

Fujitsu Strengthens Systems Support and Operational Services

Organizational Realignment Aims to Enhance Full Lifecycle Support for Customers' IT Systems

Tokyo, May 17, 2004 — Fujitsu Limited today announced that it is reorganizing and strengthening its systems support and operational services businesses in Japan. The move aims to provide enhanced levels of support to meet the increasingly sophisticated IT needs of its customers and to further leverage operational services – an area in which high growth is expected – to expand Fujitsu's business. As part of this initiative, the boards of directors of Fujitsu Limited and Fujitsu Support and Service Inc. (Fsas) – currently a majority-owned publicly listed company – have signed an agreement for an exchange of shares whereby Fsas will become a wholly owned Fujitsu subsidiary. The realignment will enable the Fujitsu group to provide customers in Japan with seamless, one-stop delivery of services covering the full spectrum of the IT system lifecycle. It will also enhance Fujitsu's ability to proactively anticipate and continuously propose appropriate solutions to meet customer needs, further strengthening its commitment to providing IT solutions from a customer-centric perspective.

Outline of the Initiative

Strengthening of System Support Organization

1) Speed Service Delivery through Resource Consolidation and Integration

Fujitsu Limited units involved in support technology development, field support engineer training, call centers and backup support will be shifted to Fsas, thereby consolidating support functions at the subsidiary. This will enable integration and optimal positioning of both companies' resources and functions, integrating all steps in the support process – from the first call all the way to resolution by the field support engineers – to facilitate speedier service delivery.

2) Improve Customer Responsiveness by Repositioning Field Support Offices and Staff

Fujitsu will optimize the positioning of its nationwide network of field support offices and staff, centering on Fsas. At the same time, greater sharing of information on technical matters as well as on business discussions will help to improve the level of service quality and customer responsiveness.

3) Strengthen Support through Collaboration with Leading Partners

Fujitsu will review its support organization in each region and optimize its alignment in conjunction with local partners who have strong technical support capabilities. In so doing, Fujitsu aims to strengthen its technical support and backup capabilities, and thereby put in place a highly responsive customer support organization.

4) Contribute to Speedier Product Improvements and Functional Enhancements of Future Products

Through closer interaction with customers, support staff will be able to provide timely, valuable feedback for improving product and support service quality, as well as for realizing functional enhancements of future products.

Leveraging Operational Services for Business Expansion

By bringing together Fujitsu's long experience, technological capabilities and expertise in systems integration and IT outsourcing, Fsas' nationwide network of field support offices and system support and construction capabilities, and the various IT services and infrastructure strengths of other Fujitsu group companies, the group plans to offer an expanded range of sophisticated operational services. The following types of services are among those initially planned:

- **On-site Systems Operation Support at Customer Locations**

Fujitsu will provide operational management support for servers, storage systems, and networking equipment installed at customer locations, either via its remote systems management centers or directly on-site at the customer's premises. This will significantly reduce the operational burden for customers with systems that need to be up and running 24-7.

- **Contract Services for Systems Deployment and Migration**

Fujitsu will strengthen its on-site services organization to handle the growing demand for systems integration and migration services accompanying changes in customers' system architectures and usage patterns. Specifically, for customers switching to new systems, Fujitsu will serve as a one-stop source of integrated services, including consulting, design, migration and deployment.

Based on a customer-centric perspective and a commitment to cultivating long-term customer relationships built on trust, Fujitsu is aggressively promoting its solutions business covering the full IT system lifecycle. As part of this effort, Fsas will become Fujitsu's core entity for the provision of systems support and operational services, and through close ties with the entire Fujitsu Group play an important role in contributing to overall business growth.

Through these and other measures, Fujitsu aims to create a field support organization that works even more closely with its customers, and thereby bring Fujitsu's full range of capabilities to bear in helping customers to grow their businesses and improve competitiveness.

About Fujitsu

Fujitsu is a leading provider of customer-focused IT and communications solutions for the global marketplace. Pace-setting technologies, highly reliable computing and communications platforms, and a worldwide corps of systems and services experts uniquely position Fujitsu to deliver comprehensive solutions that open up infinite possibilities for its customers' success. Headquartered in Tokyo, Fujitsu Limited (TSE:6702) reported consolidated revenues of 4.7 trillion yen (US\$45 billion) for the fiscal year ended March 31, 2004.

For more information, please see: <http://www.fujitsu.com/>

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