

Company Profile



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



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

Since its creation, Altius Link has worked to promote digital BPO in hopes of enhancing communication experiences with customers and nurturing business growth for our client companies.

As Japan's working population continues to decline, intensifying labor shortages, the emergence of generative AI has heightened expectations for better business productivity and greater potential in data utilization. Against that backdrop, corporate needs are clearly growing more complex and diverse. To take the next step in its growth process, the BPO industry will need to undergo meaningful transformation.

Altius Link is working to standardize its digital-driven services and bolster its capabilities to leverage data into better analysis proposals. Our new mission is to evolve from a conventional BPO service provider into a company that offers problem-solving platforms and strengthen companies' business-transformation (BX) initiatives through data, empowering them to accelerate management decision-making.

Our growth foundation for making that vision a reality will rest on three digital-transformation (DX) efforts. First is our Service DX, which will focus on developing "Altius ONE," our service brand that harnesses data to help client companies tackle the challenges they face. Our Operation DX, meanwhile, will involve enhancing our service quality and optimizing service costs. The third component is our Corporate DX, a drive to make ourselves operate as efficiently as possible. By propelling these three initiatives forward, we will elevate our corporate value. We will also utilize the technologies, networks, and global industrial expertise of the KDDI and Mitsui & Co. group, uniting all three companies' strengths into team-driven solutions that will help us expand our BPO throughout Japan and across the globe.

The Altius Link purpose, "Forging Stronger Connections, Crafting Beautiful Experiences," articulates our core values: using the power of humans and technology to strengthen connections between people and people, people and businesses, and people and society—and make those connections more resilient, more fulfilling and reliable, and more exciting, too.

With every one of our employees embracing strong connections with customers, we at Altius Link are determined to combine high value-added services with a human touch and technologies on the cutting edge in pursuit of higher aims: co-creating value for a better society with our client companies and playing a beneficial role in bringing a sustainable society to fuller fruition.

Hajime Wakatsuki
President & CEO
Altius Link, Inc.

Masanori Takahashi
Executive Vice President
Altius Link, Inc.

Basic information



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

56,000
personnel

No.1*
in contact center sales
in Japan

* According to our research, based on a comparison of net sales from contact center services of each company in FY2024



KDDI Evolva, Inc.



Relia, Inc.

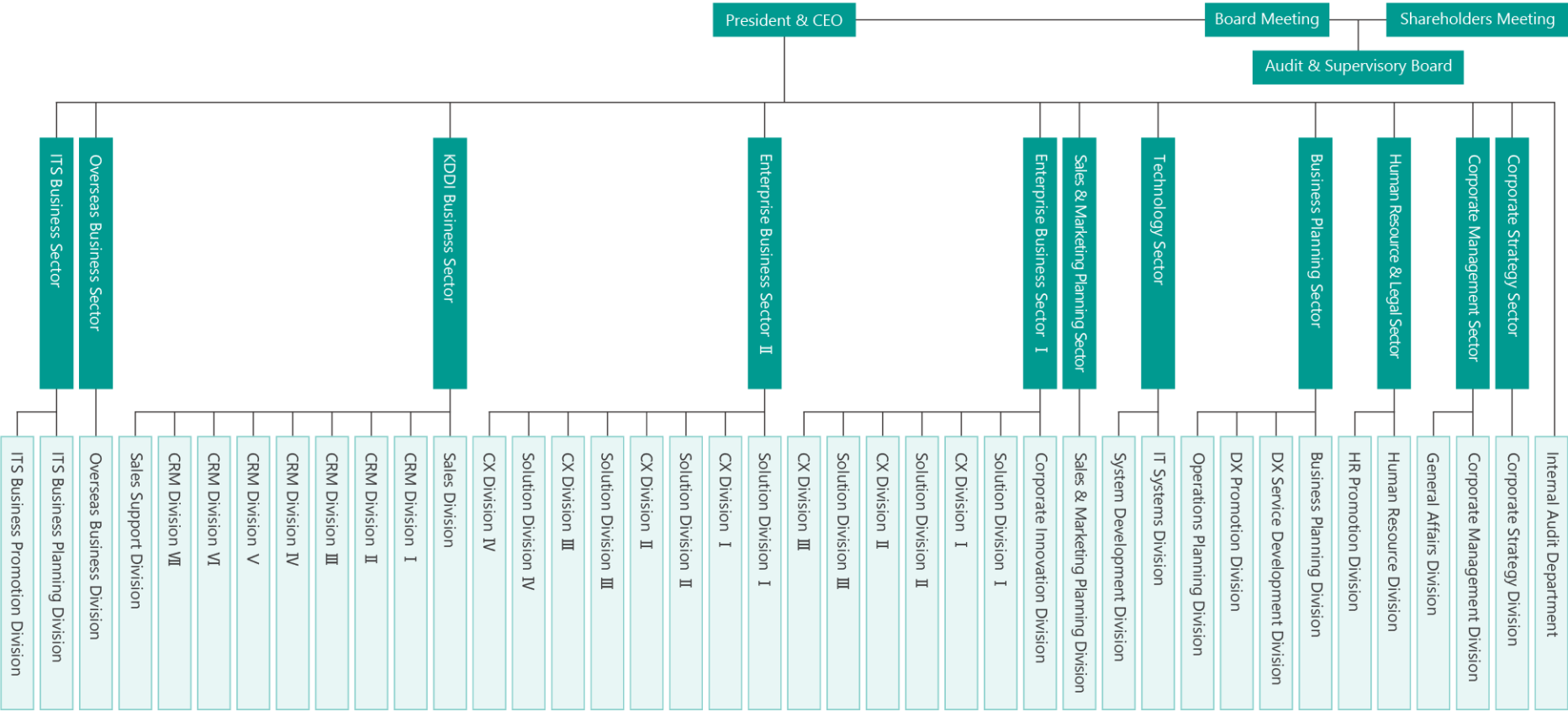
Mitsui & Co.'s global
industrial know-how

Company information

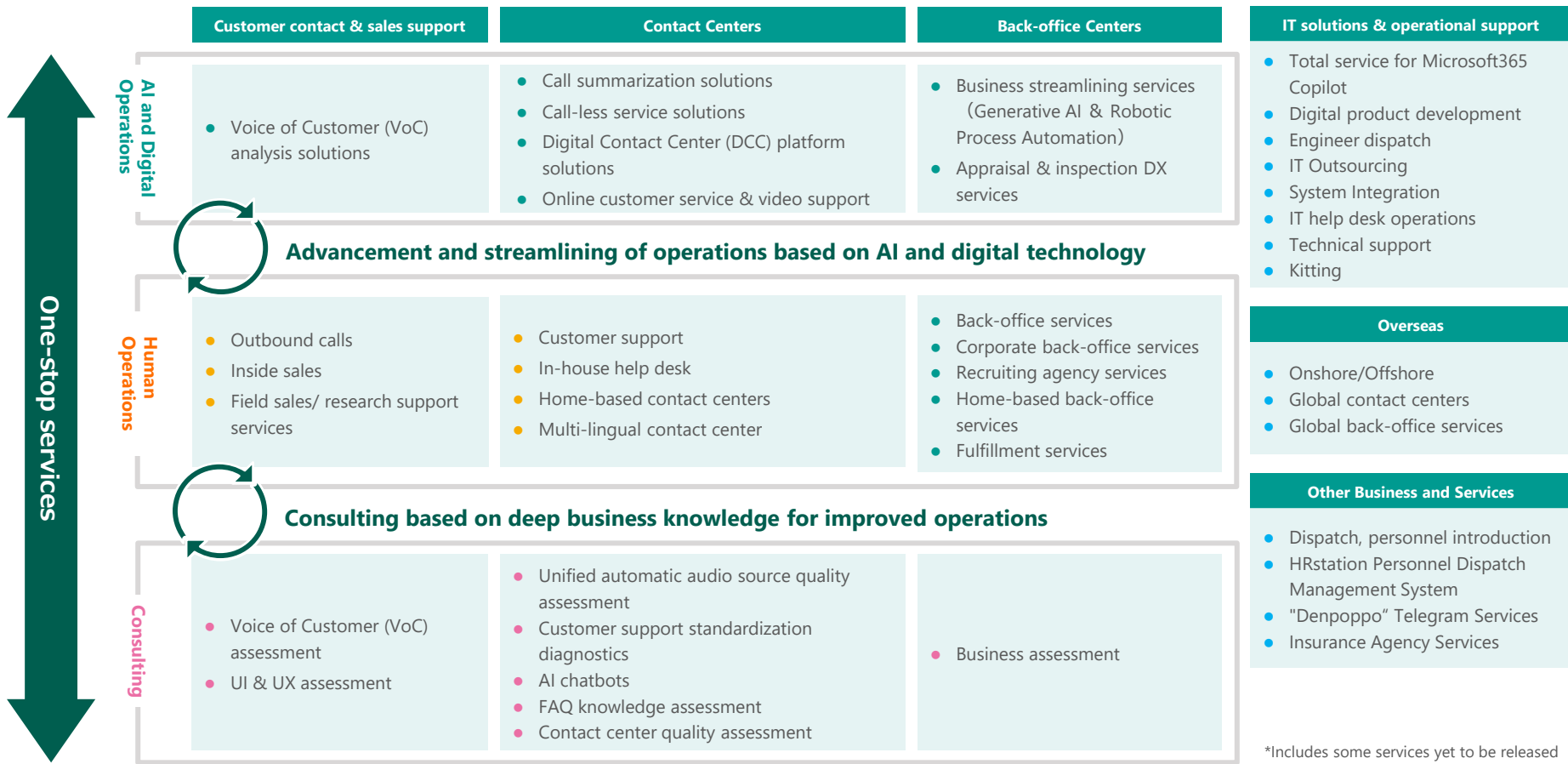
Company name	Altius Link, Inc.
Established	May 30, 1996
Inauguration	Sep 01, 2023 (Altius Link, Inc.)
Head Office	Odakyu Southern Tower, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan
Head office address	2-3-2, Nishi-Shinjuku, Shinjuku-ku, Tokyo
Capital	¥100 million
Main business	Contact center operations, back-office operations, IT solutions operations, other related operation
Employees	Approx. 56,000 (Consolidated) Approx. 41,000 (Non-Consolidated)

Executives	Outside Director, Chairman	Tetsuro Akashi	Audit & Supervisory Board Member	Kohei Takata	Managing Officer	Tomoko Nagashima
	Representative Director, President & CEO	Hajime Wakatsuki	Audit & Supervisory Board Member	Hiroyuki Soshi	Managing Officer	Masahiko Minaki
	Representative Director, Executive Vice President	Masanori Takahashi	Outside Audit & Supervisory Board Member	Eiichi Urakami	Managing Officer	Yoshitaka Ueda
	Director, Senior Executive Managing Officer	Masatoshi Nobuhara	Outside Audit & Supervisory Board Member	Shigetoshi Hashimoto	Managing Officer	Shigeru Takihara
	Director, Executive Managing Officer, CFO	Keiichi Nishida	Senior Managing Officer	Hiroyuki Morishita	Managing Officer, CIO	Takuya Fujiwara
	Director, Managing Officer	Norihiro Koshida	Senior Managing Officer	Shinya Imai	Managing Officer	Ryo Ohashi
	Director, Managing Officer	Yasushi Nishio	Senior Managing Officer, CDO	Toru Sasaki	Managing Officer	Yasushi Kasai
	Director, Managing Officer, CHRO	Katsuyuki Kobayashi	Senior Managing Officer	Yuuki Yoshida		
	Director, Managing Officer	Taisuke Miyake				
	Director, Managing Officer	Mihoko Nakanishi				
	Outside Director	Hiroaki Hosoi				
	MAXCOM, Inc.		Altius Inspiro, Inc.			
	WITELLAS INC.		Altius Infocom, Inc.			
Group Company	Altius Link Apps, Inc.		Altius Link Vietnam JSC			
	BUSINESS PLUS INC.		MOCAP Limited			
	[Business Alliance Company] MOSHI MOSHI HOTLINE DALIAN, INC.					

Organization chart



List of Services



Certifications/Awards



Privacy Mark (JIS Q15001)

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



IS698843 / ISO27001

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



CLOUD698844 / ISO27017

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

Information Security Management System (ISMS)

- Initial certification registration: 13 June 2019
- Certification registration no. IS 698843/ISO27001
- Scope of certification
 1. Work related to the control and promotion of information security at the sites specified below.
 - ① Odakyu Southern Tower
 2. Work related to system development, operation, and maintenance of cloud services (SaaS) at the sites specified below.
 - ① Shinjuku First West Building
 3. Operations related to contact centers within the scope of ISMS application at the sites specified below.
 - ① Shinjuku Telecommunication Center
 - ② Yokohama Business Park Center
 - ③ Maruito Namba Building
 - ④ Avanza Chifune
 - ⑤ KAMIYO Hakata Chuo Building
 - ⑥ Okinawa Tida Center
 - ⑦ Naha Business 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



PRIDE Index/Award "Gold"



D&I AWARD 2024 「BEST WORKPLACE」



Certified as a "Sports Yell Company 2025"



Kurumin Certification as a company that supports working parents



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



2025 Certified Health & Productivity Management Outstanding Organizations



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



* [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]

A look at Altius Link in figures

High-level contact center resources in Japan

● Major network of offices and personnel in Japan



● Knowledge synthesis and smart data utilization



Chubu : 4

Chugoku/Shikoku : 5

Okinawa : 7



Business size

Revenue	¥ 227 billion (Consolidated)
No. of locations	Approx. 100
Employees	Approx. 56,000 (Consolidated)
No. of clients	1,300 companies or more
No. of supported languages	14 or more

(as of March 31, 2025)

● Global business resources



Total of 7 countries
Approx. 34,000 personnel
Approx. 56,000

China : 1
Vietnam : 3
Thailand : 1
Philippines : 10

Japan : 78

U.S. : 1

Nicaragua : 2



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



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