

transcosmos

Global Digital Transformation Partner

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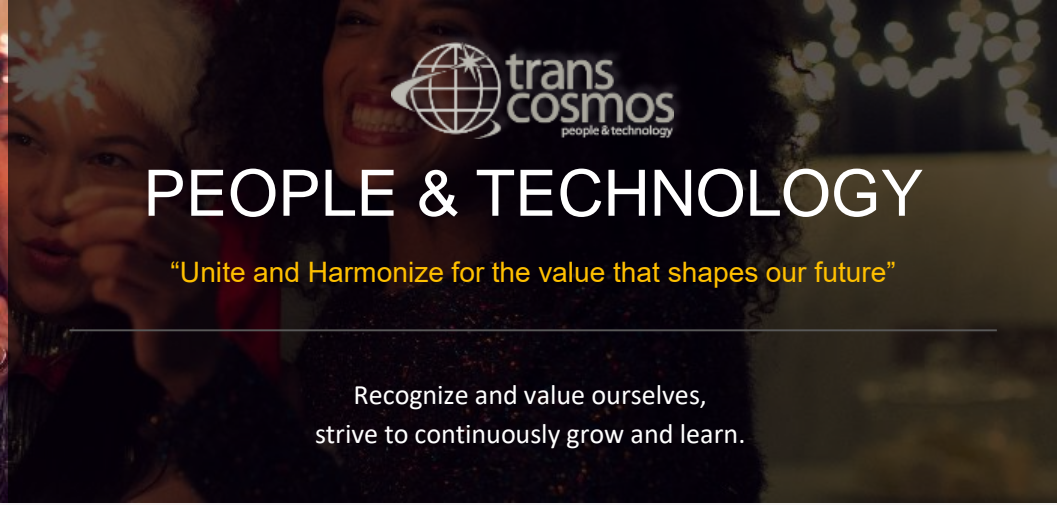


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CORPORATE Background



Our Corporate Vision



PEOPLE & TECHNOLOGY

“Unite and Harmonize for the value that shapes our future”

Recognize and value ourselves,
strive to continuously grow and learn.

The fundamental concept of transcosmos' business lies in uniting people and technology to offer high-valued services.

“People” refers to the highly specialized human resources who can offer fine-tuned services, and “Technology”, pertains to up-to-date technology in the world that can be an asset to us and customers.

Gartner Ranking

BPO Players ^(*)		(in Millions USD)
2018 rankings	Company name	Revenues
1	ADP	12,985
2	FIS	6,882
3	Conduent	5,393
4	First Data	5,214
5	Accenture	5,094
6	Teleperformance	4,552
7	Broadridge	4,318
8	TSYS	4,028
9	Capita	3,534
10	Paychex	3,454
11	Samsung SDS	3,008
12	Concentrix	2,642
13	Tata Consultancy Services	2,491
14	transcosmos	2,478
15	Genpact	2,393

Chart/Graph created by transcosmos based on Gartner Research

Gartner®

transcosmos is named **No.1** in Japan (by 2018 revenue)

transcosmos attained the top spot in Japan,

ranked **9th in the Asia Pacific** region and

14th in the world in the BPO market report

issued by Gartner Inc. U.S.

- Gartner "Market Share Analysis: Business Process Outsourcing,

Worldwide, 2018" Cathy Tornbohm, Dean Blackmore, 22 April 2019

Group Overview



- Headquartered in **Tokyo Japan**, TSE: 9715
- Founded in **1966**, with **53 Years** Experiences
- **173** Locations in **31** Countries
- **57,300** Employees Worldwide
- **3 Billion** USD Revenue in 2019
- **Businesses:**
 - Digital Marketing Services
 - E-commerce One-stop Services
 - Call Center Services
 - ITO Services
 - BPO Services

} “DEC”
integrated
services

*As of the end of June 2019

Global Footprint



※ As of 2019



53
Years

30
Countries

169
Bases

55,000+
Employees

23
Languages

Over \$2.68B
Revenue(2018)

Transcosmos Malaysia



Menara Shell,
KL Sentral



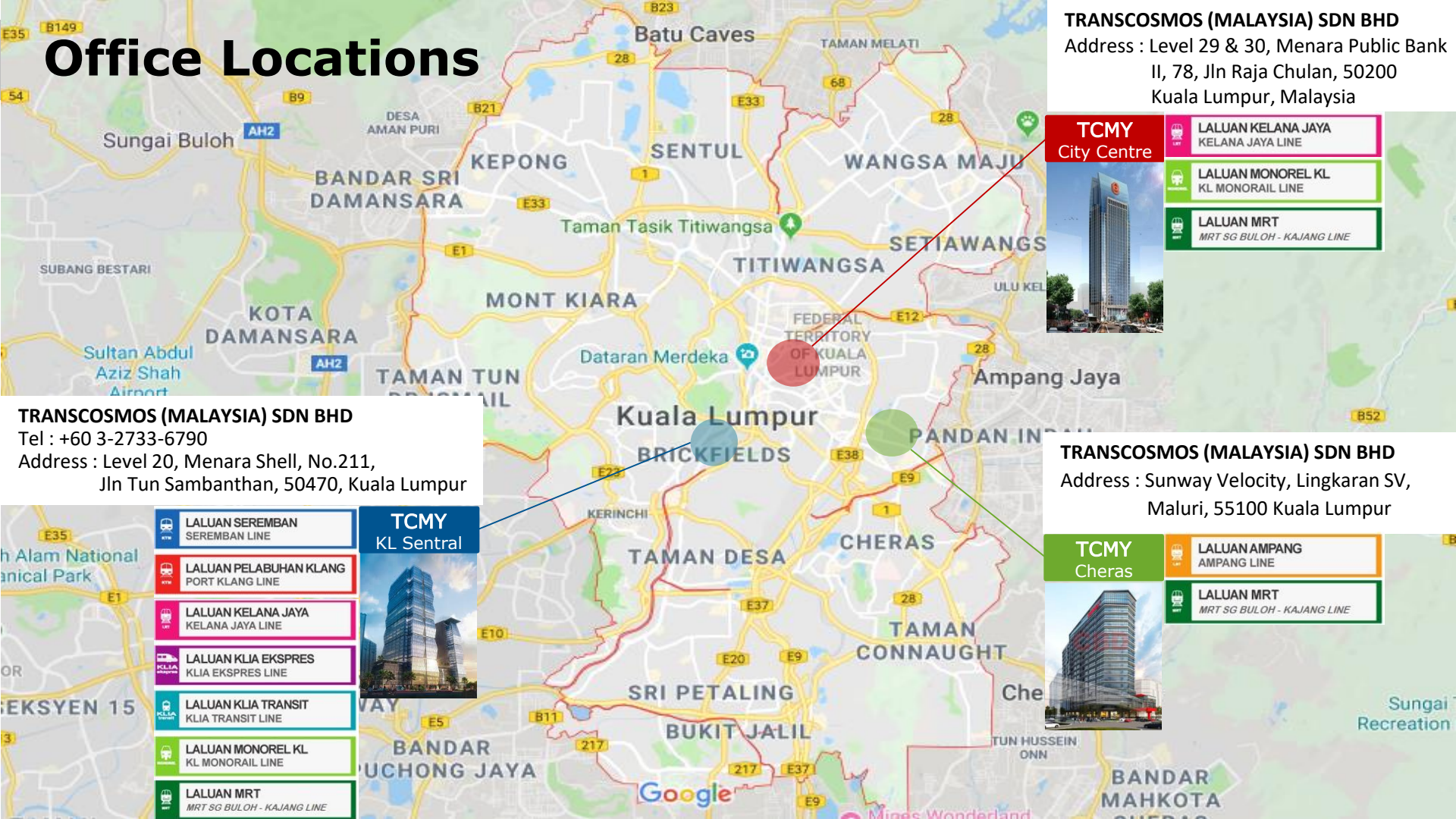
Sunway Visio Tower,
Cheras



Menara Public Bank II
City Centre



Office Locations



TRANSCOSMOS (MALAYSIA) SDN BHD
 Address : Level 29 & 30, Menara Public Bank
 II, 78, Jln Raja Chulan, 50200
 Kuala Lumpur, Malaysia


TCMY
City Centre



- LALUAN KELANA JAYA
KELANA JAYA LINE
- LALUAN MONOREL KL
KL MONORAIL LINE
- LALUAN MRT
MRT SG BULOH - KAJANG LINE

TRANSCOSMOS (MALAYSIA) SDN BHD
 Tel : +60 3-2733-6790
 Address : Level 20, Menara Shell, No.211,
 Jln Tun Sambanthan, 50470, Kuala Lumpur

TCMY
KL Sentral



- LALUAN SEREMBAN
SEREMBAN LINE
- LALUAN PELABUHAN KLANG
PORT KLANG LINE
- LALUAN KELANA JAYA
KELANA JAYA LINE
- LALUAN KLIA EKSPRES
KLIA EKSPRES LINE
- LALUAN KLIA TRANSIT
KLIA TRANSIT LINE
- LALUAN MONOREL KL
KL MONORAIL LINE
- LALUAN MRT
MRT SG BULOH - KAJANG LINE

TRANSCOSMOS (MALAYSIA) SDN BHD
 Address : Sunway Velocity, Lingkaran SV,
 Maluri, 55100 Kuala Lumpur

TCMY
Cheras



- LALUAN AMPANG
AMPANG LINE
- LALUAN MRT
MRT SG BULOH - KAJANG LINE

Why Transcosmos?

- On the job training
- Skills enhancement trainings
- Tight-knit work community
- Friendly colleagues
- Career Advancement
- Modern workplace
- Dynamic Young Team
- Public Transport Accessible Offices



Malaysia as a SEA Hub

A total of approximately **6,000** employees in **6 countries** to collaborate with



Major Clients (Malaysia)

Transcosmos Malaysia gives you the experience of working for **big name clients** from one place



... and more



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Transcosmos Malaysia

Services Line-Up

Transcosmos Malaysia Services

Five service areas supporting both front- and back-end operations



Revenue Gain

- Internet Promotion
- Web Development & Operations
- Data Analytics
- Omni-Channel Mktg
- e-Commerce Site Development & Operations
- Fulfillment, Warehousing
- Outbound Sales
- Social Media Comms

Cost Reduction & Customer Satisfaction

- Customer Care
- Technical Support
- Social Media/CRM
- HR, Accounting, Admin
- CAD Engineering
- Helpdesk
- System Operation & Management

Digital Promotion Planning & Execution

Plan, design and create page flow and content optimal for clients' business requirements, leveraging our diverse know-how and the extensive proven record of developing websites for over 600 companies every year.

UI/UX Designing

Easy to use and delightful to interact with – this is a design that works.
We design user interfaces that are attractive, functional, and enjoyable.
The rationality is simple – a product that people enjoy using drives business



Interview & Research

Good output is made possible by good inputs.



Requirement Breakdown

Organize all detail requests.



Wireframe Design

1st Step of Design.



Flow Chart Design

Design Customer Journey.



Interface Design

Actual Design for all independent pages.

Front & Back End Development

Develop websites & apps that are compatible with variety of devices with different screen sizes while balancing usability and operational efficiency

Global Web & App Development Bases



Social Media Marketing & Management

Transcosmos also provides various services, including consulting, planning & creation, marketing promotion, operation, monitoring, and research & analysis to help our clients make the most of social media.

Influencer Marketing (KOL Arrangements)

We can suggest the best influencers for your brands by referring to our originally organized KOL network.



Social Community Engagement



We can suggest the best influencers for your brands by referring to our originally organized KOL network.

Regular Post Contents Production & Management



Social medias require companies to distribute contents regularly to maintain fan engagement, which can be a never-ending operation.

CRM Marketing Services

Marketing content tailored to each information characteristic will be distributed by utilizing all the accumulated and organized information through CRM activities.

Marketing Contents

Demogra-phic Info Base

Age/Gender Information

E.g.: Promotion of proper cosmetics for women of target age

Birthday Information

E.g.: Distribution of birthday coupons

Location Information

E.g.: Promotion of physical stores to customers within specific areas

...etc.

Purchase Behavior Base

Cart/Wishlist Information

E.g.: Reminder of existing products still in cart

Purchase Information

E.g.: Promotion of related products to those who purchased specific products

Member Loyalty Information

E.g.: Promotion of exclusive campaigns for Tier1 customers only

...etc.

Contact Point Base

Website/App Login History Information

E.g.: Distribution of promotion coupons to returning users

Event/Contest Participation Information

E.g.: Distribution of exclusive coupons to participants

E-mail Newsletter Registration Information

E.g.: Distribution of regular newsletter

...etc.

Marketing Channels



Email Marketing (MA & Manual)



Retargeting Ad



Look-A-Like Ad



Recommendation Engine

...etc.

E-Commerce One Stop Solution

We realize seamless communication in operational processes and improve our “Operational Excellence” through centralizing E-Commerce operational functions in a single One-Stop Centre.

E-Commerce Total Solution Service

Our centre provides a one-stop total solution service which includes:



Official Store Management on Major E-Commerce Platform

Enhancing your brand’s online presence by setting up and utilizing official stores on major EC platforms.



Order Taking & Inventory Management

Organizing your orders and keeping track of your inventory for higher precision.



Warehousing & Shipping

Provide sorting, storage, logistics, etc. services for your physical products.



Photo Shooting

Content creations for your marketing purposes.



... and other E-Commerce related services

E-Commerce Strategy & Consulting

By utilizing our expertise & experience in the field, we are able to provide you with consultations and solutions to cater to your E-Commerce needs according to your entry-stage in the target market.

E-Commerce Strategy Planning

By assessing the entry-stage of your business in the market, we are able to tailor our strategy planning & consulting services to help you expand your business in said market.



Inbound Contact Center Outsourcing

With over 50 years of experience in the industry, Transcosmos will successfully implement and operate your contact centre operations aligning with your corporate objectives and goals. Our group is ranked as the No.1 Service Provider in Japan and in the region, and has been continuously recognized for our high standards of contact centres from a range of industry bench markers worldwide.

Inbound Customer Support Communications

Ranging from order taking to CRM operational services, we are able to utilize our know-how in the contact centre industry and provide our resources to help you cater to your business demands. Our strengths in this field includes:



Multi-Lingual Services

By collaborating with our branches located all over the region, we are able to provide you with multi-lingual customer service operations to satisfy your global CC needs.



Omni-Channel Support Service

By integrating all communications of Phone, FAX, E-mail, Website, Store, Smartphone, Social Media, etc., we are able to provide you with a seamless management of customer support services and offer a superior customer experience.

Outbound Contact Center Outsourcing

Other than providing BPO services for inbound communications, we also provide our services for your outbound communications which can directly impact your revenue in the short & long run.

Outbound Communications

As we believe that it is crucial for businesses to maintain regular communications with external stakeholders to drive further results, we also offer Outbound Contact Centre Services such as:



Telesales/Telemarketing

Direct contact with prospect clients can further increase revenue.



Research/Surveys

Researching for relevant data and understanding the market is the first step for a successful business.



Retention

Retaining existing customers helps improve the sustainability of a business.

... and other Outbound Communication services.



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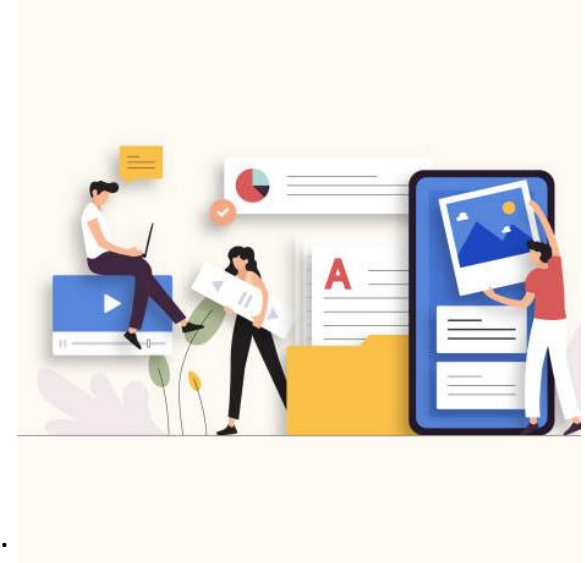
Transcosmos Malaysia

Career Opportunities

Digital Marketing Roles

General Requirements.

- Good computer skills and ability to quickly learn new software and systems.
- Fundamentals of MS Excel and PowerPoint knowledge.
- Photoshop, Illustrator, or any other design soft skills or experience would be an advantage.
- Superior communication skills – Strong oral & written English.
- Ability to work in a fast-moving environment
- Detail oriented.
- Team player, able to connect his/her business areas with other Company departments.
- Experience (Part time) in any digital/marketing would be an added advantage.



Why digital marketing experience?

- Salary Range : Starting from MYR 2,600
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : 1-2/year
- Check job portals ([Links](#)) for vacancies
- Gain problem solving & strategy skills in digital marketing
- Better your interpersonal skills & business communication
- Hands on industry & learn how to navigate the future of marketing
- Learn & grow with industry standard professionals
- International peers & clients from all over the globe

E-Commerce Roles

General Requirements.

- Good computer skills and ability to quickly learn new software and systems.
- Fundamentals of MS Excel and PowerPoint knowledge. Photoshop, Illustrator, or any other design soft skills or experience would be an advantage.
- Superior communication skills – Strong oral & written English. Mandarin is an advantage.
- Passion for Japanese products or beauty products would be an advantage.
- Ability to work in a fast-moving environment
- Comfortable in a high intensity, KPI driven and sales environment.
- Detail oriented.
- Team player, able to connect his/her business areas with other Company departments.
- Experience (Part time) in any retail/marketing/sales would be an added advantage.



Why e-commerce experience?

- Salary Range : Starting from MYR 2,600
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : 1-2/year
- Check job portals ([Links](#)) for vacancies
- Get entrepreneurial skills
- Gain exposure in e-commerce activities
- Hands on industry experience in the marketplace of the future
- Learn & grow with industry standard professionals
- International peers & clients from all over the globe

Customer Advocate Roles

General Requirements.

- Delivering excellent customer service to customer via phone (inbound).
- This may be extended to other channels (email, live chat, social media) based on your skills.
- Able to provide accurate information on products and services to customer.
- Maintaining high degree of integrity and confidentiality – keeping customers' information confidential at all times.



Why customer service experience?

- Salary Range : Starting from MYR 2,400
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : 600/year
- Improve your communication skills
- Improve emotional intelligence
- Good career advancement opportunities
- Learn & grow with industry standard professionals
- Work with international peers & clients from all over the globe

Human Resources Roles

General Requirements.

For HR entry level qualification or requirement:

- Primary: Obtained a Bachelors Degree - Human Resources.
- Secondary: Bachelors Degree in business or psychology, with HR certifications.
- Language spoken: English & Bahasa Malaysia in both oral and written.
- Knowledge of MS Office (Word, PowerPoint & Excel).
- Knowledge of Employment Act 1955
- Personality Skills: High level of Integrity, fast learner with good analytical thinking and problem solving skills.



Why Human Resource experience?

- Salary Range : MYR 2,500 – 2,700
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : Varied based on needs
Check job portals ([Links](#)) for vacancies
- Gain communication skills
- Improve emotional intelligence
- Learn & grow with industry standard professionals
- Hands on industry experience
- International peers & clients from all over the globe

Sales Roles

General Requirements.

Candidates considered for entry level roles in the Business Development Department would be characterized as follows:

- Strong effective communication.
- Critical and analytical thinking skills.
- Flexible.
- Creative problem solving skills.
- High level of confidence.
- High emotional intelligence to handle rejection.
- High degree of self motivation and ambition.



Why Sales experience?

- Salary Range : Starting from MYR 2,500
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : Varied based on needs
Check job portals ([Links](#)) for vacancies
- Gain communication skills
- Improve emotional intelligence
- Work with famous name brands
- Learn & grow with industry standard professionals
- International peers & clients from all over the globe

IT Roles

Applications open end 2021 onwards

Support Helpdesk and System Operations & Management functions

Technical Skills required:

- Basic IT networking fundamentals
- Basic IT Server knowledge
- Script programming knowledge
- Software development knowledge

Soft skills required:

- Business communication skill
- Proactive behavior
- Strong willingness to learn



Why IT experience?

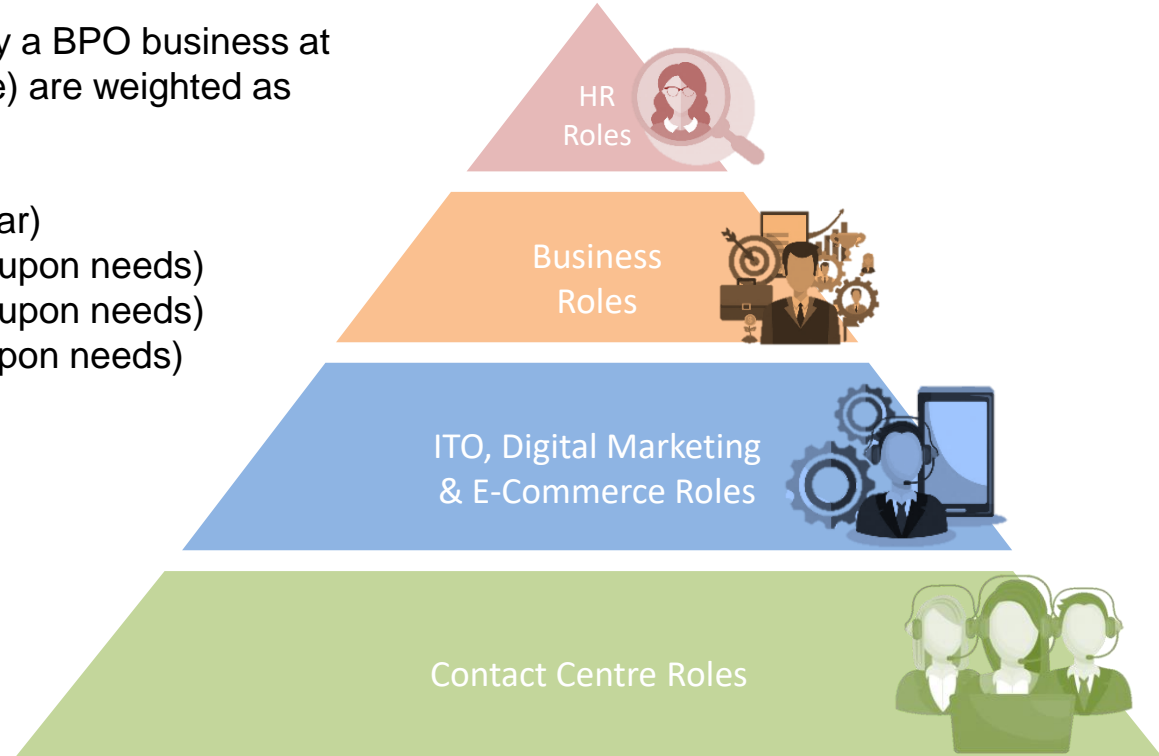
- Salary Range : Starting from MYR 2,500
- Allowance : Starting from MYR 500 (TBD)
- # Vacancies : Varied based on needs
- Check job portals ([Links](#)) for vacancies
- Improve business technical & communication skills
- Improve emotional intelligence
- Learn & grow with industry standard professionals
- Become industry ready with hands on experience.
- Work with international peers & clients from all over the globe

Vacancies Ratio

All roles will not be available at the same time.

Since Transcosmos Malaysia is largely a BPO business at this moment, most of our hires (by role) are weighted as listed.

- Contact Centre Roles – 65% (600/year)
- ITO, DM & EC Roles – 20% (Varies upon needs)
- Business Roles – 10% (Varies upon needs)
- HR Roles – 5% (Varies upon needs)



Application Links



Apply Directly!

Contact Centre: <https://transcosmosmy.kissflow.com/public/Pf5167338f-c2db-4fb8-a375-ca1260178f49>

Non-Contact Centre: <https://transcosmosmy.kissflow.com/public/Pf8928f8bd-b47c-4809-af55-105c8d5cbbf4>

Find us @ Job Portals

Hiredly - <https://my.hiredly.com/companies/transcosmos-malaysia-sdn-bhd/>

Jobstreet – <https://www.jobstreet.com.my/en/job-search/jobs-at-transcosmos-malaysia-sdn-bhd/>

Contact @ emails

General Inquiries – hr_communication@trans-cosmos.com.my

Application/Recruitment – recruitment@trans-cosmos.com.my

Corporate Consultation – hanna.purnomo@trans-cosmos.com.my



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Transcosmos Malaysia

Training & Benefits

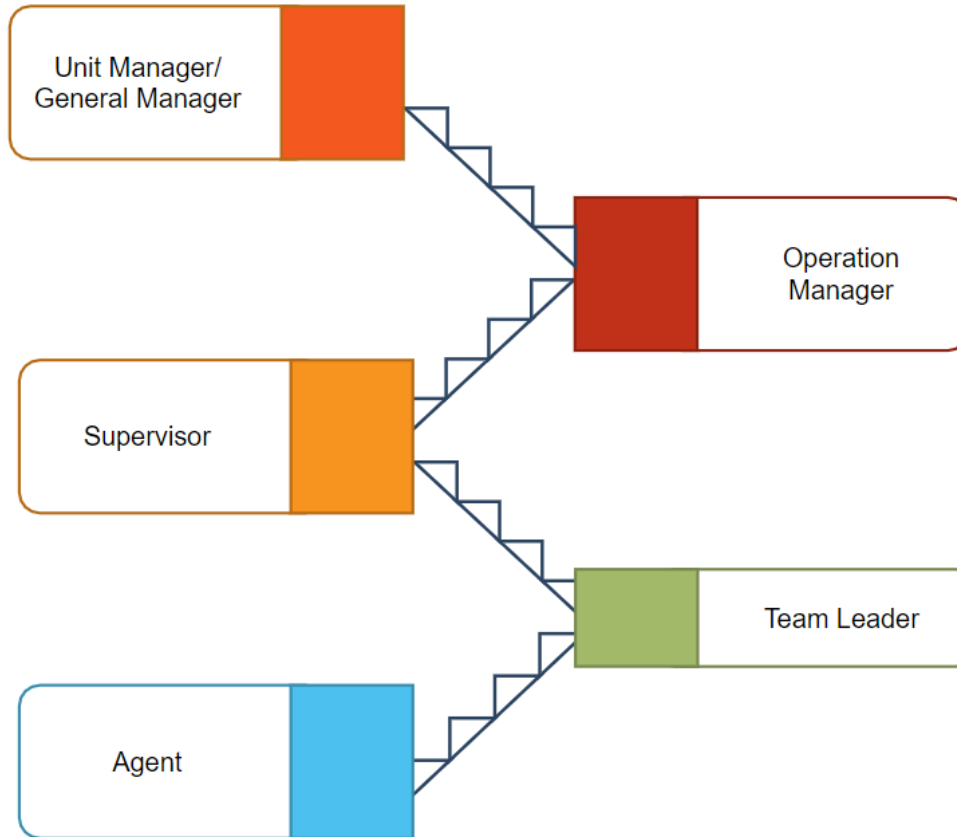
Global Experience



Expand your network by working alongside other counterparts in Transcosmos ASEAN & Transcosmos Global

Opportunities for cross-border deployment for permanent employees

Career Development: How to Promote



MODELS AND SCHEMES OF PROMOTION

1. Noncompetitive model

- Based on the standard set which can be:
 - Seniority (time scale)
 - Increase of workload
 - Ad-hocism

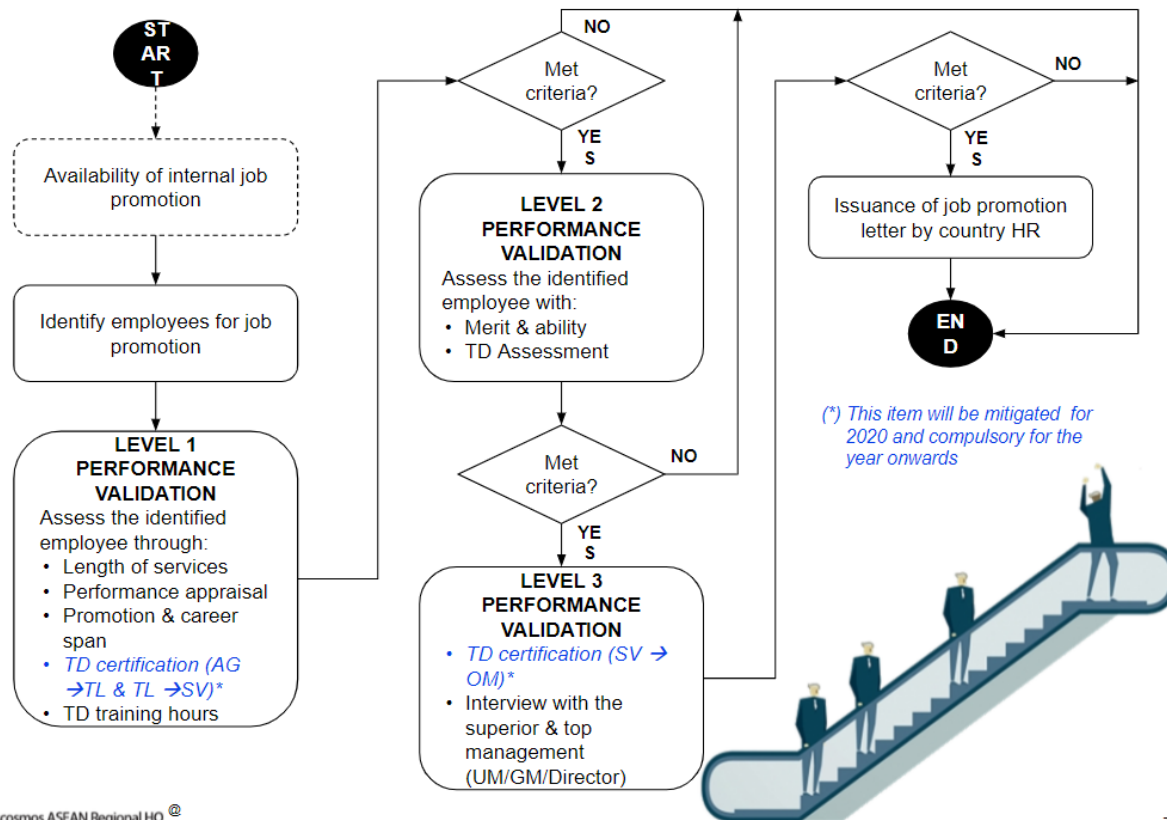
2. Competitive model

- Merit-based promotion
- Merit-cum-seniority

3. Up-gradation promotion or Out promotion

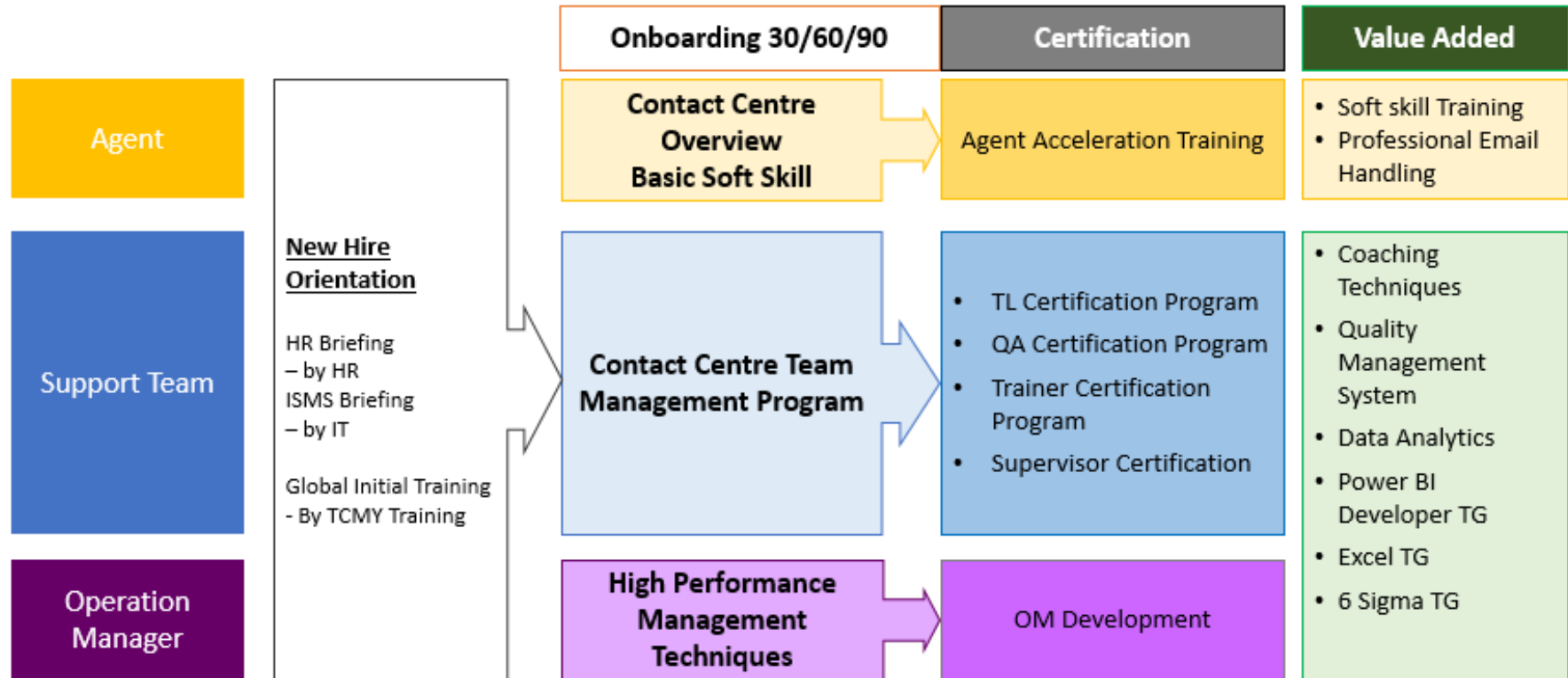
- Dry promotion (no salary increase)
- Paper promotion (seniority basis)

Career Development: Promotion Procedure



Talent Development Program

Programs listed are open to all level hires.



Talent Development Program



NON CX Entry Level Training

NHO 100 – New Hire Orientation

- GIT 100 – Global Initial Training
- NHO 101 – HR & Compliance Briefing
- NHO 102 – IT Briefing

Generic Skill Training

- Effective communication skills – Interpersonal Skills Training
- Computing & numeracy skills – MS Excel & PowerPoint
- Organizational abilities – Task Management

CX Entry Level Training

NHO 100 – New Hire Orientation

- GIT 100 – Global Initial Training
- NHO 101 – HR & Compliance Briefing
- NHO 102 – IT Briefing

IMM 100 – Industry Immersion

- IMM 101 - Tourism
- IMM 102 - Hospitality
- IMM 103 - Healthcare
- IMM 104 - Air Travel
- IMM 105 - Retail
- IMM 106 - Banking & Insurance
- IMM 107 – Help Desk Support

Onboarding 30/60/90

- NA 100 – New Agent
- NA 101 – Contact Center Overview
- NA 102 – It’s All About Your Customer
- NA 103 – Introduction to Outbound & Telesales
- NA 104 – InfoSec & Fraud Prevention

Certification Courses for High Performing Agents

- AA 100 – Agent Acceleration
- AA 101 – Customer Centricity Mindset
- AA 102 – Emotional Intelligent in Omni Center
- AA 103 – Effective Communication Skills
- AA 104 – Dealing with Difficult Customer & Complaint

Value Added Trainings

- WE 100 – Workplace English
- WE 101 – Dealing with Customers over The Phone
- WE 102 – Dealing with Customers through Writing
- WE 103 – Dealing with Problems & Complaints

Additional Benefits

Contract & Permanent Benefits

- **Annual Leave**

0-2 years: 12 days

2-5 years: 14 days

Beyond 5 years: 18 days

- **Perfect Attendance (PA)**

RM100/month

RM200/Quarterly (for continuous PA)

- **Toll and Parking Allowances**

Applicable for Assistant Manager and above level

- **Phone and Wi-Fi Allowances**

Applicable based on position held.

Permanent Employment Additional Benefits

- Yearly Bonus
- Yearly Increment
- Business travel allowances (Subsistence, Accommodation)
- Mileage Reimbursement (70 cents per km)

Contract Employment Additional Benefits

- Tenure Allowances with T&C (One time pay off – Jan every year)
 - 1 year: RM200
 - 2 years: RM600
 - 3 years and above: RM1,000



Note: Transcosmos standard benefits abides by the Employee benefits under Employment Act 1955

Thank you

Global Digital Transformation Partner

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