

## NEWS RELEASE

February 10, 2026  
Prestige International Group

### **Announcement of 29 Employees Certified with Three Stars in Individual Ratings and the Achievement of the Second Consecutive Three-Star “Quality Rating (Team Evaluation)”**

Prestige International Inc. (headquarters: Chiyoda-ku, Tokyo; CEO: Shinichi Tamagami) is pleased to announce that the specialized teams of its consolidated subsidiary, Prestige Core Solution Inc. (headquarters: Chiyoda-ku, Tokyo; CEO: Tateki Nakamura), have achieved the “Three-Star” rating, the highest evaluation in the “HDI Benchmark” (Quality Rating: Team Evaluation). This benchmark is conducted by professional judges from a customer perspective, based on the international standards of HDI, the membership organization for IT support services.



#### **About HDI**

HDI, founded in the United States in 1989, is the world's largest membership organization for the IT support service industry. It established the world's first international certification program and has over 50,000 members worldwide, including many of the Fortune 500 companies, with 100 chapters and districts globally.

HDI-Japan was established in 2001 based on the same concept as the global HDI, in response to requests from the Japanese support service industry. HDI-Japan is operated by ThinkService Co., Ltd. (headquarters: Kawasaki-shi, Kanagawa; Representative Director and CEO: Tatsumi Yamashita).

HDI-Japan Official Website: <https://www.hdi-japan.com/hdi/en/AboutHDI.asp>

#### **Achievement Details**

From the entries submitted by the Akita BPO Main Campus and Akita BPO Yokote Campus, 29 employees—exceeding the previous year's number—achieved the highest “Three-Star” rating in the “Quality Rating (Individual Evaluation).” Among them, nine individuals received perfect scores, earning particularly high praise in the categories of “Service Infrastructure” and “Skills and Procedures”.

#### **Summary of Individual Evaluation Comments (Abridged):**

##### **Service Infrastructure:**

Staff members consistently demonstrated a proactive, courteous and sincere attitude toward customers, resulting in high overall evaluations. In particular, their prompt and cooperative responses, along with a dedicated “do whatever it takes for the customer” mindset, were recognized as a reflection of high professionalism as the “face” of the company.

##### **Skills and Procedures:**

The situational assessment and explanations were seamless, demonstrating flexible support that goes beyond mere manual-based responses. The commitment to proceeding while ensuring customer understanding and satisfaction has led to a sense of trust and reassurance.

Furthermore, as more than 80% of the members in each selected team achieved three stars, the following two teams simultaneously received the “Three-Star” rating in the “Quality Rating (Team Evaluation)”.

Prestige Core Solution inc. FY2026.3 Akita Selection Team

Prestige Core Solution inc. FY2026.3 Yokote Selection Team

**Prestige Core Solution inc.**

URL <https://www.prestigein.com/pcs/>

Location 2-4-1 Kojimachi, Chiyoda-ku, Tokyo 102-0083, Japan

Representative Tateki Nakamura, CEO

Foundation April 2019

BIO The company was established as one of the successor companies when Prestige International transitioned to a holding company structure in 2019. The company operates BPO centers with a total capacity of approximately 6,000 seats in 11 locations in 6 prefectures (as of December 2025). It has been working to develop unique services that combine operations via telephone, apps, and chat, with field operations in collaboration with the group companies to create services that solve end-user inconveniences and troubles.

**For Further Information on This News Release**

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