

Efforts in Solutions and Services

We offer customers one-stop solutions for their now and future.

Activity in Solution & Service Business

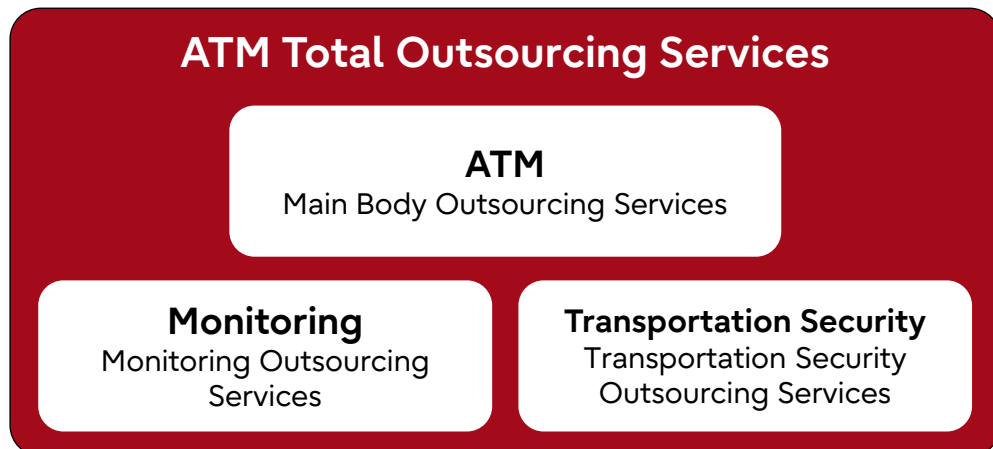
We, Fujitsu Frontech, live up to customer's expectations by one-stop solutions combining with hardware, software and services, based on experiences we have had through products development and manufacture in mission-critical areas such as financial, retail, industrial and public.

Moreover, we define cutting-edge technologies such as "Palm Vein Authentication" and "UHF band RFID" as "core technologies" bringing digital reformation to the front-end of customers. And, by aspiring to develop more advanced technologies, we will offer solutions and services creating new values for customer's business.

Introduction: ATM Total Outsourcing Services

ATM Total Outsourcing Services are our package services that instead of customers Fujitsu Frontech undertakes tasks including introduction, maintenance and monitoring of ATMs as well as transportation security. Previously, customers had not only to purchase, manage and monitor ATMs by themselves but to directly contract with security companies concerning security matters. The services enable customers to entrust Fujitsu Frontech to do these tasks collectively and change ATM operation to a way which operates ATMs of some customers jointly.

Furthermore, the services are able to reduce the number of spare parts and parts storage space as well as to optimize the frequency of secure transportations. As a result, this leads to the mitigation of the environmental burden such as CO₂ emissions.



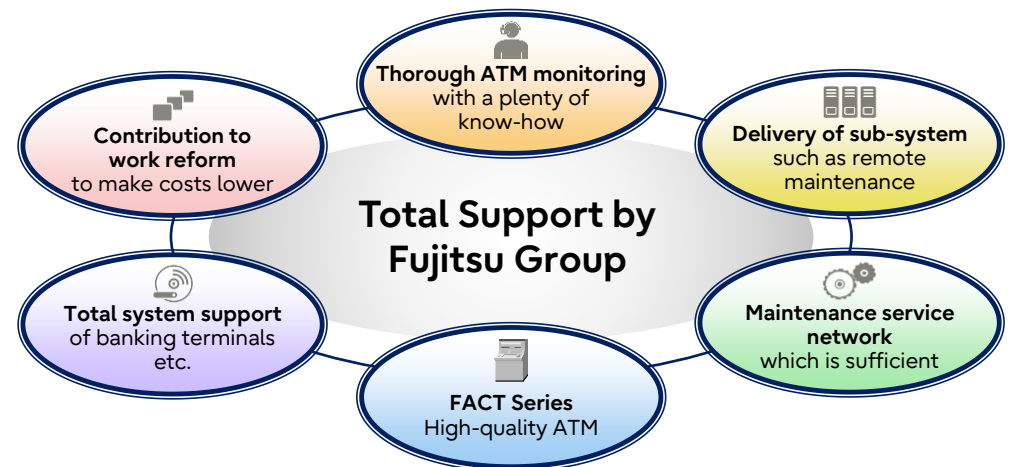
Case Study: Monitoring Outsourcing Services

Monitoring Outsourcing Services totally support the ATM-related tasks which are monitoring and operations of ATMs as well as maintenance of hardware and software of ATMs and banking terminals.

In addition, through collection and analysis of data on ATM monitoring and inquiries to a call center, we can provide our customers with not only data to improve their CS (Customer Satisfaction), but data which is effective for their marketing activities.

[Effectiveness of Introducing the Services]

- Improve service quality and convenience for customers who use ATMs
- Promote rationalization and optimization of tasks pertaining to ATMs, to reduce costs
- Reduce the number of cases of long downtime, through close alignment between ATM joint monitoring center and maintenance department
- In advance, prevent damage by fraud by detecting "bank transfer fraud" based on the status of a call with a helpline user
- Offer each optional service at a minimum cost, by utilizing an existing structure



Examples of contributable factors to SDGs:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Contribute to resource circulation, through repair and continuous use of ATMs.

13 CLIMATE ACTION

Reduce CO₂ emissions of customer, by the improvement of productivity and work performance etc. through ICT.