

Services and Software



Our net community e-government showroom in Tokyo

Enhancing advanced solutions for a wide range of needs

Taking advantage of the excellent growth opportunities in the services and software business provided by the dawning of the broadband Internet era, we are developing a wide range of services, from consulting to maintenance, while expanding our middleware product offerings and pursuing a strategy of selection and concentration in regard to our packaged software business. Moreover, we are making concerted efforts to bolster earnings by integrating and restructuring our systems engineering affiliates and related companies in Japan, and pooling know-how and strengthening ties with our key overseas services companies, ICL and DMR Consulting.

In consulting and systems integration services, we are strengthening our operations to meet the needs of the expanding electronic commerce market. In particular, we have bolstered our Strategic Internet Professional Services (SIPS) business—which provides comprehensive web-based support for business, from strategic planning to the design, construction and operational management of information systems—thereby enhancing our ability to solve the management problems our clients actually face. In addition, we are placing emphasis on services tailored to specific industries, including advanced settlement systems for the financial services industry, large-scale electronic commerce systems for the manufacturing and distribution industries, electronic government for the public sector, and medical systems incorporating electronic clinical charts for hospitals. Moreover, we are working to further strengthen the Internet capabilities of our Customer Relationship Management (CRM) offerings in order to help make better use of customer contact information to develop focused marketing campaigns and increase customer satisfaction.

In the network services business, we have expanded our Internet Data Centers (IDCs) to twelve locations throughout Japan, with our main centers located in Tatebayashi and Akashi, and we are broadening the range of services at our IDCs to include Application Service Provider (ASP)

services. We are also enhancing FENICS, our core network infrastructure, for the emerging broadband era in order to offer services and infrastructure support to all customers, no matter what industry they are in or where they are located. Our Internet service provider, @nifty, is expanding its advertising, content and e-commerce services, thereby increasing its revenue sources beyond the subscriber fees it receives for its Internet connection service.

In the maintenance services area, we have begun offering SupportDesk in Japan to support round-the-clock operation of our customers' systems. SupportDesk goes beyond merely integrating maintenance services for both hardware and software. Using Internet-based technology, we are able to constantly monitor the status of our customers' systems, enabling us to minimize system problems and speed recovery times.

In the software business, we are working to improve earnings by expanding our offerings of middleware to support systems construction for the broadband Internet era and applying the concept of selection and concentration to our product offerings in packaged software, focusing on ERP and CAD software.