

# Company Profile



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



## Exploring a world of possibilities, together.

Imagine a new era and new ways for people to connect.

Imagine a future of seamless communication.

Altius Link, Inc. is the fusion of KDDI Evolva, Inc. and Relia, Inc.

"Altius" means we aim higher, and "Link" means we aim to connect people.

The two elements of our new company name symbolize our commitment to providing solutions to a range of issues, and achieving more effective communication to create a brighter future for people and society.

We will create more meaningful interactions by aiming ever higher.

We will build even stronger bonds of trust to ensure the happiness of everyone.

We will listen closely to the voices of each individual and society as a whole,

and use our technologies to create a world beyond anyone's imagination.

The era of Altius Link begins now.



## Altius Link: Aiming for Heights with Digital BPO, toward a Trusted Partner



Takashi Amino  
President & CEO  
Altius Link, Inc.

Hajime Wakatsuki  
Executive Vice President  
Altius Link, Inc.

We are proud to announce the recent merger between KDDI Evolva, Inc. and Relia, Inc. to form a new company—Altius Link, Inc.

The new company name, Altius Link, combines the Latin word altius, meaning higher or aiming high, with the English word link, meaning to connect. Connecting people has been an important focus for both companies until now and the name reflects our strong commitment to achieving an even higher level of communication to create a brighter future for people and society as a whole.

Worker shortages and the acceleration of digitalization have brought major changes to the issues faced by many companies, and consumer needs are becoming more diverse and more complex. The BPO industry is also at a major turning point with changes to the business environment including the use of AI to carry out common tasks instead of human operators. Changes must be implemented to ensure growth in this new business environment.

Altius Link has a vision to create even better communication experiences for customers through the promotion of digital BPO. This means providing effortless and tailored support to end users as well as assisting client companies to build positive relationships with their customers. We will redefine the value provided by both human operators and digital technologies to boost the quality of the services we offer, allowing us to enhance end-user CX and contribute to increased royalties for our client companies.

To achieve this vision, Altius Link will transform conventional contact centers into digital contact centers, making it possible for customer support to evolve into customer service to ensure the growth of our client companies. The company will also utilize the technologies, networks, and global industrial know-how of the KDDI and Mitsui & Co. group to expand digital BPO services throughout Japan and the rest of the world.

Inheriting the culture of "valuing people" that both companies have cultivated over the years, Altius Link will continue to meet and exceed the expectations of our client companies through a united effort involving all employees. We appreciate your continued support both now and in the future.

# Basic information



Finding effective solutions to issues faced by client companies, and expanding digital BPO services throughout Japan and the rest of the world.

58,000  
personnel

No.1\*  
in contact center sales  
in Japan

\* FY2022 figures, researched by the Company



KDDI Evolva, Inc.



Relia, Inc.

Mitsui & Co.'s global  
industrial know-how

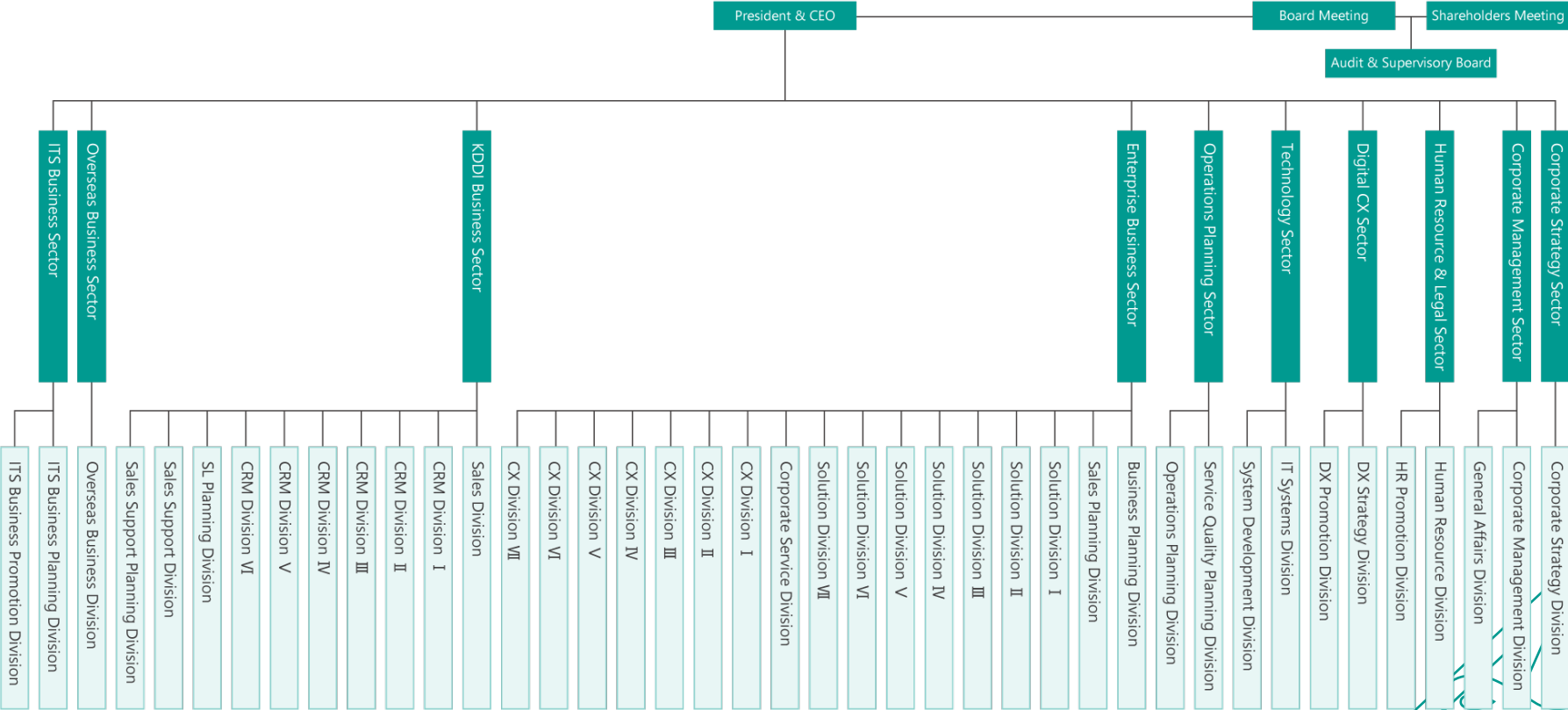
KDDI's telecommunications  
network DX capabilities

## Company information

|                            |   |                    |  |   |                  |                     |
|----------------------------|---|--------------------|--|---|------------------|---------------------|
| <b>Company name</b>        | Altius Link, Inc.   |                    |  |   |                  |                     |
| <b>Established</b>         | May 30, 1996  |                    |  |   |                  |                     |
| <b>Inauguration</b>        | Sep 01, 2023 (Altius Link, Inc.)  |                    |  |   |                  |                     |
| <b>Head Office</b>         | Corporate Office: Shinjuku First West Building,<br>1-23-7 Nishi-Shinjuku, Shinjuku-ku,<br>Tokyo 160-0023, Japan |                    |  | Sales Office: Odakyu Southern Tower, 2-2-1 Yoyogi,<br>Shibuya-ku, Tokyo 151-8583, Japan |                  |                     |
| <b>Head office address</b> | 2-3-2, Nishi-Shinjuku, Shinjuku-ku, Tokyo   |                    |  |   |                  |                     |
| <b>Capital</b>             | ¥100 million  |                    |  |   |                  |                     |
| <b>Main business</b>       | Contact center operations, back-office operations, IT solutions operations, other related operation             |                    |  |   |                  |                     |
| <b>Employees</b>           | Approximately 58,000  |                    |  |   |                  |                     |
|                            | Director, Chairman  | Takashi Shoji      | Audit & Supervisory Board Member         | Kohei Takata  | Managing Officer | Tomoko Nagashima    |
|                            | Representative Director, President & CEO  | Takashi Amino      | Audit & Supervisory Board Member         | Minoru Tanaka   | Managing Officer | Masahiko Minaki     |
|                            | Representative Director, Executive Vice President   | Hajime Wakatsuki   | Outside Audit & Supervisory Board Member | Eiichi Urakami  | Managing Officer | Katsuyuki Kobayashi |
|                            | Director, Senior Executive Managing Officer   | Seiji Ishigaki     | Outside Audit & Supervisory Board Member | Susumu Kumagai  | Managing Officer | Mihoko Nakanishi    |
|                            | Director, Senior Executive Managing Officer   | Masatoshi Nobuhara | Senior Managing Officer                  | Kazuhiko Oide   | Managing Officer | Yoshitaka Ueda      |
| <b>Executives</b>          | Director, Executive Managing Officer, CFO   | Keiichi Nishida    | Senior Managing Officer                  | Hiroyuki Morishita  | Managing Officer | Shigeru Takihara    |
|                            | Director, Executive Managing Officer  | Masanori Takahashi | Senior Managing Officer                  | Shinya Imai   | Managing Officer | Hideki Nakashima    |
|                            | Director, Managing Officer  | Norihiko Koshida   | Senior Managing Officer                  | Yuji Hamamoto   | Managing Officer | Taisuke Miyake      |
|                            | Director, Managing Officer  | Yasushi Nishio     | Senior Managing Officer                  | Toru Sasaki   |                  |                     |
|                            | Outside Director  | Isao Kohiyama      | Senior Managing Officer                  | Yuuki Yoshida   |                  |                     |
|                            | Outside Director  | Tomoko Nakayama    |  |   |                  |                     |
|                            | MAXCOM, Inc.  |                    | Altius Inspiro, Inc.                     |   |                  |                     |
|                            | WITELLAS INC.   |                    | Altius Infocom, Inc. *                   |   |                  |                     |
| <b>Group Company</b>       | Altius Link Apps, Inc.  |                    | Altius Link Vietnam JSC                  |   |                  |                     |
|                            | BUSINESS PLUS INC.  |                    | MOCAP Limited                            |   |                  |                     |
|                            | 【Business Alliance Company】 MOSHI MOSHI HOTLINE DALIAN, INC.  |                    |  |   |                  |                     |

\* Changes will be made from September 2023 onward as soon as legal procedures are completed in each country.

# Organization chart



# List of Services

## Contact Center & BPO Services

### ● Contact Centers



Offering high-quality customer support based on our proven on-site capabilities cultivated over the years of experience and broad customer base. This is made possible by enhancing and linking customer contact channels, adopting new technologies, and boosting our global platform.

- Customer support
- Technical support
- Mail-order sales & e-commerce support
- Home-based contact centers
- Emergency contact centers (for recalls, etc.)
- Multi-lingual contact center
- Video support services
- BCP digital package services
- Outbound calls
- Research services
- Inside sales

### ● Back-office Operations



Total coordination including visualization, standardization, and automation of business processes as well as optimal user flow design and channel building to increase usability. Next-generation back-office operations incorporate DX to boost quality and efficiency and facilitate more rapid decision-making.

- Back-office services (general administration)
- Human resource, payroll, general affairs and administration-related services
- Corporate shared services
- eKYC services (online identity verification)
- Recruiting agency services
- Document management services
- Home-based back-office services
- BPA & RPA services
- Field services
- Photography and video creation services

### ● Consulting & Analytics



Offering process automation and optimization based on our decades of experience. We create CX by implementing assessments and consulting services that reflect customer feedback.

- Call reason analysis service
- Customer support standardization diagnostics
- Customer center quality assessment
- AI chatbot quality assessment
- FAQ knowledge assessment
- Business process visualization services
- Business process automation assessment

### ● CX Design

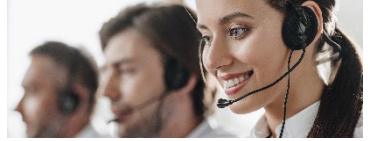


Visualizing customer needs and pain points. Designing channels and customer flows that offer an effortless experience and suggesting optimal solutions to resolve issues faced by client companies.

- Visual IVR
- AI chatbots
- Live chat agents
- Voice to text system
- SMS services
- LINE utilization services
- Interactive voice response services
- FAQ video services
- Personalized video services

## Overseas Contact Centers & BPO Services

### ● Overseas



We utilize the capabilities of our overseas group companies to provide services in a wide range of languages including English, Spanish, and languages used throughout Asia. Services include telephone, e-mail, chat, and back-office services to support the global expansion of client companies.

- Global contact centers
- Global back-office services

# List of Services

## IT Solutions

### ● Engineer Dispatch



Our engineers have experience in a variety of fields including IT infrastructure, security system design, creation, and operation, as well as system development and creation. Engineers can be dispatched directly to client companies, or they can take on outsourced tasks to support the IT strategies of client companies.

- IT infrastructure design, creation and operation
- System development and creation
- Security system design, creation, and operation

### ● IT Outsourcing



We offer services to maintain reliable operations based on our extensive experience in the industry including troubleshooting help desk services for cloud-based services, operation and maintenance of corporate telecommunications services, operation of in-house systems, and system resource monitoring.

- IT infrastructure operation and monitoring
- System operation and monitoring
- Security system operation and monitoring
- IT help desk operations

### ● System Integration



We offer rapid and flexible solutions to a range of business issues by providing optimal IT infrastructure in keeping with the IT strategy of each client company and building robust security systems to respond to any environment.

- Network security
- Servers and cloud-based services

## Other Business Operations and Services

### ● Personnel Dispatch



We select and introduce talented personnel with diverse career backgrounds who are capable of taking on a wide range of duties. Client companies can place job-ready personnel with all of the necessary skills and experience when they are needed and for as long as they are required.

- Technician dispatch/office worker dispatch
- Company reception desk and telephone switchboard staff
- Temp-to-perm dispatch, personnel introduction

- Telephone Number Information (104)
- Creation of Voice-guided Systems
- HRstation Personnel Dispatch Management System



- "Denpoppo" Telegram Services



- "Kea-zo" Cloud-based Nursing Care Wage Claim Service



# Certifications/Awards



## Privacy Mark (JIS Q15001)

- Initial certification registration: 8 September 2006
- Certification registration no. 10860888(09)

## Information Security Management System (ISMS)

### ① Certification registration no. IS 698843/ISO27001

- Initial certification registration: 13 June 2019
- Scope of certification
  - ・ ISMS customer support duties related to contact center operations (Hulic Minato Mirai, Maruito Namba Building, Avanza Chifune, Sanix Hakata Building, Kamiyo Hakata Central Building, Naha Business Center)
  - ・ System development, operation and maintenance duties and the development, operation, and maintenance of cloud-based services (SaaS) (cloud-based services in Shinjuku First West Building)
  - ・ System planning, evaluation, and verification as well as duties related to installation of systems at client companies and system improvement proposals (Odakyu Southern Tower)
  - ・ Duties related to the promotion of information security in the ISMS certification category (Shinjuku First West Building)

### ② Certification registration no. IS 80158/ISO27001

- Initial certification registration: 24 November 2003
- Scope of certification
  - ・ Applied to the "Telemarketing activities in the Shinjuku Telecommunication Center, Okinawa Tida Center and Yokohama Business Park Center."

## 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 (ISO9001)

- Initial certification registration: 22 November 1999
- Certification registration no. JP99/017004
- Scope of certification
  - ・ General training services for customer service staff carrying out in-house telemarketing duties.



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



Kurumin Certification as a company that supports working parents



PRIDE Index/Award "Gold"



Achieved "3 star rating"  
NIKKEI Smart Work Management Survey



D&I Award 2023  
「BEST WORKPLACE」



2024 Certified Health & Productivity  
Management Outstanding Organizations



\* [Please click here](#) for more information about the scope of registration for IS 698843.  
\* [Please click here](#) for more information about the scope of registration for IS 80158.



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



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

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



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



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