

Company Profile



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

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.

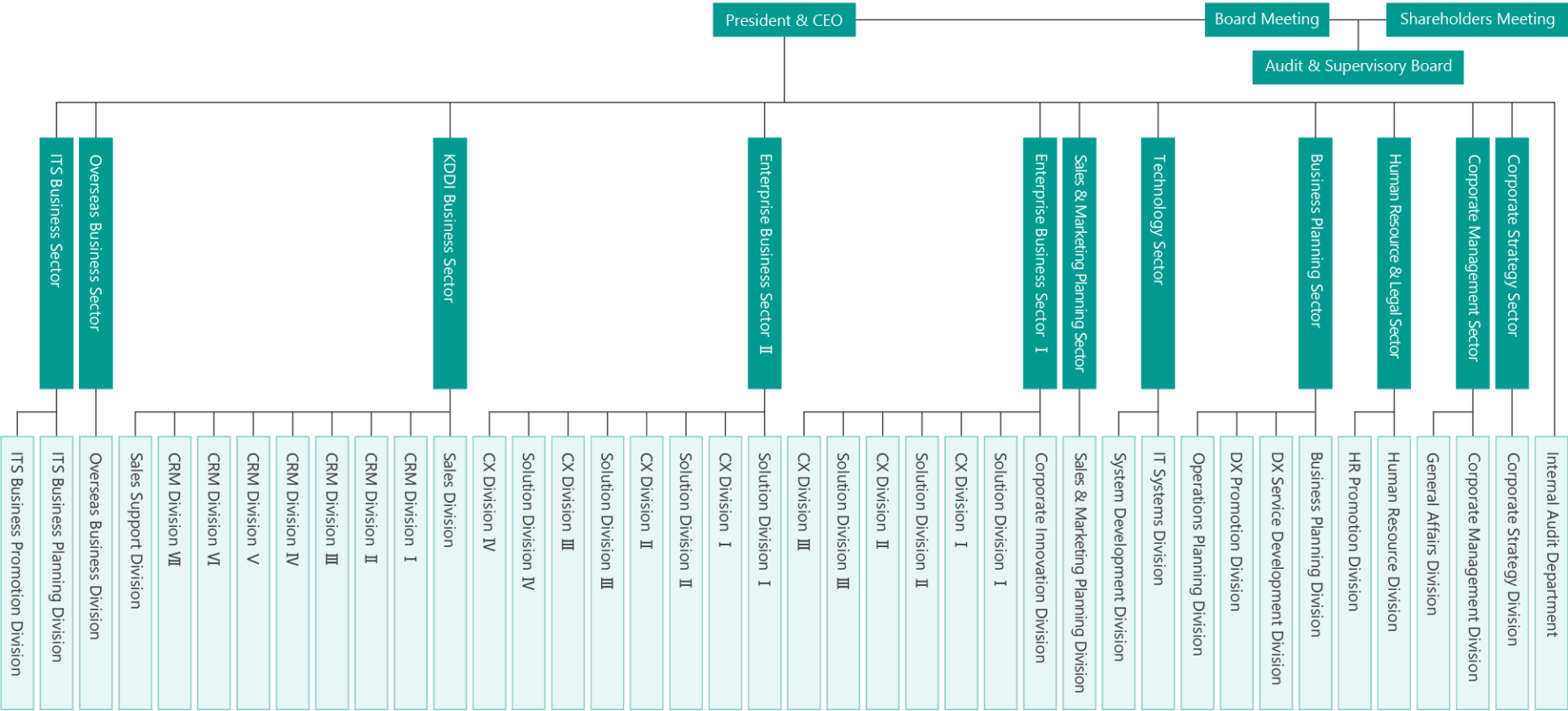
Mitsui & Co.'s global
industrial know-how

Company information

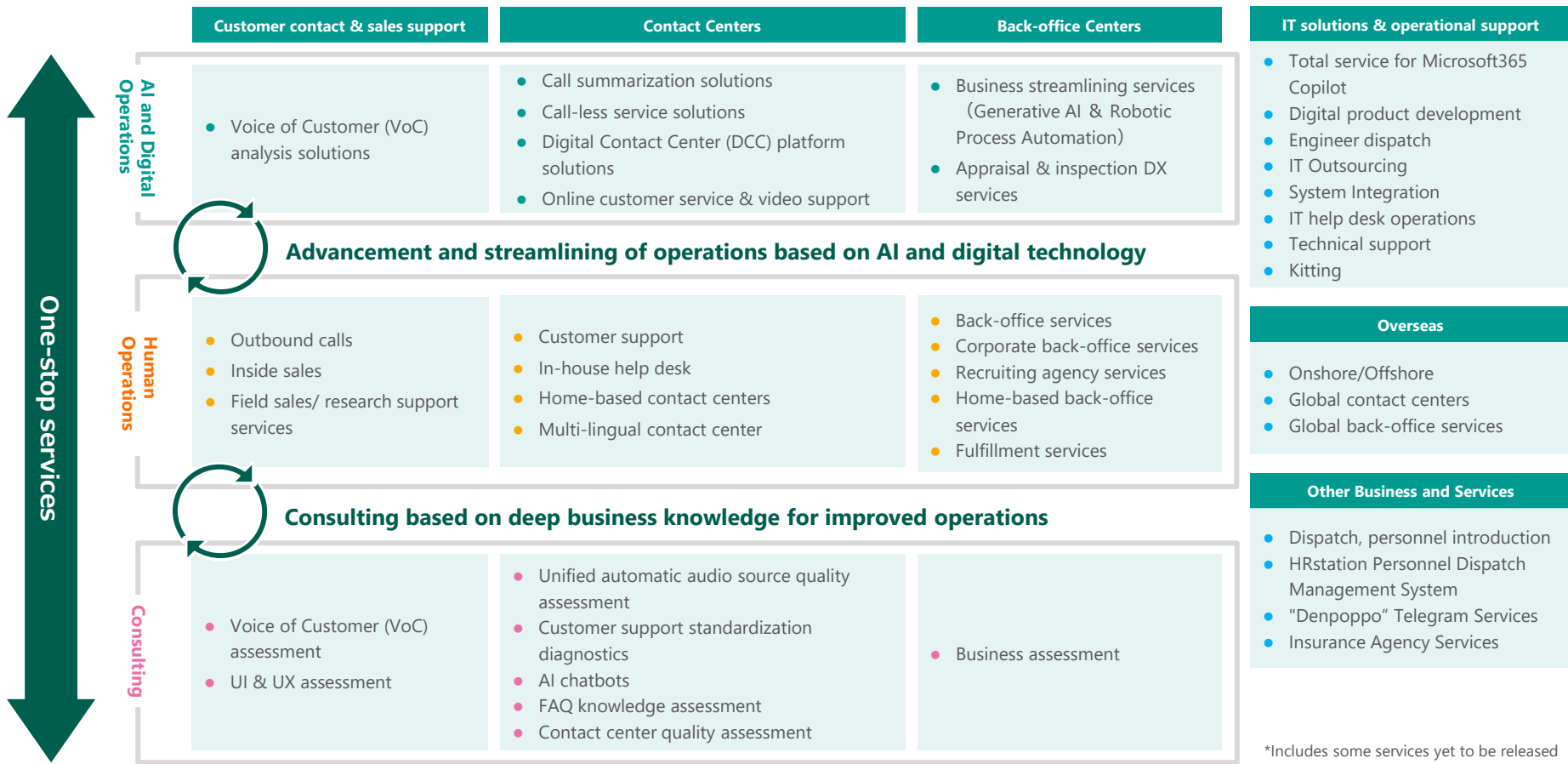
Company name	Altius Link, Inc.
Established	May 30, 1996
Inauguration	Sep 01, 2023 (Altius Link, Inc.)
Head Office	Odakyu Southern Tower, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan
Head office address	2-3-2, Nishi-Shinjuku, Shinjuku-ku, Tokyo
Capital	¥100 million
Main business	Contact center operations, 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	Masatoshi Natani	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, CIO	Takuya Fujiwara
	Director, Executive Managing Officer, CFO	Keiichi Nishida	Senior Managing Officer	Hiroyuki Morishita	Managing Officer	Ryo Ohashi
	Director, Managing Officer	Norihiko Koshida	Senior Managing Officer	Shinya Imai	Managing Officer	Yasushi Kasai
	Director, Managing Officer	Yasushi Nishio	Senior Managing Officer, CDO	Toru Sasaki		
	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



* [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]

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

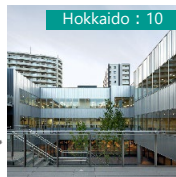


Certified as a "Digital Transformation (DX)
Business Operator"

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



China : 1

Vietnam : 3

Thailand : 1

Philippines : 10

Japan : 78

U.S. : 1

Nicaragua : 2

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



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



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