

## Launch of Altius Link, Inc. - Leading the future of digital BPO solutions

We announce that KDDI Evolva, Inc. and Relia, Inc. launched a new company, Altius Link, Inc. (Head Office: Shinjuku-ku, Tokyo; Representative Director, President and CEO: Takashi Amino; hereinafter, "Altius Link") on September 1, 2023, aiming for a leading company in the field of digital BPO\*<sup>1</sup>.

The new company name, Altius Link, combines the Latin word "altius," meaning higher or aiming high, with "link," meaning the "connection" that both companies cherish. 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.

\*1 Digital BPO goes beyond simply outsourcing business functions to external personnel. It involves the use of digital technologies, including AI, to boost the efficiency of various business tasks before outsourcing.



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

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

Consumer needs are becoming more diverse and more complex, and worker shortages and the acceleration of digitalization have brought major changes to the issues faced by many companies. The BPO industry is also at a major turning point with changes occurring within 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. The company will utilize the business know-how, technologies, and networks of KDDI and the Mitsui & Co. group to help client companies find effective solutions to the issues they face while also expanding digital BPO services throughout Japan and the rest of the world.

## Altius Link Corporate Profile

Company Name	Altius Link, Inc.
Head Office	Corporate Office: Shinjuku First West Building, 1-23-7 Nishi-Shinjuku, Shinjuku-ku, Tokyo 160-0023, Japan Sales Office: Odakyu Southern Tower, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan
Representatives	Representative Director, President and CEO: Takashi Amino Representative Director, Executive Vice President: Hajime Wakatsuki
Main Business	1. Contact center operations; 2. Back-office operations; 3. IT solutions operations; 4. Other related operations
Capital	¥100 million
Employees	Approximately 58,000

## About Altius Link, Inc.

Altius Link is a BPO service provider offering comprehensive solutions, including contact centers and back-office operations, to client companies. We have one of the largest networks in the industry – with over 100 locations in both Japan and the rest of the world - which we utilize together with the know-how, superior service, and technological capabilities made possible by our 58,000 diverse personnel.

Digital BPO combines high value-added services provided by human operators with the latest digital technologies to design CX for a new era. This allows us to provide even better communication experiences to customers while also helping our client companies to expand and develop their businesses.

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

- All product names and company names mentioned in this release are trademarks or registered trademarks of their respective companies.

### Media inquiries

Altius Link, Inc.  
PR Inquiries Desk  
E-mail: [pr@altius-link.com](mailto:pr@altius-link.com)

### Service and event-related inquiries

Altius Link, Inc. Corporate Inquiries Desk  
Tel: 0120-610-810 (Weekdays 9:00-17:30)  
E-mail: [service@altius-link.com](mailto:service@altius-link.com)