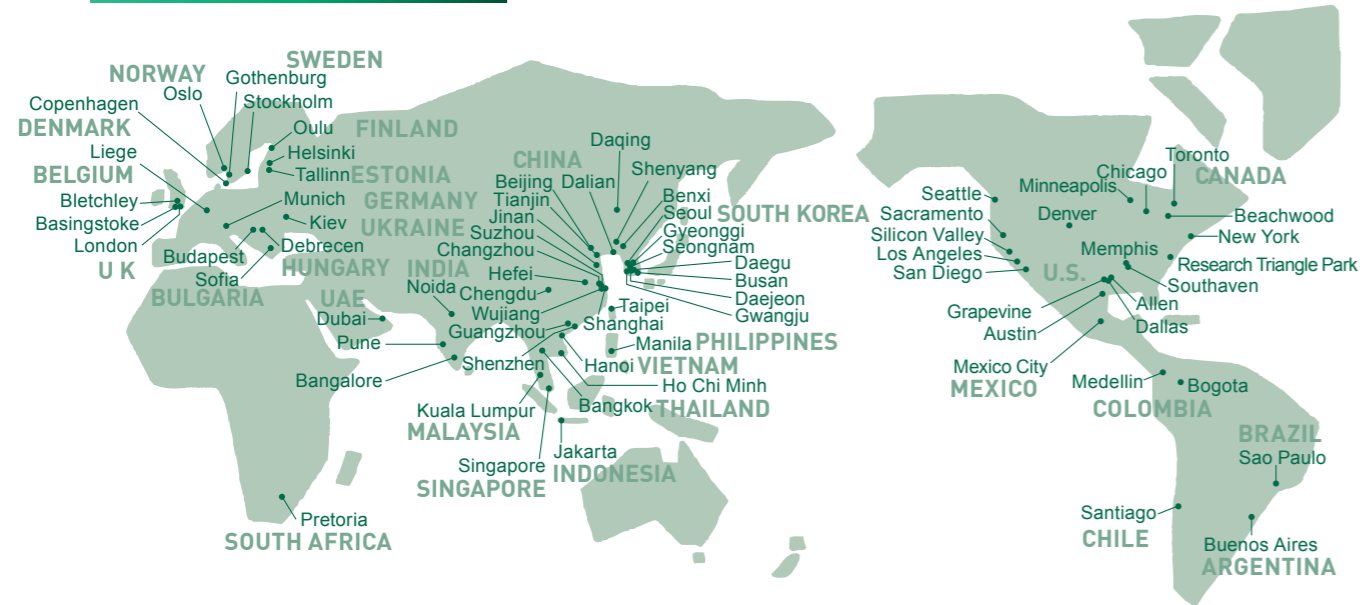
Realize cost reduction while securing high quality design tasks

Design and Development Support Services

- Provide wide-ranging supports for construction industry, including consulting for design and development, sales promotion, design and development, production and construction
- Realize both quality and cost reduction by performing mass design tasks in offshore bases under transcosmos's management

Global

transcosmos supports clients' Global Expansion with our various outsourcing services.



transcosmos's Global Bases

U.S. (Silicon Valley / Sacramento / New York / Los Angeles)
 UK (London)
 China (Beijing / Shanghai / Hefei / Tianjin / Dalian / Guangzhou / Shenzhen / Suzhou / Daqing / Changzhou / Jinan / Shenyang / Benxi)
 South Korea (Seoul / Seongnam / Gyeonggi / Daegu / Daejeon / Gwangju / Busan)
 Taiwan (Taipei)
 Indonesia (Jakarta)
 Thailand (Bangkok)
 Vietnam (Hanoi / Ho Chi Minh)
 Philippines (Manila)
 Malaysia (Kuala Lumpur)
 Singapore (Singapore)

Partners and Affiliates

U.S. (New York / Seattle / Research Triangle Park / Chicago / Austin / San Diego / Allen / Memphis / Southaven / Grapevine / Dallas / Minneapolis / Beachwood / Denver)
 China (Tianjin / Beijing / Shanghai / Wujiang / Chengdu / Guangzhou / Shenzhen / Jinan)
 South Korea (Busan) Canada (Toronto)
 Sweden (Stockholm) Norway (Oslo)
 Finland (Oulu / Helsinki) Denmark (Copenhagen)
 Germany (Munich) UK (London / Bletchley / Basingstoke)
 Estonia (Tallinn) Belgium (Liege)
 Hungary (Budapest / Debrecen) Ukraine (Kiev)
 Bulgaria (Sofia) Vietnam (Ho Chi Minh)
 Philippines (Manila) Singapore (Singapore)
 India (Bangalore / Noida / Pune)
 South Africa (Pretoria) UAE (Dubai)
 Argentina (Buenos Aires) Chile (Santiago)
 Colombia (Medellin / Bogota) Brazil (Sao Paulo)
 Mexico (Mexico City)

China Services for the Chinese Market
 South Korea Services for the South Korean Market
 ASEAN Services for the ASEAN Markets
 Europe & the United States Services for Europe & the United States and Latin America Markets

11.11 "Singles Day", November 11th, 2015
 E-commerce campaign in China achieved total sales of 220 billion yen with our support

transcosmos named FIVE STAR SERVICE PROVIDER by TMALL, the largest online marketplace in China, for its superior e-commerce operations

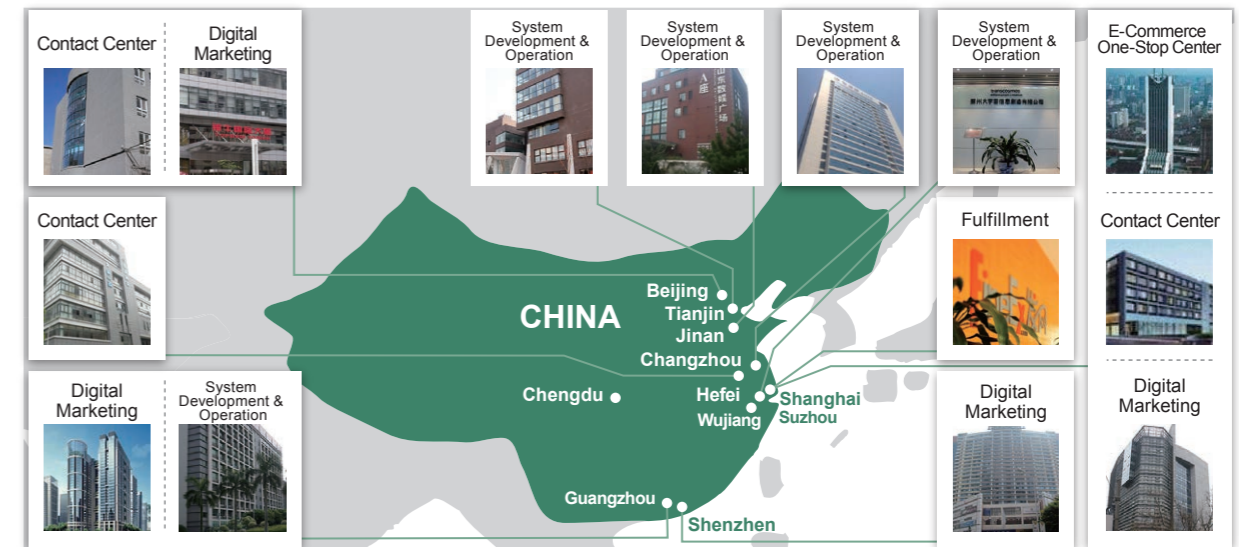
Global

China

Provide support for clients' global expansion

Services for the Chinese Market

transcosmos provides our clients that operate in Chinese market with e-commerce one-stop services, contact center services, digital marketing services and IT outsourcing services that are all localized for China.



Support all kinds of e-commerce channels

E-Commerce One-Stop Services

- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including "TMALL", the largest e-commerce shopping mall in China
- Distribute our clients' products, focusing on cosmetics, to e-commerce retailers including JD.com, JUMEI and Yihaodian
- Sell our clients products on cross-border e-commerce websites such as "JD worldwide", "KJT.COM", and "TMALL Global"
- Formed capital and business partnership with "Magic Panda", China's largest apparel e-commerce support company, "Fine EX", an e-commerce fulfillment and logistics company and "Tensyn", the leading digital agency in China

Provide the optimum web marketing solutions that fit local market

Digital Marketing Services

- Provide one-stop services from planning, designing, developing to operating various web marketing activities for website, campaign website, creatives and smartphone apps
- Execute digital marketing activities targeting Chinese before and during their visit to Japan to lure them into the brick-and-mortars. Plan and execute e-commerce marketing services after the visits to promote them to make repeat purchases

Guarantee quality contact center operations equivalent to that of Japan

Contact Centers Services

- Provide contact center services via call
- Proven track record in providing services for over 60 companies in Chinese market
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Optimize IT cost by providing one-stop support for the clients

IT Outsourcing Services

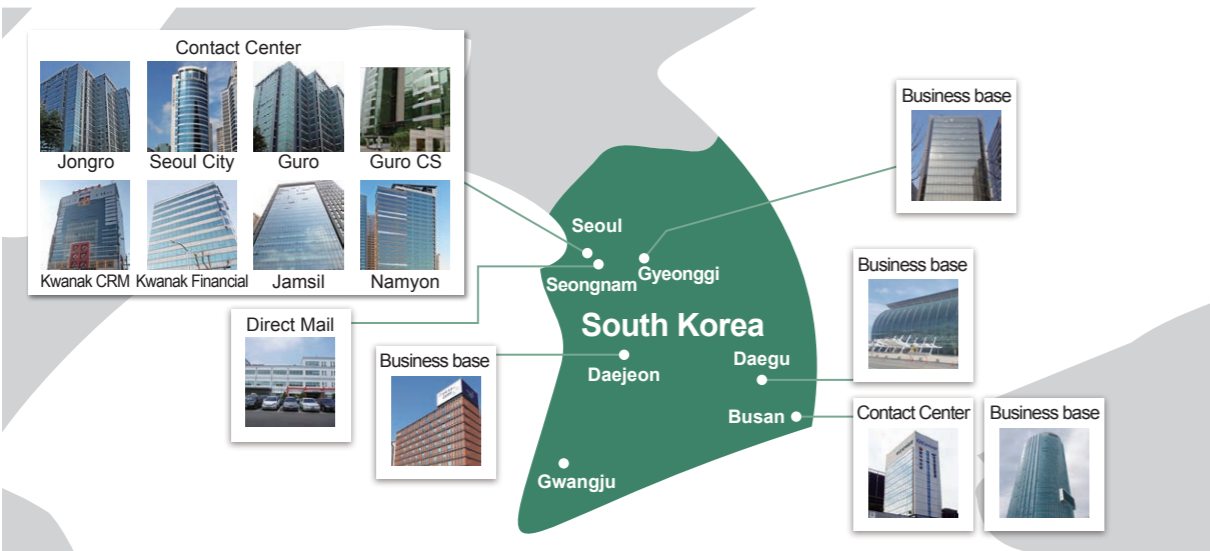
- Optimize IT cost by rebuilding clients' IT environment
- Provide wide-ranging support from planning, designing, developing, maintaining to operating the system according to the system lifecycle
- Provide one-stop support for maintenance and operation, including business application troubleshooting and program updates
- Provide end-to-end support for system infrastructure from design, development, maintenance to operation

South Korea

Provide support for clients' global expansion

Services for the South Korean Market

transcosmos provides our clients that operate in South Korean market with contact center services, digital marketing services, e-commerce one-stop services, direct mail services and field services that are all localized for South Korea.



Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services

- Provide contact center services via call
- Large-scale operational framework having 9 contact centers with 4,020 staff in South Korea
- Provide CRM solutions that are effective for analyzing customer trends and marketing data

Provide the optimum web marketing solutions that fit local market

Digital Marketing Services

- Provide one-stop services from planning, designing, developing and operating various web marketing activities for website, campaign website, creatives and smartphone apps
- Our specialists well-versed in the local market select the optimum media, plan and execute the marketing plans and SEM initiatives

Strongly support e-commerce business expansion in South Korea

E-Commerce One-Stop Services

- Provide wide-ranging support from store opening to operation on dominant e-commerce shopping malls, including "eBay", the largest e-commerce shopping mall in South Korea
- Received "High Performance Award" from eBay Korea

Provide one-stop support for direct mail operation ranging from creating, printing, enclosing to sending the mails

Direct Mail Services

- Our operational framework includes large-scale, the latest printing and binding facilities that enable high-speed mass printing
- Prevent troubles during printing and enclosing process through leveraging patented system and workflow. Manage data in collaboration with our contact centers

Our dedicated staff support store operations and help expanding sales

Field Services

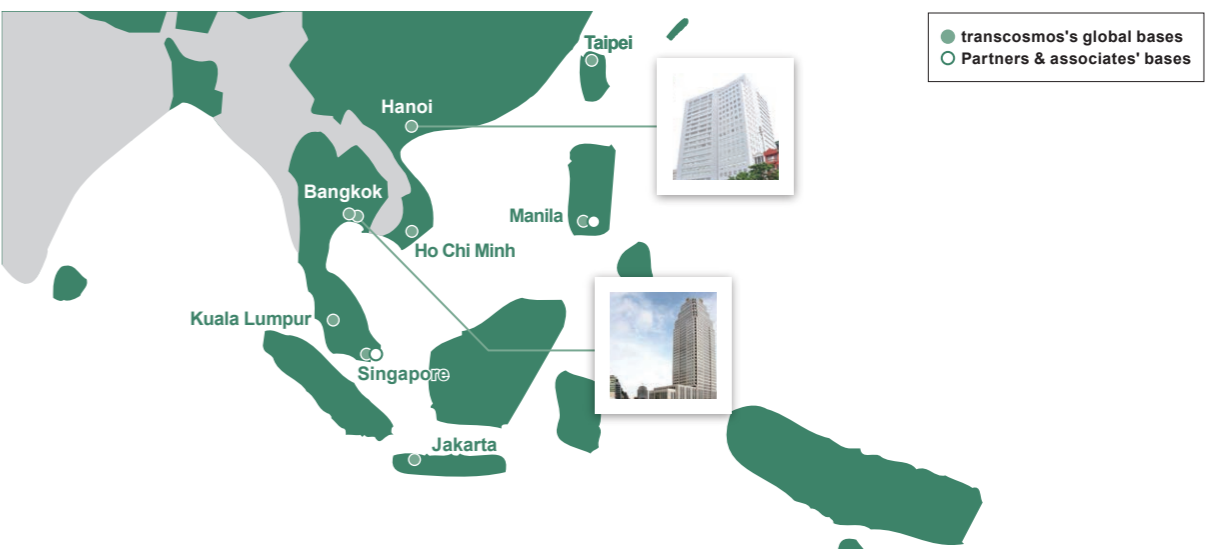
- Provide onsite support for wide-ranging store operations such as customer support, product explanation, sales promotion, sales management and running events
- Our people are highly talented specialists and are well-versed in various industries and areas
- Support our clients to expand their sales by assigning the optimum staff and supporting store operations on site

ASEAN

Provide support for clients' global expansion

Services for the ASEAN Markets

transcosmos provides our clients that operate in ASEAN market with contact center services, digital marketing services and e-commerce one-stop services that are all localized for each market.



Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services

- Provide contact center services via multi-channel
- Provide multi-language services in Indonesia, Thailand, Vietnam and the Philippines
- The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff

* Including services provided by our affiliates

Provide the optimum web marketing solutions that fit local market

Digital Marketing Services

- Our specialists well-versed in the local market select the optimum media and provide one-stop support for planning, designing, building, developing and operating various web marketing activities for website, campaign website, creatives and smartphone apps
- Provide services for each county and area from bases in the Philippines, Malaysia, Singapore, Indonesia and Vietnam

* Including services provided by our affiliates

Strongly support e-commerce business expansion in ASEAN market

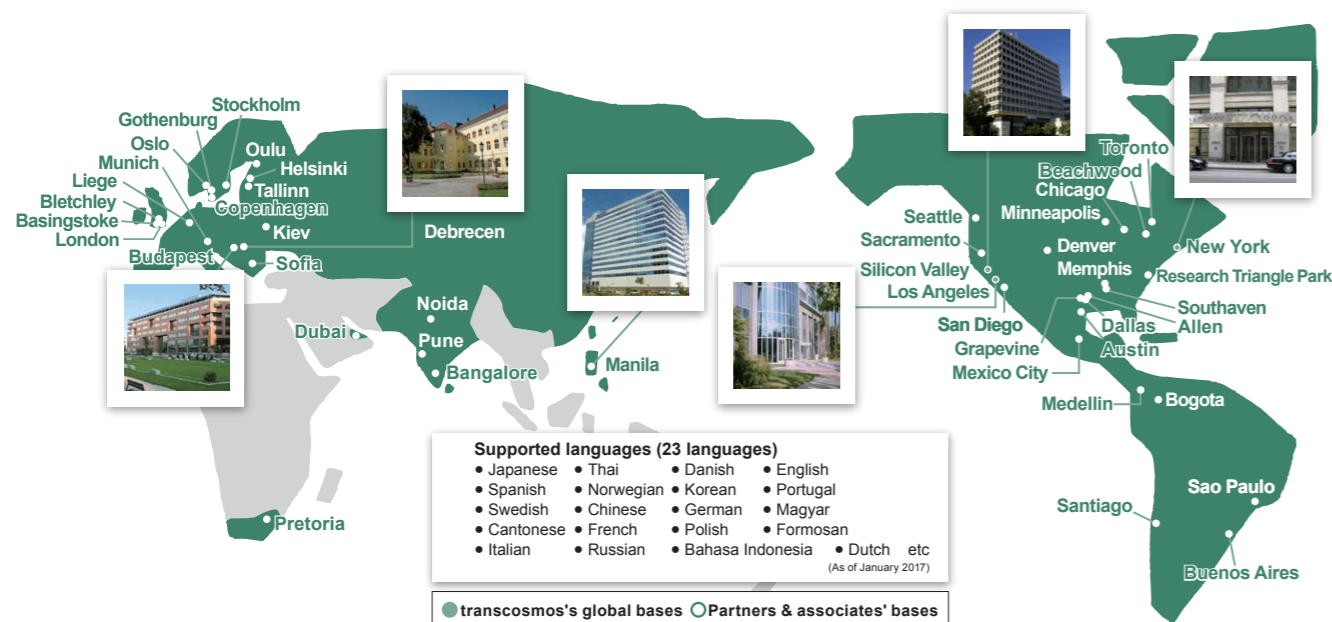
E-Commerce One-Stop Services

- Sell our clients' products on "MetroDeal", the largest daily deal e-commerce website in the Philippines and Thailand with 4.5 million members
- Sell our clients' products on "HOTDEAL", the Vietnam's No.1 daily deal website having nearly 3.1 million monthly unique users and 2.5 million members
- Sell our clients' products on "Lelong.my", the largest e-commerce shopping mall in Malaysia having 6,500 stores and 2 million members
- Formed a capital and business partnership with "Anchanto", an e-commerce fulfillment company having sales channels to e-commerce retailers across ASEAN, including Flipkart and Snapdeal, the top 2 companies in India, and Lazada and Qoo10, the leading retailers in ASEAN
- Sell our clients' products on "BERRYBENKA", the largest apparel e-commerce website in Indonesia, showcasing over 500 brands
- Operate "Gotcha!mall", a shopping mall smartphone apps in ASEAN. Promote "visit, purchase and re-visit" using a capsule toy (small vending machine) gimmick

Provide support for clients' global expansion

Services for Europe & the United States and Latin America Markets

transcosmos provides our clients that operate across the globe with e-commerce one-stop services and contact center services that are all localized for each market.



- Provide strong support for e-commerce expansion in the Europe and the United States market

E-Commerce One-Stop Services

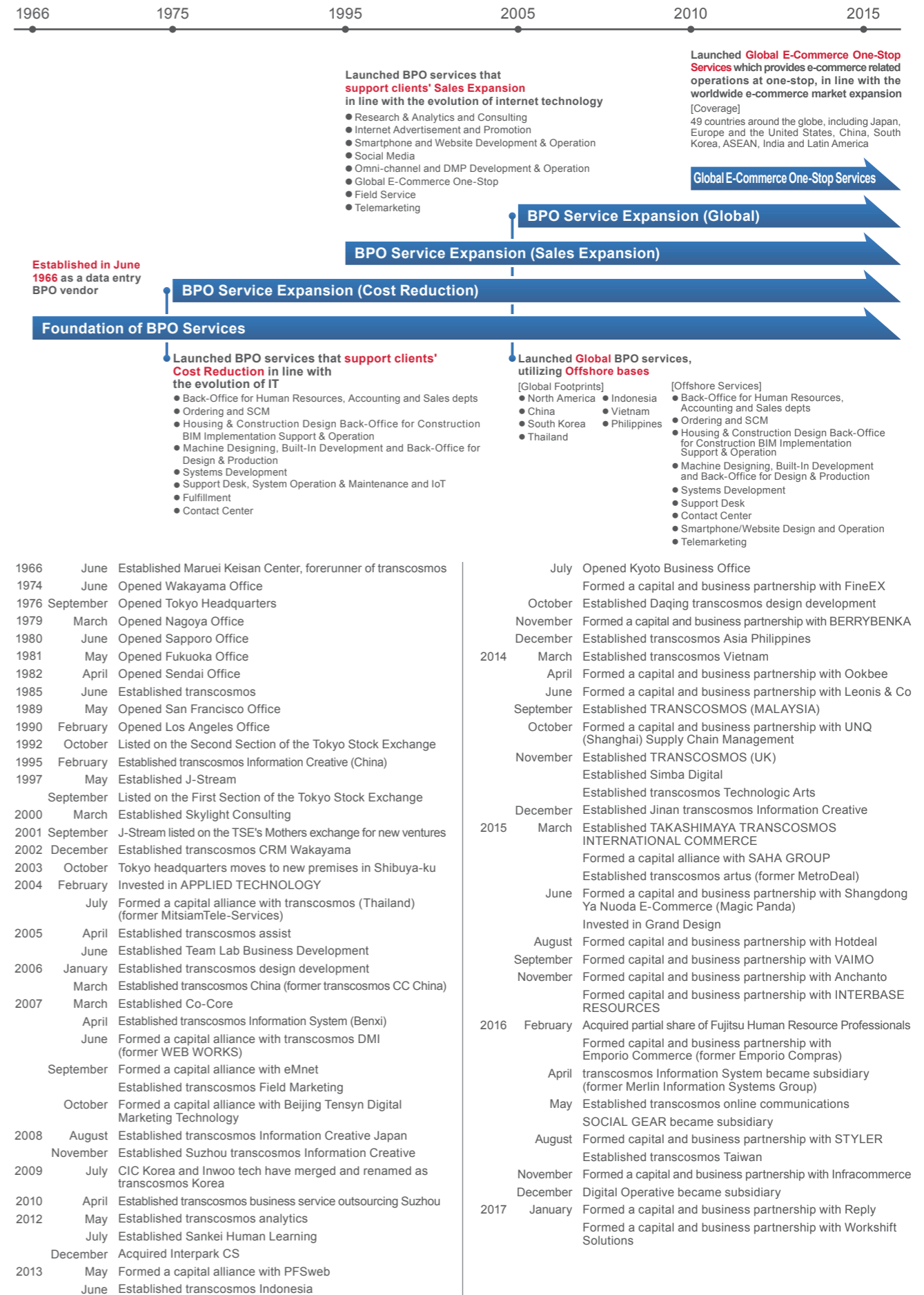
- Formed capital and business partnership with "PFSweb," the largest company in e-commerce one-stop services industry in the United States, listed in NASDAQ. In addition to providing fulfillment service with its own warehouse and back-office services such as customer support and payment processing, the company provides one-stop services for clients' e-commerce expansion with wide range of services from creating e-commerce systems to operation. The total working space is approximately 193,000 square meters, equivalent of approximately 4.1 times the size of Tokyo Dome, which boasts the largest seating capacity in Japan
- Formed capital and business partnership with "VAIMO", a Swedish e-commerce systems solutions company having experience of designing e-commerce websites for over 400 companies with Magento, a world-standard open e-commerce platform. The company provides strong support for clients' e-commerce systems design in Europe and the United States. The winner of 2015 EMEA (Europe, Middle East and Africa) E-Commerce Partner Of The Year Award by Magento
- Latin America's E-Commerce One-Stop Services Company
Formed a capital and business partnership with Emporio Commerce
Provides store opening support for e-commerce malls and websites including MercadoLibre, the Latin America's largest e-commerce marketplace and LINIO, the leading e-commerce retailer in the region. Also offers e-commerce one-stop support services ranging from e-commerce website development, fulfillment, customer service, online marketing to payment in Argentina, Chile, Colombia and Uruguay.

- Guarantee quality contact center operations equivalent to that of Japan

Contact Center Services

- Provide contact center services via multi-channel
- Provide multi-language services in the United States, Indonesia, Vietnam, the Philippines, Hungary and the United Kingdom
 - * Including services provided by our affiliates
- Offer varieties of delivery options according to the needs of clients. The services include bridge operation for business design and operational management, utilizing our English and Japanese bilingual staff
- Offer services for Europe and the United States from our offshore base in Manila

Corporate History



B to B Japan domestic

System integration solutions company, leveraging CAD, GIS and numerical analysis



APPLIED TECHNOLOGY CO., LTD.
www.apptec.co.jp

Realizes "cross media communication" at one-stop



CROSSCO Co., Ltd
www.crossco.co.jp

Offers "Gotcha!mall", a shopping smartphone application



Grand Design Co.,Ltd.
www.gd-c.com

The largest streaming video provider



J-Stream Inc.
www.stream.co.jp

Supports business revolution through the field-oriented IT consulting services



Skylight Consulting Inc.
www.skylight.co.jp

Discovers and develops web business for consumers



Team Lab Business Development Inc.

Takes your marketing activities to the next level with our analytics services



transcosmos analytics Inc.
www.trans-cosmos.co.jp/transcosmos-analytics

Joint venture company with LINE



transcosmos online communications inc.
www.trans-cosmos.co.jp/transcosmos-online

Region-based contact center



transcosmos CRM Wakayama Inc.
www.transcosmos-wakayama.co.jp

Develops strategic website with "analytics", "development" and "customer acquisition" capabilities



transcosmos DMI Inc.
www.trans-cosmos-dmi.co.jp

Provides high value-added development services, leveraging sophisticated technical capabilities



TransCosmos Technologies Inc.
www.trans-cosmos-tech.co.jp

Provides field services through dispatching help staff and field support members



transcosmos Field Marketing Inc.
www.tcfm.co.jp

A shared services company which performs payroll calculation and attendance management for Fujitsu and its group companies



Fujitsu Human Resource Professionals Limited
www.fujitsu.com/jp/group/hrpro

Omni-channel marketing company



Leonis & Co. Inc.
leonisand.co

B to B Global

CHINA

Providing BPO services in China



transcosmos China
www.transcosmos-cn.com

Helps reduce operational cost through providing offshore BPO services in China



transcosmos business service outsourcing Suzhou Co., Ltd.
www.trans-cosmos-bpochina.com

Providing design data services in China



transcosmos Design Development (Dalian) Co., Ltd.
Daqing transcosmos design development Co., Ltd.

Providing high-quality, affordable data entry services



transcosmos information system (Benxi)

Providing affordable and unparalleled high-quality development services



transcosmos Information Creative (China) Co., Ltd.
www.trans-cosmos.com.cn

Suzhou transcosmos Information Creative Co., Ltd

www.trans-cosmos.com.cn

transcosmos Information Creative Japan Inc.

www.tci-cn.co.jp

Jinan transcosmos Information Creative Co., Ltd.

The leading e-commerce fulfillment and logistics company in China



FineEX - Shanghai Heze Logistics Co., Ltd.
www.fineex.com

The leading online advertising company in China



Beijing Tensyn Digital Marketing Technology Joint Stock Company
www.tensynad.com

Cosmetics and commodities distributor for online retailers



UNQ (Shanghai) Supply Chain Management Co., Ltd.
youquhui.com

The largest e-commerce support company focusing on apparel in China



Shandong Ya Nuoda E-Commerce Co., Ltd.
www.nengmao.net

SOUTH KOREA

Providing BPO services in South Korea



transcosmos Korea Inc.
www.trans-cosmos.co.kr

The leading online advertising company in South Korea



eMnet Inc.
www.emnet.co.kr

TAIWAN

Providing BPO services in Taiwan



transcosmos Taiwan Inc.
www.trans-cosmos.com.tw

INDONESIA

Providing BPO services in Indonesia



PT. transcosmos Indonesia
www.trans-cosmos.co.id

THAILAND

Providing BPO services in Thailand



transcosmos (Thailand) Co., Ltd.
www.trans-cosmos.co.th

VIETNAM

Providing BPO services in Vietnam



transcosmos Vietnam Co., Ltd.
www.trans-cosmos.com.vn

Providing agile offshore development services in Vietnam



transcosmos Technologic Arts Co., Ltd.
www.tctav.com

PHILLIPPINES

Providing BPO services in the Philippines



transcosmos Asia Philippines, Inc.
www.transcosmos.com.ph

MALAYSIA

Providing BPO services in Malaysia



TRANSCOSMOS (MALAYSIA) SDN. BHD.
www.trans-cosmos.com.my

SINGAPORE

Delivers superior and attractive Japanese products to global market



TAKASHIMAYA TRANSCOSMOS INTERNATIONAL COMMERCE PTE. LTD.
www.takatrans.com

Providing SSP solutions in ASEAN



Simba Digital Pte Ltd
www.simba-digital.com

Providing Facebook ads operation system



SOCIAL GEAR PTE LTD
www.social-gear.jp

The major full-service ads agency in Singapore



Mandate Communications (S) Pte Ltd.
www.mandatecomms.sg

E-commerce fulfillment company having sales channels with e-commerce retailers in Singapore as well as India and ASEAN countries



Anchanto Pte Ltd
www.anchanto.com

U.S.

Providing BPO services in the North America



transcosmos America Inc.
www.transcosmos.net

Global end-to-end outsourcing company



PFSweb, Inc.
www.pfsweb.com

Digital marketing and e-commerce services agency in North America



Digital Operative Inc.
www.digitaloperative.com

Bot building and management platform for LINE, Messenger, SMS, Web, Alexa and others



Reply, Inc.
www.reply.ai

UK

Providing BPO services in the United Kingdom



TRANSCOSMOS (UK) LIMITED
www.trans-cosmos.co.uk

Providing BPO services in the Europe and the U.S. and Asia, supporting 23 languages



transcosmos Information Systems Limited
www.misgl.com

SWEDEN

European e-commerce systems solutions company



VAIMO AB
www.vaimo.com

ARGENTINA

CHILE

COLOMBIA

URUGUAY

Latin America's e-commerce one-stop services company



Emporio Commerce
www.emporiocommerce.com

BRAZIL

MEXICO

Latin America's e-commerce and digital business one-stop services company



Infracommerce
www.infracommerce.com.br

B to C E-Commerce

JAPAN

Mail-order business company, showcasing the hot products



NIHON CHOKUHAN
www.666-666.jp

E-commerce website with collection of masterpieces



Fujimaki Department Store
fujimaki-select.com

E-commerce website for Japanese Sake. Delivers Sake, Shochu (distilled spirits) and other Japanese drinks around the globe



SAKE TORA
www.saketora.com

CHINA

Chinese cross-border e-commerce shopping mall "KJT.com" "transcosmos global flagship store"



KJT.COM
www.kjt.com/Store/4175

Cross-border e-commerce website "JD Worldwide"



JD Worldwide
www.jd.hk

PHILLIPPINES

THAILAND

The largest daily deal e-commerce website in the Philippines and Thailand



MetroDeal Co., Ltd.
www.metrodeal.com

VIETNAM

The largest daily deal website in Vietnam



HOTDEAL.vn
www.hotdeal.vn

THAILAND

The largest E-Book Store within ASEAN, more than 5.5 Million members



Ookbee
www.ookbee.com

MALAYSIA

The largest e-commerce shopping mall in Malaysia, having 6,500 stores with 2 million members



Lelong.my
www.lelong.com.my

INDONESIA

The largest fashion e-commerce website in Indonesia



PT.BERRYBENKA
berrybenka.com

B to C

JAPAN

Developing and operating "meet-me", the 3D virtual community



Co-Core Inc.
www.co-core.com

Operating "SANKEI online English Conversation program", the Skype-based English learning service



Sankei Human Learning Co.,Ltd.
learning.sankei.co.jp

Operating "Watch me! TV", the video communication website



Fuji TV-lab, LLC
www.fujilab.jp

Special Subsidiary

A special subsidiary, promoting employment of people with special needs



transcosmos assist inc.
www.transcosmos-assist.co.jp

Corporate Overview, Management Philosophy and Corporate Vision, Sales and Clients

Corporate Overview

*As of September 30, 2016

Company Name	transcosmos inc.
Location	3-25-18 Shibuya, Shibuya-ku, Tokyo 150-8530 Japan Phone.81-3-4363-1111 Fax.81-3-4363-0111
Founded	June 18, 1985
Paid-in Capital	29,066 million* Outstanding shares / 48,794,046* Shareholders / 13,779*
Employees	17,994 (Group) (Japan: 10,746 Global: 7,248)* 9,474 (Parent company)*
Major Banks	Sumitomo Mitsui Banking Corporation, The Bank of Tokyo-Mitsubishi UFJ,Ltd., Mizuho Bank, Ltd., The Bank of Yokohama,Ltd., Sumitomo Mitsui Trust Bank, Limited, Resona Bank, Limited.
Domestic Bases	Sapporo, Hakodate, Sendai, Utsunomiya, Kita-Kashiwa, Kawaguchi, Tokyo, Yokohama, Nagoya, Kyoto, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Kumamoto, Oita, Miyazaki, Okinawa
Global Bases	U.S. (Silicon Valley / Sacramento / New York / Los Angeles), U.K. (London), China (Beijing / Shanghai / Hefei / Tianjin / Dalian / Guangzhou / Shenzhen / Suzhou / Daqing / Changzhou / Jinan / Shenyang / Benxi), South Korea (Seoul / Seongnam / Gyeonggi / Daegu / Daejeon / Gwangju / Busan), Taiwan (Taipei), Indonesia (Jakarta), Thailand (Bangkok), Vietnam (Hanoi / Ho Chi Minh), Philippines (Manila), Malaysia (Kuala Lumpur), Singapore (Singapore)
Welfare Program	transcosmos Health Insurance Society

Management Philosophy and Corporate Vision

Client satisfaction is the true value of our company, and the growth of each of our employees creates the value that shapes our future.

people&technology | Origin of our Business

The origin of transcosmos's business is to offer high-value services through uniting people and technology by "scheme". People refer to highly specialized human resources who can offer fine-tuned services and Technology refers to the up-to-date technology in the world which can provide value for our customers. transcosmos continues to polish the origin of our business that is to create the optimum business process through combining "people&technology" now and into the future.

Operational Excellence | Service Philosophy

transcosmos adapts to the diverse global market and identifies the optimum "people&technology" for each market to create the excellent business operation. What we call Operational Excellence refers to the operational strength which realizes the highest level of speed, cost and accuracy, provides our clients with a significant competitive advantage in their business process and ultimately makes the process the source of their competitive edge. transcosmos, as a BPO vendor who optimizes clients' business process and drives innovation, upholds this Operational Excellence as our service philosophy.

Global Digital Transformation Partner | Corporate Message

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.

Sales and Clients

Sales			Clients		
Consolidated Sales (in million yen)			Non-consolidated Sales (in million yen)		
Fiscal year	Yen amount	Growth rate	Fiscal year	Yen amount	Growth rate
2012 / 3	161,208	6.3%	2012 / 3	129,394	4.6%
2013 / 3	166,335	3.2%	2013 / 3	134,948	4.3%
2014 / 3	186,503	12.1%	2014 / 3	145,832	8.1%
2015 / 3	199,178	6.8%	2015 / 3	157,310	7.9%
2016 / 3	224,605	12.8%	2016 / 3	179,107	13.9%

Sales mix by sector	(2016 / 3)	Sales mix by key clients	(2016 / 3)
1 Finance	17.6%	1 A (PC/AV)	3.2%
2 Information services	15.9%	2 B (Advertising)	1.7%
3 Wholesale	8.8%	3 C (Architectural material/equipment)	1.4%
4 Other services	6.5%	4 D (Travel)	1.3%
5 Retail	6.0%	5 E (IT services)	1.3%

Management and Organization

Management

As of April 1, 2017

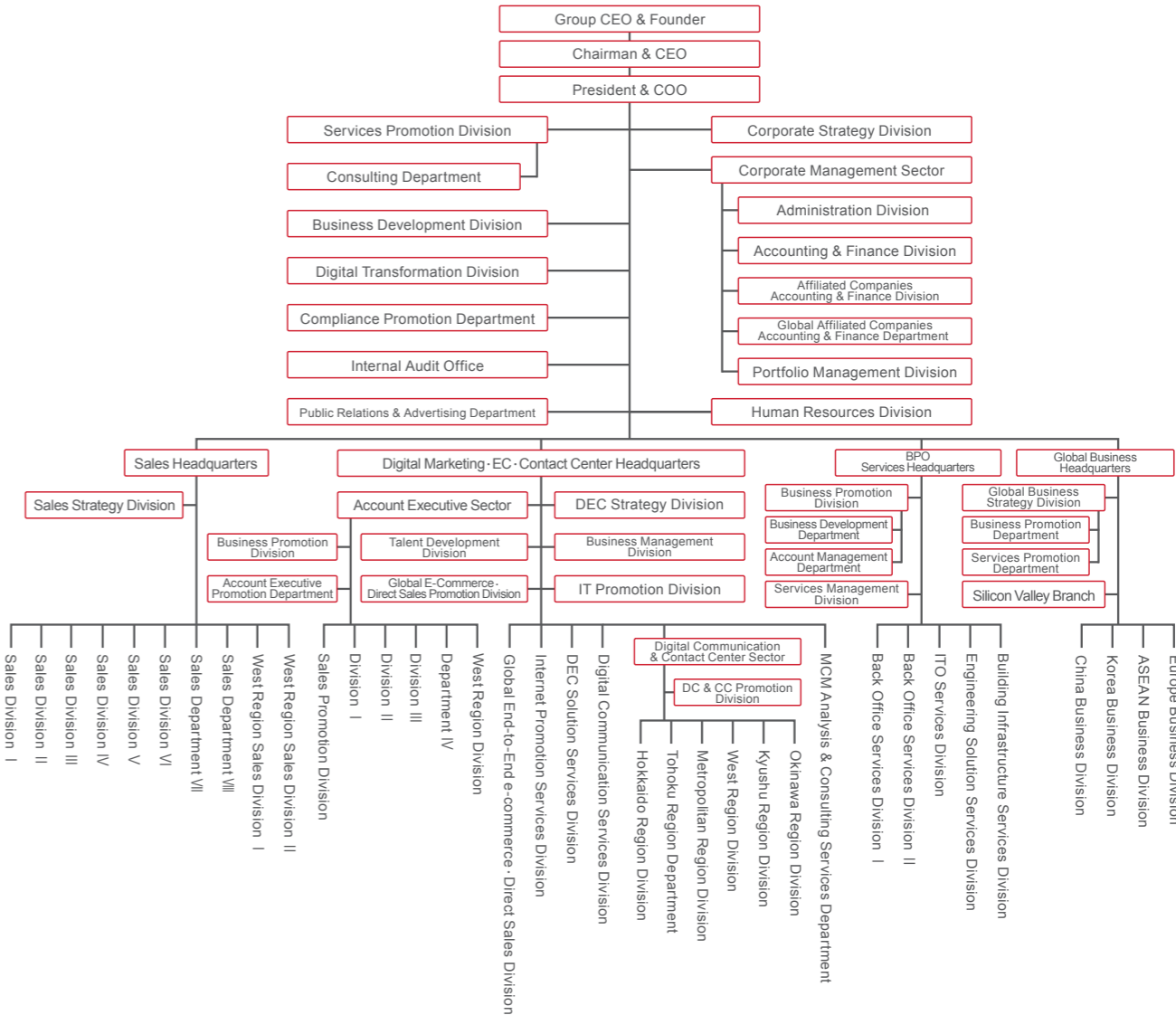
Founder & Group CEO	Koki Okuda	Senior Corporate Executive Officer	Kenshi Matsubara	Corporate Officers	Takashi Sube
Chairman & CEO	Koji Funatsu	Corporate Executive Officers	Hiroshi Kaizuka		Yuichiro Kubo
President & COO	Masataka Okuda		Kentaro Ogata		Shinji Kanezawa
Executive Vice Presidents	Koichi Iwami		Atsushi Ono		Masato Ogino
	Hiroyuki Mukai		Takeshi Kamiya		Kenta Kusano
Senior Executive Managing Directors	Masakatsu Moriyama		Eijiro Yamashita		Shohei Shimoda
	Shinichi Nagakura		Ken Inazumi		Kei Yamane
	Masaaki Muta		Naohiko Kitsuta		Hiroyuki Kohara
Executive Managing Directors	Masatoshi Kouno	Corporate Senior Officers	Kazuhiko Yamaki		Hideki Nagura
	Hitoshi Honda		Kokkei Nakayama		Makoto Noguchi
	Kiyoshi Shiraishi		Yoichi Kawano		
Directors	Ralph Wunsch		Mikio Yanashita		
	Shunsuke Sato		Hiroyuki Uchimura		
Outside Directors	Takeshi Natsuno		Tsutomu Hasegawa		
(Audit and Supervisory Committee Member)	Nozomu Yoshida		Hirofumi Inoue		
Outside Directors	Eiji Uda		Norimitsu Miyazawa		
	Owen Mahoney		Hiroki Tanigawa		
	Rehito Hatoyama		Hiroyuki Morita		
	Toru Shimada		Yoshihiro Uematsu		



transcosmos is a "Privacy Mark" certified company

Organization

As of April 1, 2017



transcosmos inc.

Main Office	3-25-18, Shibuya, Shibuya-ku, Tokyo 150-8530 Japan Phone. 81-3-4363-1111 Fax. 81-3-4363-0111 www.trans-cosmos.co.jp
Osaka Head Office	Tosabori Daibiru Bldg. 2-2-4 Tosabori, Nishi-ku, Osaka 550-0001, Japan Phone. 81-6-4803-9500 Fax. 81-6-4803-9590
Domestic Bases	Sapporo, Hakodate, Sendai, Utsunomiya, Kawaguchi, Kita-Kashiwa, Tokyo, Yokohama, Nagoya, Kyoto, Osaka, Kobe, Wakayama, Fukuoka, Nagasaki, Kumamoto, Oita, Miyazaki, Okinawa
Global Bases	U.S. : Silicon Valley, Sacramento, New York, Los Angeles U.K. : London China : Beijing, Shanghai, Hefei, Tianjin, Dalian, Guangzhou, Shenzhen, Suzhou, Daqing, Changzhou, Jinan, Shenyang, Benxi South Korea : Seoul, Seongnam, Gyeonggi, Daegu, Daejeon, Gwangju, Busan Taiwan : Taipei Indonesia : Jakarta Thailand : Bangkok Vietnam : Hanoi, Ho Chi Minh The Philippines : Manila Malaysia : Kuala Lumpur Singapore : Singapore

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* Other company names and product or service names used here are trademarks or registered trademarks of respective companies.