

Company Profile



Altius Link is a joint venture between KDDI and MITSUI & Co.



A “Total CX² Design Company” that Designs Every Connection between Businesses and Customers

Altius Link has worked together with client companies to evolve the ways in which businesses and customers communicate. Going beyond operational support, our efforts have played a vital role in fostering connections between businesses and customers, and between people and people across diverse points of social contact, becoming part of the very foundation that supports our society.

Now, building on our proven record of creating value, we are reaffirming our identity as a Total CX² Design Company that designs every connection between businesses and their customers. This is not a shift to a new stage, but a deepening of our existing initiatives and a declaration of intent to deliver even more essential value.

Society today is undergoing a major transformation. Work styles are diversifying, tasks are being redefined through AI, and corporate purpose is being reexamined. Amidst these changes, we aim to achieve two forms of CX: enhancing Customer Experience value and realizing Corporate Transformation. We will support the business growth of our corporate clients by designing and optimizing experience value across the entire scope of their corporate activities, from the front office (including interaction with customers) to the supporting back office and IT domains.

What enables our evolution into a Total CX² Design Company is the realization of the “One Altius Link” principle. To this end, we strive to build an organization that maximizes the expertise of every employee and enables unified, company-wide efforts.

Building on the collaborative strength of One Altius Link, we will further advance our three DX (Digital Transformation) initiatives: Service DX, through Altius ONE, our service brand that leverages data utilization to solve business challenges; Operation DX, which seeks to enhance quality and optimize operational costs; and Corporate DX, which drives efficient organizational management. Through robust promotion of these initiatives, we will continue to enhance our corporate value.

Our purpose—Forging Stronger Connections, Crafting Beautiful Experiences—expresses our aspiration to strengthen the many kinds of connections we value, such as between people and people, people and businesses, and people and society. We aim to make these connections more resilient, more fulfilling and trustworthy, and more exciting and fascinating through the combined power of people and technology.

Each of us takes pride in our work and finds a sense of purpose, embracing challenges as professionals. We believe that this spirit is the source of our value creation, and the driving force that opens the way to the future.

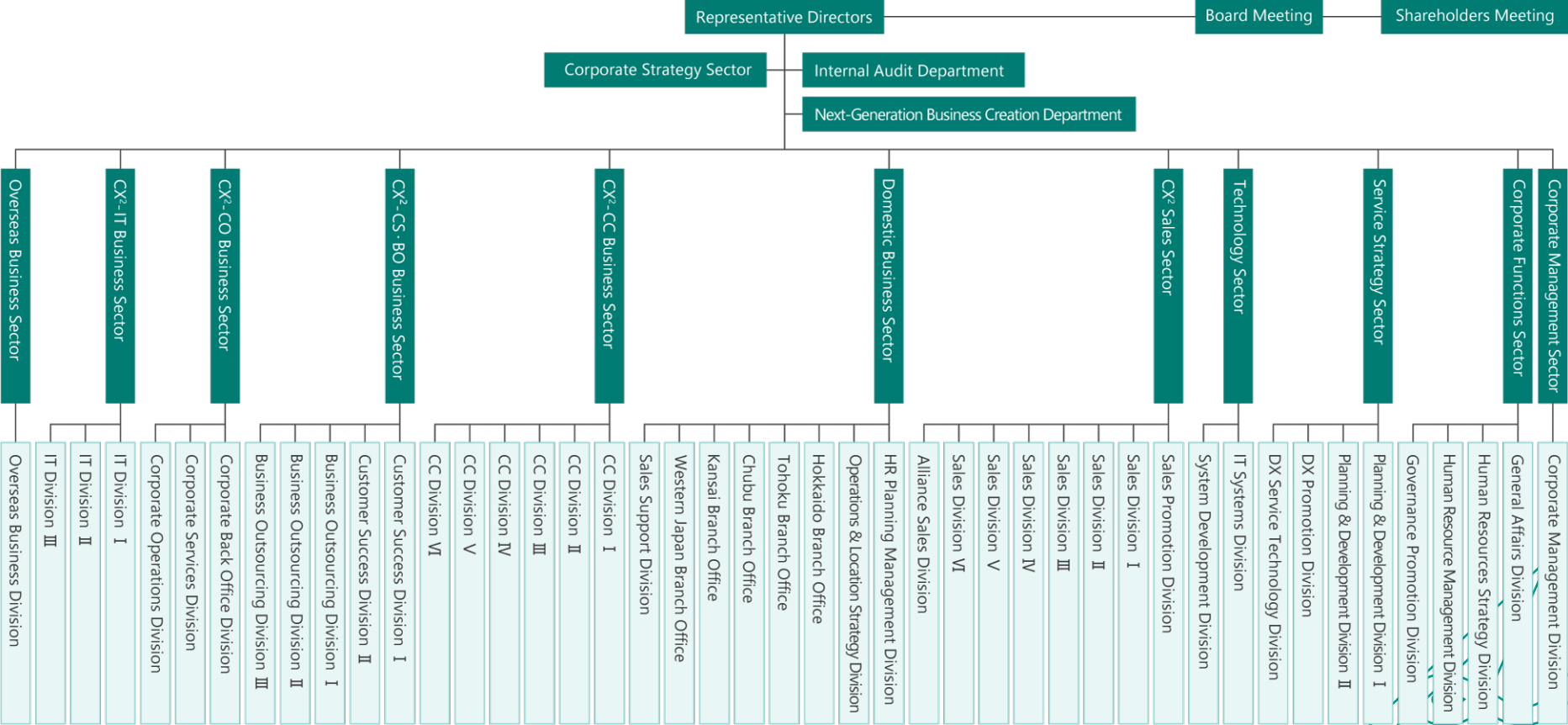
The connections that only we can create will bring brighter futures.

Masatoshi Natani
Representative Director,
President & CEO
Altius Link, Inc.

Company information

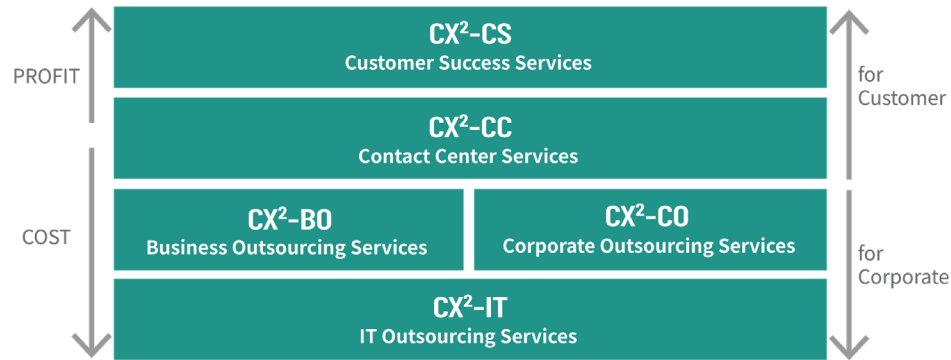
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|---------------------------------------|---|---------------------|--|----------------------|-----------------------|------------------|
| Company name | Altius Link, Inc. | | | | | |
| Established | May 30, 1996 | | | | | |
| Inauguration | Sep 01, 2023 (Altius Link, Inc.) | | | | | |
| Head Office | Odakyu Southern Tower, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan | | | | | |
| Capital | ¥100 million | | | | | |
| Shareholder | KDDI CORPORATION MITSUI & CO., LTD. | | | | | |
| Main business | Customer Success Services, Contact Center Services, Business Outsourcing Services, Corporate Outsourcing Services, IT Outsourcing Services, Global Services, Staffing Services, Insurance Agency Services, Greeting and Condolence Message Services, and Other Related Services | | | | | |
| Employees | Approx. 53,000 (Consolidated) | | Approx. 39,000 (Non-Consolidated) | | | |
| Management Structure | Representative Director, President & CEO | Masatoshi Natani | Audit & Supervisory Board Member | Kohei Takata | Managing Officer | Tomoko Nagashima |
| | Representative Director, Executive Vice President | Masanori Takahashi | Audit & Supervisory Board Member | Hiroyuki Soshi | Managing Officer | Masahiko Minaki |
| | Director, Managing Officer | Norihiko Koshida | Outside Audit & Supervisory Board Member | Eiichi Urakami | Managing Officer | Yoshitaka Ueda |
| | Director, Managing Officer | Yasushi Nishio | Outside Audit & Supervisory Board Member | Shigetoshi Hashimoto | Managing Officer, CIO | Takuya Fujiwara |
| | Director, Managing Officer, CHRO | Katsuyuki Kobayashi | Chairman | Kiichiro Takanami | Managing Officer | Ryo Ohashi |
| | Director, Managing Officer | Taisuke Miyake | Senior Managing Officer | Toru Sasaki | Managing Officer | Yasushi Kasai |
| | Director, Managing Officer | Mihoko Nakanishi | Senior Managing Officer | Yuuki Yoshida | Managing Officer | Gaku Oonishi |
| | Director, Managing Officer, CFO | Takashi Waku | | | Managing Officer | Takefumi Ozeki |
| | Director, Managing Officer, CDO | Masaya Fujiwara | | | | |
| | Outside Director | Tetsuro Akashi | | | | |
| Outside Director | Takashi Kimura | | | | | |
| Group Company | MAXCOM, Inc. | | Altius Inspiro, Inc. | | | |
| | WITELLAS INC. | | Altius Infocom, Inc. | | | |
| | Altius Link Apps, Inc. | | Altius Link Vietnam JSC | | | |
| | BUSINESS PLUS INC. | | MOCAP Limited | | | |
| | 【Business Alliance Company】 MOSHI MOSHI HOTLINE DALIAN, INC. | | | | | |
| Major Affiliated Organizations | Contact Center Association of Japan | | The Japanese Society for Artificial Intelligence | | | |
| | Japan Telecom Users Association | | Japan Card Data Security Consortium | | | |
| | Japan Staffing Services Association | | Data Society Alliance | | | |

Organization chart



List of Services

Five CX² Design Domains That Solve Business Challenges



KDDI Group / Mitsui & Co. Group
Group-wide capabilities, customer base, and financial strength



One of the largest outsourcing operators in Japan
Extensive human resources, operational expertise, and strong recruitment capabilities

- CX²-CS**
 - Outbound calling
 - Inside sales
 - VoC analysis
 - UI / UX assessments
 - Field sales and research support
- CX²-CC**
 - Customer support
 - Technical support
 - Emergency contact centers / Recall
 - Multilingual contact centers
 - Live chat support
 - AI chatbots
 - Voice bots
 - Visual IVR
 - Online customer engagement / Remote support
 - Customer support optimization assessments
 - Contact center quality assessments
 - Automated Quality Assessment for All Call Recordings
 - AI chatbot quality assessments
 - FAQ knowledge assessments
 - Call summarization solutions
 - Call-less solutions
 - Digital Contact Center Platform Solutions
- CX²-BO**
 - Back-office services
 - Fulfillment services
 - Business process automation assessments
 - RPA, AI-OCR
 - Insurance agency operations support
- CX²-CO**
 - [Accounting & Finance]**
 - Expense reimbursement
 - Invoice handling
 - Accounts receivable / payable management
 - [General Affairs]**
 - Internal document management
 - Asset management
 - Internal intranet content management
 - Quotation requests and acquisition
 - Contract management
 - Procurement
 - Procurement data entry and updates
 - [HR & Labor]**
 - Payroll processing and year-end tax adjustments
 - Attendance and time management
 - Employee onboarding, offboarding, and transfer procedures
 - [Procurement & Purchasing]**
 - Ordering and vendor management
 - Delivery and acceptance processing
 - Invoice processing
- CX²-IT**
 - Network integration
 - Security integration
 - IT outsourcing
 - Internal IT help desk services
 - Digital product development
 - Engineer dispatch services
 - Microsoft 365 Copilot total services
- Overseas**
 - Onshore/Offshore
 - Global contact centers
 - Global back-office services
 - Staffing Services, Insurance Agency Services, Greeting and Condolence Message Services, and Other Related Services
 - Dispatch, personnel introduction
 - HR/Station Personnel Dispatch Management System
 - Insurance Agency Services
 - "Denpoppo" Telegram Services

Certifications/Awards



Privacy Mark (JIS Q15001)

- Initial certification registration: 8 September 2006
- Certification registration no. 10860888(10)



Information Security Management System (ISMS)

- Initial certification registration: 13 June 2019
- Certification registration no. IS 698843/ISO27001
- Scope of certification

* [Please click here](#) for more information about the scope of registration for IS 698843.

- 1.Work related to the control and promotion of information security at the sites specified below.
 - ①Odakyu Southern Tower
- 2.Work related to system development, operation, and maintenance of cloud services(SaaS) at the site specified below.
 - ①Shinjuku First West Building
- 3.Operations related to contact centers within the scope of ISMS application at the sites specified below.
 - ①Shinjuku Telecommunication Center
 - ②Yokohama Business Park Center
 - ③Maruito Namba Building
 - ④Avanza Chifune
 - ⑤KAMIYO Hakata Chuo Building
 - ⑥Okinawa Tida Center
 - ⑦Naha Business Center



* [Please click here](#) for more information about the scope of registration

ISMS Cloud Security

- Registration renewed: 13 June 2019
- Certification registration no. CLOUD698844/ISO27017
- Scope of certification
 - "VisualMenu for touching" cloud-based service



Quality Management System (ISO 9001:2015)

- Initial certification registration: 3 February 2026
- Certification registration no. JP26/00000037
- Scope of certification
 - Company-wide service quality management activities covering internal centers that provide BPO services to client companies, including on-site centers located within client companies' premises

**Personnel services [general worker dispatch business (Dispatch) 13-011232]
Human resource services [fee-charging employment agency 13-yu-300078]**

Certifications/Awards



Eruboshi Certification as a company promoting women's participation in the workplace



Kurumin Certification as a company that supports working parents



2026 Certified Health & Productivity Management Outstanding Organizations



PRIDE Index/Award "Gold"



Achieved "3 star rating"
Nikkei Sustainability Comprehensive Survey
Smart Work Management Edition



D&I AWARD 2025 「BEST WORKPLACE」



「Certified as a "Sports Yell Company 2026"」



Certified as a "Digital Transformation (DX) Business Operator"



Certified Company for Promoting Measures Against Customer Harassment



Excellent Corporate of Shokuiku 2026

A look at Altius Link in figures

High-level BPO center resources in Japan

● Major network of offices and personnel in Japan



● Knowledge synthesis and smart data utilization



Chubu : 4

Chugoku/Shikoku : 4



Business size

| | |
|----------------------------|---------------------------------------|
| Revenue | ¥ 223.6 billion (Consolidated) |
| No. of locations | 91 |
| Employees | Approx. 53,000 (Consolidated) |
| No. of clients | 1,300 companies or more |
| No. of supported languages | 9 languages and more* |

*Other languages include Indonesian, Malay, Italian, French, and German.

● Global business resources

(as of March 31, 2026)

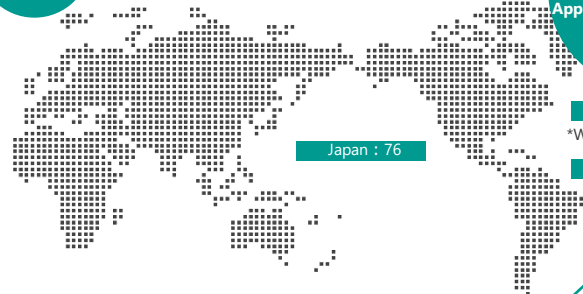


- China : 1
- Vietnam : 3
- Thailand : 1
- Philippines : 8

Japan : 76

Total of 7 countries
Approx. 33,000 seats
Approx. 53,000 personnel

U.S.
*Work From Home
Nicaragua : 2





<https://www.altius-link.com/eng/>



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