

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.

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.

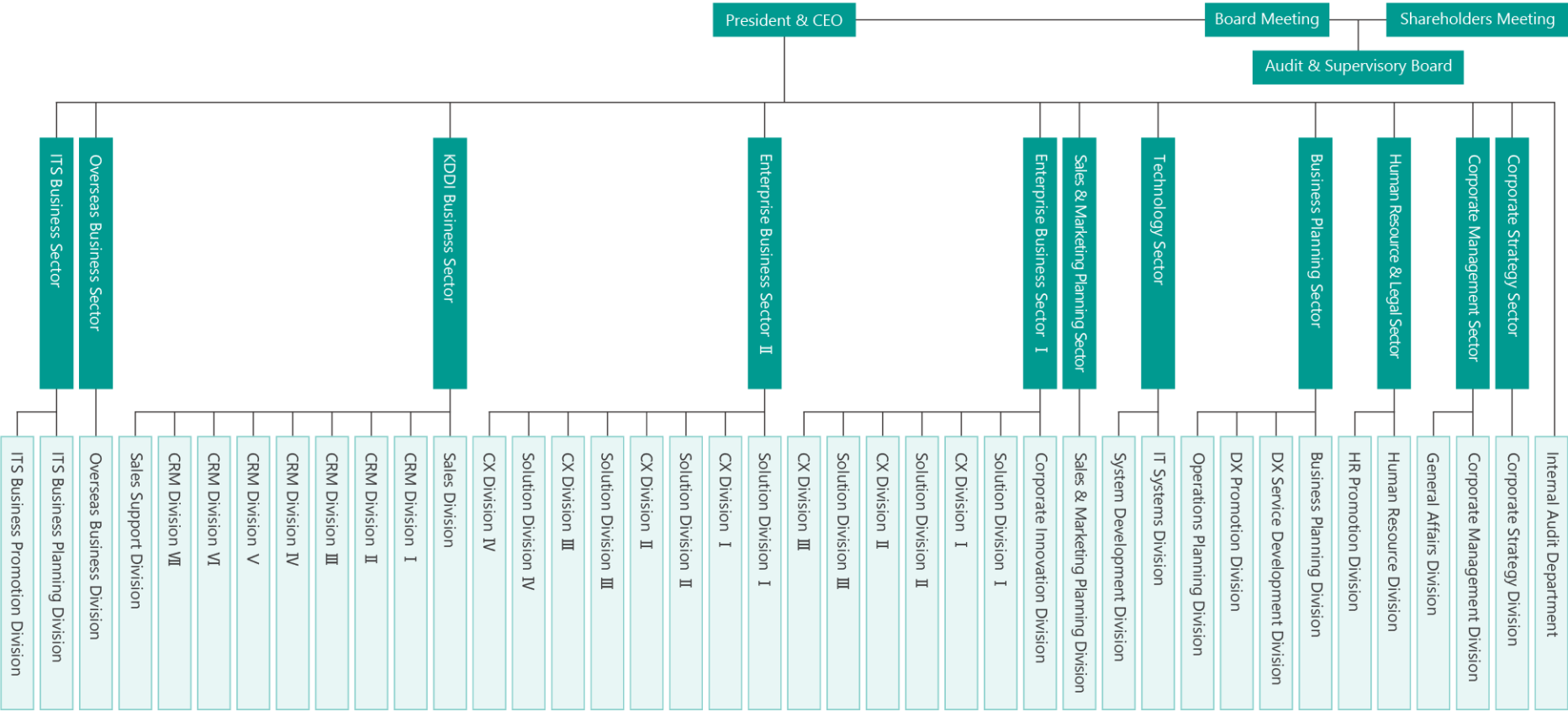
Mitsui & Co.'s global
industrial know-how

Company information

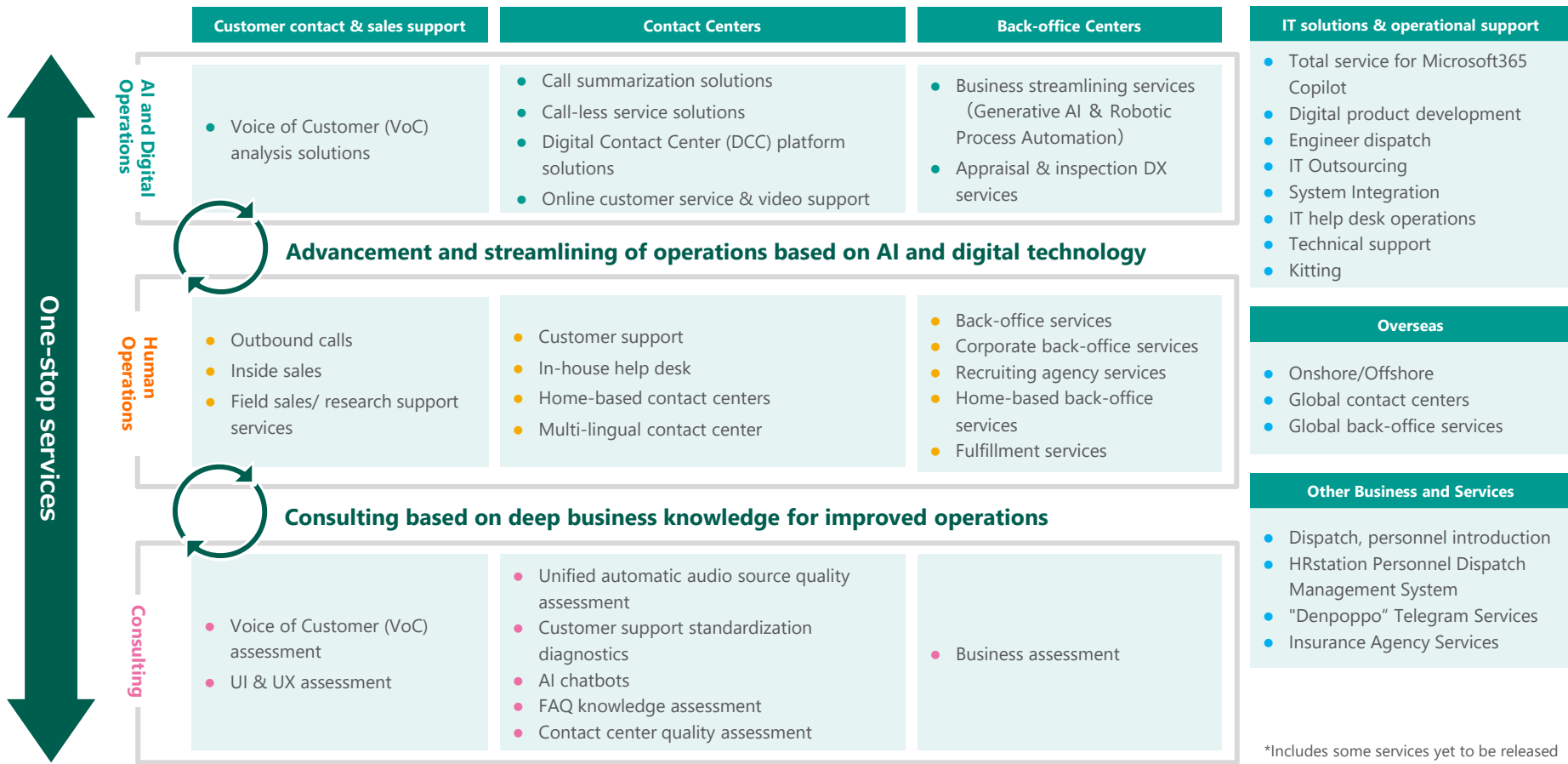
Company name	Altius Link, Inc.
Established	May 30, 1996
Inauguration	Sep 01, 2023 (Altius Link, Inc.)
Head Office	Odakyu Southern Tower, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan
Head office address	2-3-2, Nishi-Shinjuku, Shinjuku-ku, Tokyo
Capital	¥100 million
Main business	Contact center operations, 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)



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

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 site 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



CLOUD698844 / ISO27017

* [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



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

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.

Certifications/Awards



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 Sustainability Comprehensive Survey
Smart Work Management Edition



D&I AWARD 2025 「BEST WORKPLACE」



2025 Certified Health & Productivity
Management Outstanding Organizations



Certified as a "Sports Yell Company 2025"



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



Certified Company for Promoting Measures
Against Customer Harassment

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



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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