Excellent Customers Are Our Greatest Assets

At the Fujitsu Group, we place emphasis on delivering comprehensive customer-centric solutions that enable us to maintain long-term customer relationships. Following are some brief profiles that illustrate how our IT systems and services are benefiting customers.

■ e-Government — Helping to Build Electronic Government Systems Around the World

The Fujitsu Group is involved in a number of projects around the world aimed at helping governments establish electronic administrative processes that are more convenient and accessible for their citizens. Fujitsu has a solid track record in implementing e-initiatives in Canada, for example, which garnered the world's top ranking among 23 countries in terms of its progress toward e-government, according to a report issued in the spring of 2002 by Accenture. Working with the Canadian authorities on a number of federal government projects, Fujitsu Consulting developed online systems for such areas as passport applications, employment insurance, and immigration applications. In Finland, Fujitsu Services is setting up the government's tax-web portal service and a citizen smartcard service, and in England it is deploying various administrative applications systems. In Japan, too, we are providing comprehensive solutions to advance electronic government, including basic e-government enabling systems such as authentication infrastructure and networks for residents' general ledgers; electronic application and

e-Government terminal for administrative applications

Fujitsu's netCommunity showroom for e-government solutions

procurement systems for various administrative entities; and front-office systems that will enable local government authorities to improve citizen services. In addition, by proposing a business model that seeks to realize new administrative services through industry-government cooperation, we are supporting the development of a truly interactive — government to citizen and citizen to government — e-Japan initiative.

■Toyota — Global Sales, Manufacturing & Distribution and Procurement Systems

Multinational corporations with far-flung operations are increasingly seeking to implement truly global information systems in order to enhance their international competitiveness. In the automotive industry, the keys to differentiating oneself from one's competitors are the ability to reduce the lead time between product development and delivery, respond to changes in demand or supply with flexible supply chain management, and implement a reliable shipment management system. To support the development of Toyota's global business, we are building a supply-chain management system that integrates production, distribution and sales, and a web-based procurement system. These systems run on Fujitsu's PRIMEPOWER Unix servers and use our Interstage middleware. With stable 24x7 availability, the systems track the delivery of finished vehicles to export markets, as well as product information, pricing, and supply chain conditions, keeping sales channels filled in accordance with

Toyota's assembly operations

market demand and production precisely aligned with product orders, thereby enabling Toyota to develop more strategic sales policies.

Medical consultation using bedside terminal

■National Center for Child Health and Development — Bedside Terminals Help Improve Quality of Care and Communication

Recently healthcare has been moving toward greater specialization, increased consideration for patients and their families, and comprehensive, ongoing medical care from childhood through old age. Fujitsu's bedside terminal, which enhances person-to-person contact and brings the best quality care literally to the patient's side, was picked by the NCCHD for the first program of its type in Japan. Formerly, medical information was available solely in terminals used by doctors. Placing the terminal at the bedside, however, makes the medical chart available to the patient and allows the patient and doctor to review the course of treatment together, creating an opportunity for greater discussion and better understanding of the treatment. Fujitsu's bedside terminals are now being introduced in other medical facilities, helping to improve the quality of healthcare for a growing number of patients.

■Nordstrom — Major Nationwide POS System Order

Information systems for retailers have entered a new era with the emergence of open platforms. Stores can no longer focus solely on issues of improving the efficiency of operations; today they must also seek new ways to improve customer service and reduce total cost of ownership. Nordstrom, a leading department store chain with over 100 locations in 25 states throughout the U.S., gave Fujitsu Transaction Solutions Inc.

TeamPoS2000 point-of-sale system

the contract to implement a nationwide POS system for its stores. Fujitsu's TeamPoS2000 terminals and GlobalSTORE software solution, with its open platform, ease of maintenance and extensive functionality, enables Nordstrom to respond to a wide variety of customer needs and hold overall system costs to a minimum. In addition to Nordstrom, numerous other retailers around the world are using this system.

■Yamazaki Baking ─ Comprehensive Sales Support System

With the proliferation of convenience stores, consumers now expect to be able to buy whatever they want, whenever they want it. To meet that expectation, producers are establishing new distribution systems to handle orders and deliveries. The goal is to control costs while ensuring that their products are delivered to retail shelves on a timely basis. For Yamazaki Baking, Fujitsu built a sales-support system that helps ensure everyday food items like bread and snacks are delivered in the most efficient way possible to retail outlets throughout Japan. The system includes vehicle-installed data terminals with Global Positioning System (GPS) receivers for all delivery vehicles, making it possible to accurately track when any given truck will reach a particular store. Route sales agents carry handheld terminals to input orders, enabling the company and its production facilities to capture precise market data covering deliveries and sales — all in real time. As a result, delivery times have been reduced, orders and payment collections are handled more efficiently, and Yamazaki Baking has extended its sales clout in the market.

Input using mobile handheld terminals