

Corporate Profile

FUJITSU



shaping tomorrow with you

FUJITSU FSAS INC.



We support the secure and safe utilization of the digital technologies and contribute to a sustainable society.

Together with other companies in the FUJITSU GROUP and as the member most closely engaged in the daily endeavors of our customers, Fujitsu FSAS is committed to providing high quality ICT infrastructure to support the growth of their business and to ensure the security and reliability of their systems and those which provide social service systems.

The rapid evolution and application of AI, IoT and other digital technologies are making life more comfortable and convenient for all, but we are also witnessing a dramatic rise in risks to businesses ranging from security threats to large-scale natural disasters, and outbreaks of new infectious diseases.

In response to these challenges, FUJITSU FSAS shall continue to provide the high-quality digital technologies that are responsive to these risks and ensure that the systems of our customers are the safest, the most secure, and most reliable possible.

As a member of FUJITSU GROUP, we continue to unlock and drive the digital transformation of our customers and engage in the co-creation of your dream for the future, with an aim to realize the very purpose of Fujitsu Group “to make the world more sustainable by building trust in society through innovation”.

We look forward to your continued support and encouragement.

Toshinori Kobayashi
President, Fujitsu FSAS Inc.



Safety and Security for a More Affluent Society

Through the planning, design, construction, operation and maintenance of ICT systems, FUJITSU FSAS supports the operational stability of our customers' systems. Moreover, we shape solutions to solve society issues through the utilization of leading-edge digital technology and aim to realize a safer, more secure and more prosperous society.



Supporting Our Customers

By providing optimised ICT systems resilient to all imaginable risks, we protect the business of our customers from increasingly sophisticated cyberattacks, the crippling impact of natural disasters, and other threats. Our nationwide network of Service Account Engineers, monitoring centers, and call centers operate 24/365 to swiftly respond the earliest signs of trouble to ensure the stable operation of our customers' systems.



Co-creation for Success

Through dialog, the shared understanding of the challenges facing our customers and society inspires new ideas and approaches that lead to solutions and the creation of innovative value together with customers.

Paving the Way for Reinvention

Aggressively applying the very latest digital technologies and know-how proven and refined in the real world, we blaze a trail for the reform and reinvention of the work processes and workstyle of our customers.



Optimised Solutions

Fujitsu FSAS provides customers with optimised solutions comprising a combination of not only FUJITSU products but also multi-vendor sourced products and services. Fully exploiting the latest digital technologies which are verified and proven in actual work conditions in our own company, we can swiftly propose a high-quality, high-reliability ICT environment ideally suited to the unique needs of each customer.

Extensive Service Line-up

- Wide product and service line-up comprising about 1,100 companies and 13,000 product items.
- Delivering of technological information and know-how in partnership with corresponding vendor.
- Customer-optimized solutions based on a deep understanding of customer needs obtained in the course of operation and proven through actual experience gained through deployment inside Fujitsu FSAS and numerous customers.
- 5 verification and validation centers located nationwide ready to immediately respond to the relentless evolution of technology.

Experienced Service Account Engineers with Advanced Technical Qualifications All Backed by FUJITSU Know-how

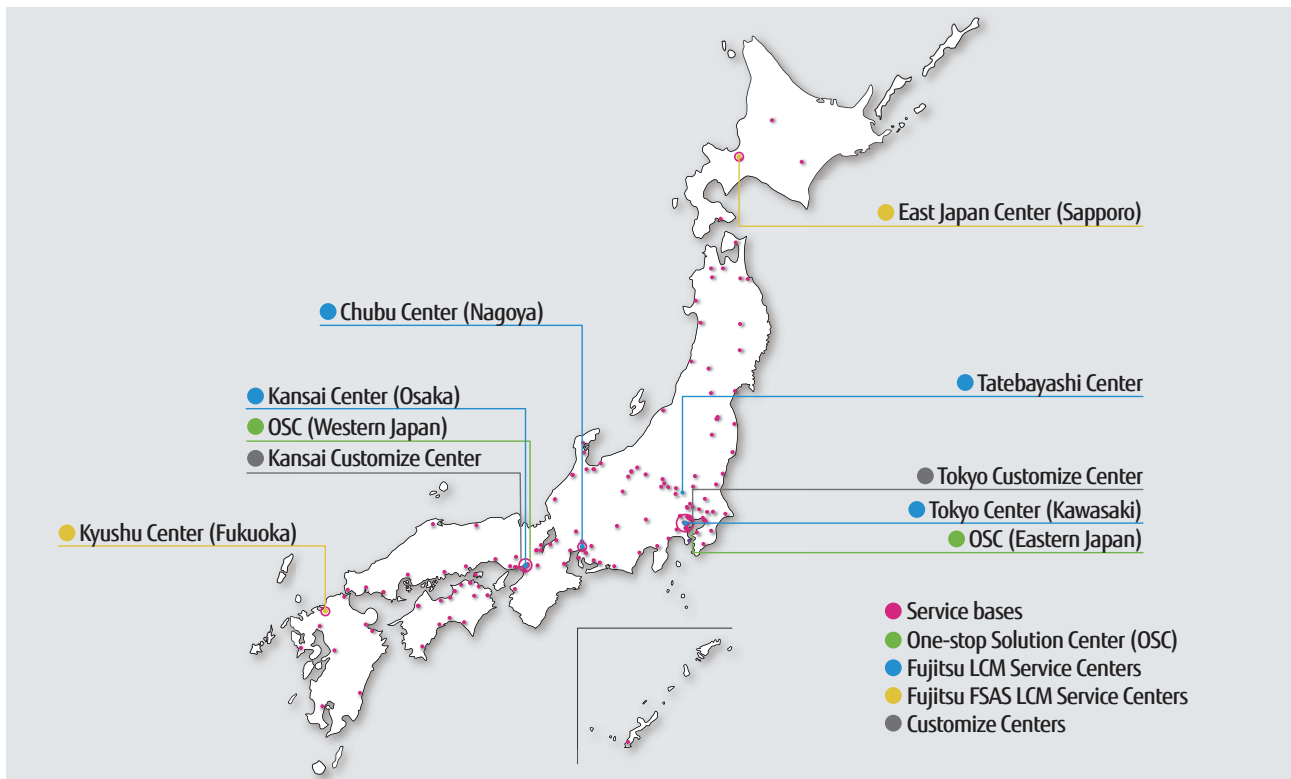
- ITIL® (ITIL® is a Registered Trade Mark of AXELOS Limited)
- Our nationwide network of Service Account Engineers with ITIL® qualifications and advanced vendor certifications in areas from virtualization to the cloud computing.
- Operational service to over 1,000 corporate customers annually.
- Delivering of the know-how accumulated through actual deployment of AI, chatbots and other advanced technologies in Fujitsu FSAS



Field	Company name	Qualification name
Virtualization, Cloud Computing	Microsoft Japan Co., Ltd.	MCP-Implementing Microsoft Azure Infrastructure Solutions
	Amazon Web Services Japan K.K.	AWS Certified Solutions Architect – Associate
	VMware, Inc.	VCP (VMware Certified Professional)
	VMware, Inc.	VCAP (VMware Certified Advanced Professional)
	Citrix Systems Japan K.K.	CCA-V(Citrix Certified Associate – Virtualization)
	Citrix Systems Japan K.K.	CCP-V (Citrix Certified Professional – Virtualization)
Storage	NetApp G.K	NATSP (NetApp Accredited Technical Sales Professional)
	DellEMC	EMC Proven Professional
Network	Cisco Systems, Inc.	CCIE (Cisco Certified Internet Expert)
	Cisco Systems, Inc.	CCNP (Cisco Certified Network Professional)
Security	National qualification	Registered Information Security Specialist (RISS)
	Trend Micro Incorporated	TCSE (Trend Micro Certified Professional)
OS	Microsoft Japan Co., Ltd.	MCSE (Microsoft Certified Solutions Expert)
Database	Oracle Corporation Japan	Oracle Master Platinum
Operations and Management	Hitachi, Ltd.	Certified JP1 Professional
	National qualification	ITIL V3/2011 Expert

Nationwide Service Network

At service centers located throughout Japan, vendor-certified service account engineers with advanced qualifications support the ICT systems of our customers.



144 Service Centers Nationwide

About 5,600 Service Account Engineers provide ICT systems and support operations in close partnership with our customers.



One-stop Solution Center(OSC)

From servers and storage equipment to OS software and various types of middleware, One-stop Solution Center promptly respond to customer needs and trouble with a diversity of open-standard products and optimized sourcing from multi-vendors.



Fujitsu LCM Service Centers

Staffed 24/365 by dedicated professionals, Fujitsu LCM Service Centers provide 24/365 system monitoring, a global help desk, problem troubleshooting, and security operations to support the stable operation of customer systems. In addition, FSAS LCM Centers in Sapporo and Fukuoka provide regional help desk and operation services.



Customize Centers

Customize Centers specialize in providing rapid and high-quality implementation and deployment of servers, personal computers, smart devices, point of sale (POS) systems, networks, and other solutions optimized for unique needs of the customer.

Corporate Profile

Company name	FUJITSU FSAS INC.
Address	Sumitomo Fudosan Osaki Garden Tower, 1-1-1 Nishishinagawa, Shinagawa-ku, Tokyo, Japan 141-0033 Tel: +81-3-5747-9100
Established	March 1, 1989
Capital	¥9,401.75 million
Employees	6,220 (as of June 20, 2021, consolidated basis)
Business	<ul style="list-style-type: none"> • ICT infrastructure planning and consulting, design and construction, installation, implementation and expansion • Total service including ICT infrastructure operation and maintenance and other business • Sales of hardware, software, and "Total Service" • Services incidental to "Total Service"
Annual sales	¥263 billion (fiscal year ending March 31, 2021, consolidated basis)

Corporate History

1989 March	Establishment of Fujitsu Customer Engineering, Inc. as a spin-off of part of the maintenance/repair department for communications and information processing equipment of the Customer Engineering Division of Fujitsu Ltd.
1996 April	Merged with Fujitsu Support Technology and name changed to Fujitsu Support and Services Inc.
1998 September	Listed on the 2nd section of the Tokyo Stock Exchange.
2000 June	Renovation of the Fsas Support Center in Hamamatsucho, Minato -ku, Tokyo and launch of service provision as a total outsourcing center.
2001 September	Listed on the 1st section of the Tokyo Stock Exchange.
2004 October	Became a 100% subsidiary through a stock swap with Fujitsu Ltd.
2007 July	Name changed to Fujitsu FSAS, Inc.
2013 June	Headquarters moved to Nakahara-ku, Kawasaki City. Opening of Minato Mirai Innovation & Future Center.
2018 May	Headquarters moved to Osaki, Shinagawa-ku, Tokyo.
2020 March	Recognition as a "Health and Productivity Management Outstanding Organization" (Large Enterprise Category) by METI (Ministry of Economy, Trade and Industry)

Independent Third-Party Certifications



ISO9001 certification

Obtained certification for ISO9001, an international standard on quality management systems, in May 1995. The certification covers the support and services in the area of information system-related planning, design, configuration, installation, construction, operation, and maintenance provided by Fujitsu FSAS Inc. and all Fujitsu FSAS Group companies (excluding Fujitsu FSAS Creative Inc. and Fujitsu FSAS Systems Inc.



Privacy Mark certification

Obtained a Privacy Mark certification (JIS Q 15001), which is granted to business operators equipped with an appropriate system to protect personal information, in August 2006.



IT Service Management System ISO20000

Obtained certification for ISO20000 [ISO/IEC20000/JIS Q20000], an international standard on IT service management for the nationwide network of LCM Service Centers and "Fujitsu LCM Service (in the field of operational service business)" in November 2006 and successively with the addition of new centers.



ISMS Conformity Assessment Scheme ISO27001 certification

Obtained certification for ISO27001, an international standard on information security management systems (ISMS), in Fujitsu product maintenance services in April 2005 and solely as Fujitsu FSAS in its product maintenance and service departments in March 2016.



Business Continuity Management System ISO22301 certification

Obtained a third-party certification for ISO22301 (Business Continuity Management System) in the maintenance services business a world's first in August 2012, as a member of the Fujitsu Infrastructure Service Group.

Fujitsu FSAS Group Companies

Fujitsu FSAS Creative Inc.	Headquarters: Nakahara-ku, Kawasaki City, Kanagawa, Japan Established: June 1996 Business: ICT-related temporary staffing, contract work, and recruiting services.
Fujitsu FSAS Systems Inc.	Headquarters: Yokohama City, Kanagawa, Japan Established: February 2000 Business: Total solutions with a focus on infrastructure construction and system operation.
Fujitsu FSAS Customer Service Inc.	Headquarters: Chiyoda-ku, Tokyo, Japan Established: January 1998 Business: Maintenance of public stadium systems and information-processing devices such as financial terminals and installation, and operation of information-processing systems.
Fujitsu FSAS Higashi-Nihon Customer Service Inc.	Headquarters: Saitama City, Saitama, Japan Established: October 2007 Business: Maintenance of information-processing devices such as financial terminals, and installation and operation of information-processing systems in eastern Japan.
Fujitsu FSAS Tokai Customer Service Inc.	Headquarters: Nagoya City, Aichi, Japan Established: December 2000 Business: Maintenance of information-processing devices such as financial terminals, and installation and operation of information-processing systems in the Tokai region.
Fujitsu FSAS Hokuriku Customer Service Inc.	Headquarters: Toyama City, Toyama, Japan Established: October 2003 Business: Maintenance of information-processing devices such as financial terminals, and installation and operation of information-processing systems in the Hokuriku region.
Fujitsu FSAS Kansai Customer Service Inc.	Headquarters: Osaka City, Osaka, Japan Established: April 2002 Business: Maintenance of information-processing devices such as financial terminals, and installation and operation of information-processing systems in the Kansai region.
Fujitsu FSAS Shikoku Customer Service Inc.	Headquarters: Takamatsu City, Kagawa, Japan Established: April 2009 Business: Maintenance of information-processing devices such as financial terminals, and installation and operation of information-processing systems in the Shikoku region.
Fujitsu FSAS & Sun Ltd.	Headquarters: Beppu City, Oita, Japan Established: July 1995 Business: System operation, digitization and translation of manuals, and repair of information-processing equipment and components to provide people with disabilities an opportunity to participate actively in society and lead an independent life.

Major Alliance Partners

Adobe Systems Co., Ltd., AMIYA Corporation, VMware, Inc., WatchGuard Technologies Japan K.K., Cyboz, Inc., Cisco Systems G.K., Citrix Systems Japan K.K., Schneider Electric Japan, Inc., SECOM Trust Systems CO., LTD., Soliton Systems K.K., Trend Micro Inc., Microsoft Japan Co., Ltd., Nutanix Japan G.K., NetApp G.K., Palo Alto Networks, Fortinet Japan K.K., EMC Japan K.K., Sky Co., LTD.

Social Contributions

Embodying the philosophy and vision of Fujitsu Group, the “FUJITSU WAY” serves as the compass and foundation for the continuing endeavours of Fujitsu FSAS. Through ICT and the power of connecting people, things and systems, we aim to not only deliver better solutions to challenges facing our customers, communities, and people worldwide, but also to contribute to the realization of a sustainable, safer and more secure society for future generations.



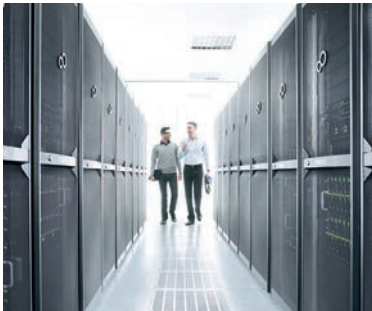
Exchanges with
Musashino Higashi Gakuen School

Musashino Higashi Gakuen School offers a mixed educational setting where students with autism are integrated with their regular peers for part of full-day curriculum and also receive “Daily Life Therapy” to promote self-care skills and social independence. Fujitsu FSAS supports this educational philosophy by donating personal computers and promoting ICT experiential learning.



Promoting jobs for
people with disabilities

Fujitsu FSAS & Sun is a special subsidiary company founded through a joint investment with Social Welfare Organization Japan Sun Industries to provide people with disabilities an opportunity for active participation in society and independence.



Helping companies
to be more earth friendly

By measuring server room temperature, ventilation volume and power consumption, and then providing products and services with an eye on environmental impact and economy, Fujitsu FSAS is helping customers to reduce their carbon footprint.



Participation in
local communities

Fujitsu FSAS participates in local activities such as festivals, fireworks festival, and sports events to express its ongoing appreciation to everyone in the community and foster a deeper understanding of the company.



Assistance in
the wake of disasters

As an ICT enterprise, Fujitsu FSAS plays an integral role in our customers’ workplace. When disaster strikes, we devote every effort towards the swift restoration and recovery. Moreover, by sharing the know-how gained in our recovery efforts with customers, we support the construction of more disaster-resilient environments.



Local clean-up activities

In cooperation with local governments and other institutions, Fujitsu FSAS employees participate in clean-up activities at seashores, rivers, parks, areas around train stations, and other locations throughout the country from Hokkaido to Okinawa.

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