

The Value of Our Comprehensive IT Solutions Springs from a Single- Minded Focus on the Customer

The emergence of a networked society revolving around the Internet is dramatically changing people's lifestyles and ways of doing business. Moreover, this transformation is occurring at lightning speed and on a global scale. Amid these revolutionary changes, we are leveraging our advanced information and Internet technologies to speedily bring to market solutions that precisely meet the needs of our customers.

Our mission is to maintain a leading position in this rapidly evolving Internet age by anticipating, identifying and fully satisfying not only the needs of our customers but also the needs of their customers. We provide reliable, customized systems and solutions that contribute directly to the prosperity of our customers' businesses and to society at large. The value of our solutions, we believe, derives from a deep and unrelenting focus on the customer.

The following profiles illustrate how the Fujitsu Group's global pool of IT professionals has taken "customer focus" to heart in providing creative, tailor-made solutions that have brought tangible benefits to our customers' businesses. To satisfy the exacting requirements of world-class clients that are building innovative new businesses and provide the level of reliability that society expects, we offer solutions that are conceived from the customer's point of view, developed in collaboration with the customer, and work to the direct benefit of the customer.



What Do We Mean by Customer Focus?

➤ ***Solutions Conceived from the Customer's Point of View***

At Fujitsu, we aim to help solve our customers' problems by ensuring a level of complete satisfaction that extends through to our customers' customers. Not limited to the IT field, this encompasses any effort that can help our customers improve their management and operational efficiencies. We believe that true solutions require looking beneath the surface to identify and respond to underlying problems. This depth of attention to the essential elements of our customers' business performance is what we mean by "customer focus."

➤ ***Total Solutions—from Hardware to Software, Services and Consulting***

Backed by a full range of world-class technologies in information processing, telecommunications and electronic devices, we are able to offer optimal, end-to-end solutions for customers in every industry. Our solutions encompass the entire system life cycle—from planning to system construction and operation—and can incorporate everything from networks and computer hardware and software to systems integration, outsourcing, help desks, training and maintenance support.

➤ ***Long-Established Global Support Structure***

The Internet is in many ways breaking down the traditional barriers of time, distance and national boundaries in the conduct of business. Nevertheless, it is becoming increasingly important for businesses to take into consideration the distinctive cultural and historical features of different regions, and demand is increasing worldwide for talented IT professionals who are sensitive to local concerns and business practices.

We have long emphasized the vital role that talented human resources play in our business success and have developed education and training programs to assure that we have an abundant pool of professionals with world-class competencies. Today, the Fujitsu Group has a corps of more than 55,000 services and software experts around the world—among the largest of any company—leveraging their collective expertise in IT and the sophisticated know-how gleaned from long-standing partnerships with the world's leading companies in diverse industries to provide best-of-breed solutions attuned to local needs.