



## Altius Link, Inc.

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### Company Description

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

We are proud to announce the recent merger between KDDI Evolva, Inc. and Relia, Inc. to form a new company—Altius Link, Inc.

The new company name, Altius Link, combines the Latin word *altius*, meaning higher or aiming high, with the English word *link*, meaning to connect. Connecting people has been an important focus for both companies until now and 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.

Worker shortages and the acceleration of digitalization have brought major changes to the issues faced by many companies, and consumer needs are becoming more diverse and more complex. The BPO industry is also at a major turning point with changes to 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. This means providing effortless and tailored support to end users as well as assisting client companies to build positive relationships with their customers. We will redefine the value provided by both human operators and digital technologies to boost the quality of the services we offer, allowing us to enhance end-user CX and contribute to increased royalties for our client companies.

To achieve this vision, Altius Link will transform conventional contact centers into digital contact centers, making it possible for customer support to evolve into customer service to ensure the growth of our client companies. The company will also utilize the technologies, networks, and global industrial know-how of the KDDI and Mitsui & Co. group to expand digital BPO services throughout Japan and the rest of the world.

### Company Details

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#### **Head Office**

Japan

#### **Main Business**

コンタクトセンター事業、バックオフィス事業、ITソリューション事業、その他関連事業

#### **President**

網野 孝

#### **Established**

1996年5月30日

#### **Capital**

1億円

#### **URL**

<https://www.relia-group.com/>

### Offices

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#### **Main Office**

Odakyu Southern Tower 16F  
Yoyogi 2-2-1, Shibuya-ku  
Tokyo, Japan, 1518583

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