

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.

57,000
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

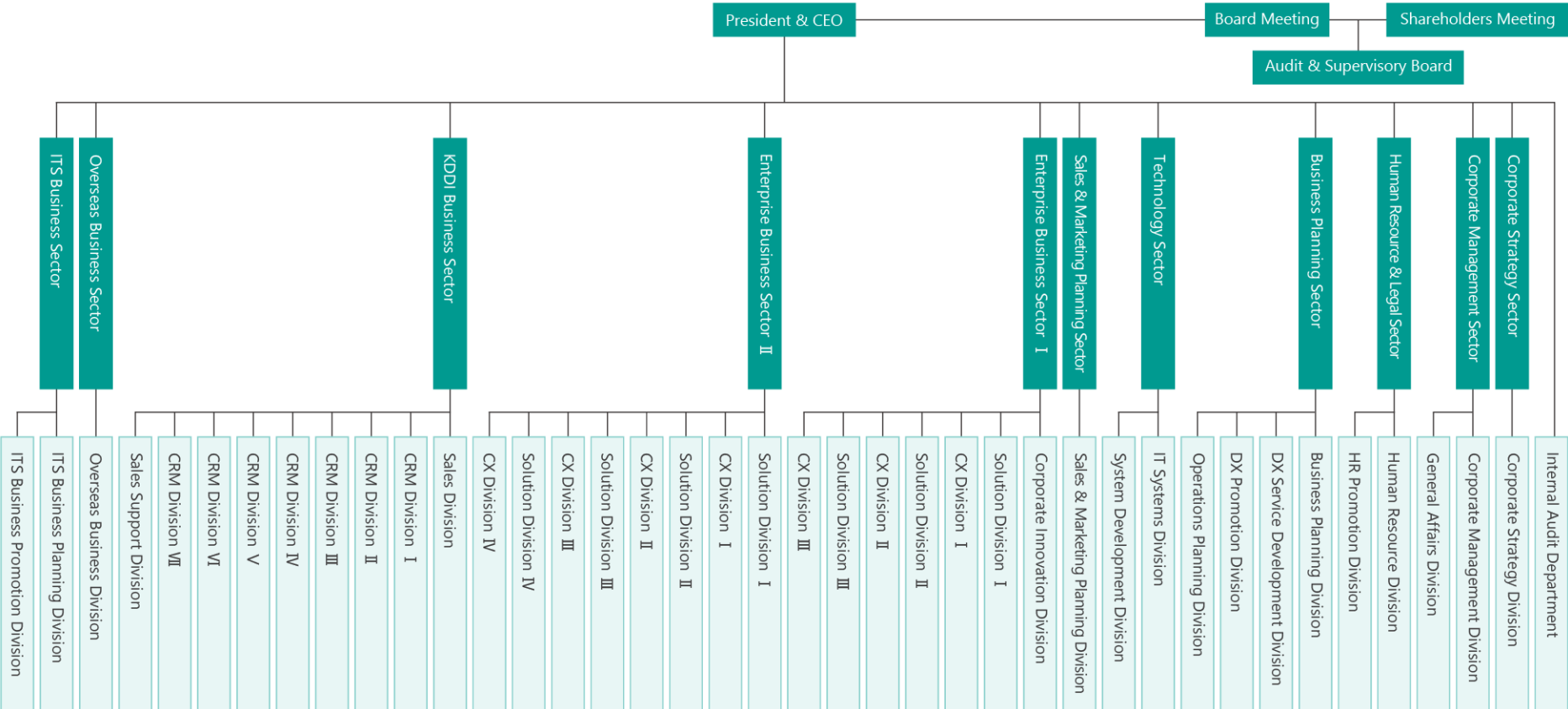
KDDI's telecommunications
network DX capabilities

Company information

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	Approximately 57,000

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	Minoru Tanaka	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	Norihiko 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					
Group Company	MAXCOM, Inc.		Altius Inspiro, Inc.			
	WITELLAS INC.		Altius Infocom, Inc.			
	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

Digital BPO

Contact Center & BPO Services

● Altius ONE®



Through digitization and the strategic use of resulting data resources, Altius ONE® helps customers enhance touchpoints in the purchasing process, optimize back-office operations, and tackle other business challenges across the board—from marketing to customer service.

- Altius ONE for Support
- Altius ONE Data Platform

● 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)
- Corporate shared services
- eKYC services (online identity verification)
- Recruiting agency services
- Document management services
- Paperless Solutions
- 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
- Support site UI/UX assessment

● Omnichannel



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
- Interactive voice response services
- SMS service
- Proactive support
- Human Chat
- Work from home-Human Chat
- Omnichannel diagnosis service
- Self solve pack
- FAQ video services
- Personalized video 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

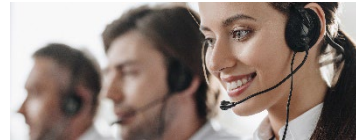


We offer rapid and flexible solutions to a range of business issues by providing optimal IT infrastructure in keeping with the IT strategy of each client company and building robust security systems to respond to any environment.

- Network security
- Servers and cloud-based services

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

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



- Insurance Agency Services

Certifications/Awards



Privacy Mark (JIS Q15001)

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



IS698843 / ISO27001

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.
 - ①Shinjuku First West Building

2. Work related to system development, operation, and maintenance of cloud services (SaaS) at the sites specified below.
 - ①Shinjuku First West Building
3. Contact center services within the scope of ISMS application at the sites specified below.
 - ①Shinjuku Telecommunication Center
 - ②Yokohama Business Park Center
 - ③Hulic Minato Mirai
 - ④Maruito Nanba Building
 - ⑤Avanza Chifune
 - ⑥KAMIYO Hakata Chuo Building
 - ⑦Okinawa Tida Center
 - ⑧Naha 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.



* 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]



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



PRIDE Index/Award "Gold"



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



D&I AWARD 2024
「BEST WORKPLACE」



2025 Certified Health & Productivity
Management Outstanding Organizations



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



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

