Service Process of NEC Global Services®

- **RPI & Proposal**
  - Survey Services
  - Main contract
  - Consulting Services
  - Implementation/Preparation
  - Operations management

This is mainly conducted for client’s overseas affiliates including the status of its IT infrastructure. Based on information gathered from this service, we propose solutions on addressing significant IT issues.

- A solutions contract is set into places based on mutually agreed proposal generated out of the previous phase. Additionally, optional services and any modifications, and other details regarding system and service levels are determined at this phase.

- In accordance with the stipulations of the contract, system & solution delivery and testings are performed. IT operations start including operations management of the system, help desk operations, system monitoring, maintenance and periodic system audit services.

NEC’s Overseas Network Reaching around the World

At NEC, we operate in myriad locations around the world and as such support at NEC Global Services® in 45 countries (as of April 2010).

- Sales & Service Organizations (57 plants in 30 countries)
- Manufacturing Organizations (10 plants in 5 countries)
- R&D Facilities (4 facilities in 3 countries)
- Liaison Offices (16 offices in 15 countries)
- Europe
  - Russia
  - Central Asia
- Near & Middle East
  - Africa
- Asia
  - Oceania
  - Americas

For more information, contact

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As business is increasingly conducted on a global basis, IT governance challenges are today’s reality as companies embark upon overseas business expansion. Faced with barriers in terms of differences in language, laws and cultures at both a national and local level, satisfactory operating conditions are often difficult to maintain, and where IT systems are concerned a variety of problems can crop up based on these differences in governance at the local level. It seems to be no exaggeration that success and failure in today’s global business environment depends largely whether companies can ensure high reliability and thereby deliver an optimal IT operating environment.

NEC Global Services® provides comprehensive solutions for the IT operating environment enabling any company to step forward into overseas locations confidently. Founded on NEC’s wealth of experience operating overseas and building on its substantial know-how, ranging from simple consultations to system operations and management, the company offers a full range of reliable IT services. In close cooperation with NEC affiliates located around the world, this service offers the perfect structure to achieve optimal IT services.

As your best partner for global business enterprise, a partner with expert knowledge of the world, you can rely upon NEC Global Services®.
NEC Global Services® was created to achieve global IT management allowing for fulfillment of our clients’ goals in global business strategy.

The number of issues relating to IT systems of overseas affiliates at global companies is rising

For companies developing global businesses, each and every year IT issues are increasing in complexity, and in numerous cases, IT has become a critical component of overall corporate strategy. A decline in governance has progressed rapidly manifested by decreasing capabilities to manage an entire corporate entity, and the personnel and communications costs necessary to resolve these issues are pressuring tremendously overall business management. In addition, where IT is not aligned properly in conformance with business requirements, corporate IT personnel are scrambling to respond to trouble on a daily basis, and therefore are repeatedly unable to concentrate on the necessities of the core business. Corporate IT systems that do not respond quickly to changes in business environments have a profound negative impact on overall corporate competitiveness and ultimately may contribute to lost business opportunities.

Global IT Management (GIM) is increasingly demanded

A prompt response to the IT service needs of overseas affiliates has become a business necessity in order to ensure that business opportunities are not lost and real-time problem-solving takes place within these affiliates. Increasingly, while keeping a close watch on activities at the local affiliate level, it has become necessary that optimization of the IT environment be seen from a global viewpoint. In order to solve global IT subjects, such as security, risk management, and IT governance, it is pressing need to establish the global IT management (GIM) which does not perform IT management by the region or the country, but manages IT synthetically standing on global viewpoint.

Moving from an era of procurement of IT assets to fulfillment of IT services

For companies finding it difficult to unify their IT environments at overseas affiliates due to differences of language, customs, culture and law, what has become the deciding factor amidst these IT challenges that are rising everyday is the mindset transition wherein a company shifts from a viewpoint which regards IT facilities as simply corporate assets to the correct mindset that views IT services as a critical business function. IT services provide numerous advantages that lead to overall advancements in business performance including support for the fulfillment of greater visibility, business operations and protections as well as more reliable service quality. From systems design to systems performance including support for the fulfillment of greater visibility, business operations and protections as well as more reliable service quality. From systems design to systems performance. Through a standardized service menu dedicated to specific IT platforms, we achieve dramatic reductions in lead-time, thereby allowing for ‘timely’ IT services delivered with significant cost savings.

Enabling concentration of operational resources on core businesses

In today’s global market, there are tremendous hurdles in terms of time, personnel cost and requisite experience required in constructing IT systems that support individual companies whether these companies are establishing new overseas facilities or simply transferring operations at existing ones. In order for systems to be established without undue delays and maintained with the highest reliability, the role of IT services is critical. Implementation of services from NEC Global Services® means your company devotes its resources to its core business, and thereby allows your company to thrive in today’s fierce global competitive environment.

Continuously maintaining optimal IT management

NEC Global Services® allows for continuous improvement in IT operations through its approach of conducting monitoring and analysis in accordance with the PDCA (Plan-Do-Check-Act) cycle. Through its timely and effective responses to sudden changes in the underlying business environment, our services allow for not only achievement of reliable operational execution at the local level, but also for the fulfillment of longer term strategic business objectives.

Response to transactions risk through IT

For companies establishing operations in today’s global market, there is the need to prepare internal structures to deal with the risks associated with any product transaction. However, high hurdles to success in this regard exist in a world in which many countries maintain complicated export controls that serve as ‘technological borders’, alongside strict market pricing and compensatory methods for services that serve as ‘taxation borders’. NEC Global Services® offers a means to achieve risk management through IT services delivered with the highest degrees of continuity.

Support of an expert team fully cognizant of the unique challenges of each operating environment

Having specialized knowledge and information about the local languages, legal practices and business customs in each distinct local operating environment, NEC is the professional organization skilled in how best to rapidly respond to unique challenges. Based upon our operating experiences around the world and the resultant know-how coupled with our close relationships to local IT specialist corporations in all corners of the world, we provide the optimal IT environment for every locale.

We work hard to be “Your Best Partner” for reliable IT Services around the world.

Five Key Points of NEC Global Services®

- **Speed**: Through a standardized service menu dedicated to specific IT platforms, we achieve dramatic reductions in lead-time, thereby allowing for ‘timely’ IT services delivered with significant cost savings.
- **Standard**: In order to provide homogenous services on a global basis at optimal cost savings, we maintain standards for service approach methods, contracts, quality, pricing, contracts and delivery methodologies.
- **Flexibility**: To best achieve our client’s requirements, we flexibly offer various optional services including 7 X 24 hour 365 day response, multiple language capabilities as well as customized responses geared specifically to the needs of specific local operating environments.
- **Partnership**: Based on NEC’s connections through its offices and partnerships worldwide, we establish a global service structure. We support our customers through expert knowledge of local business conditions.
- **Quality**: Incorporating global management standards such as ITIL, PMBOK, COBIT, etc., we enable the provision of high-quality IT services on a worldwide basis that feature stability and continuity.
Services optimized in response to the business needs of our clients and structured to win global market competition.

NEC Global Services® offers the potential for a single consistent worldwide platform of PCs and networks originating from Asia and stretching forth into Oceania, North America and Europe.

NEC works in close collaboration with its overseas offices to provide a comprehensive range of IT services starting with preliminary research and extending to construction, development, operational management and protection. Standardized services are offered at optimal cost-effectiveness utilizing global standards of management methods based on ITIL®, PMBOK® and COBIT®, thereby allowing for worldwide IT management that achieves a unitary structure integrating domestic operations with international affiliate offices.

Desktop Services
We provide and manage a desktop environment including client PCs and phones. We consistently provide desktop environment with balanced cost/performance ratio, through overall reduction in Total Cost of Ownership (TCO) by managing issues related to system resources and trouble shootings appropriately.

1. OS & Office Software
We provide a set of processes of selection, implementation and configuration of office software and operating systems, along with achieving operations management of established systems. We also provide a consolidated package of groupware, i.e., e-mail, scheduler manager, address book, document management and so forth, and ID management functions with user support.

2. Client PC
We provide a set of PC lifecycle management processes including procurement, installment, configuration, operation, maintenance, update and retirement, to increase efficiency within the IT environment. We manage operational status of client by using database, and those data can be a valuable tool for continuous improvement of business environment.

3. Phone / PBX
With regards to the installment of phone equipments (phone / PBX), we offer a package of managed services including vendor selection, design, establishment, operation and maintenance. We also provide consistency of the service regardless of changes in office layout, office relocation and/or other changes related to organizational structure.

4. Helpdesk
We provide a single point of contact for user inquiries related to hardware troubles, software operating procedures, trouble shootings and other service requests.

Network Service
We provide the establishment and operations management of an optimized IP network. In addition to network amongst and/or between overseas branches, we also provide smooth establishment of IP network amongst and/or between domestic branches and overseas branches. The service enables high cost/performance ratio in network operations management, and resolves the manpower shortages.

1. Network Servers
This service ensures optimal IT network operations by managing procurement, design, establishment, testing and operations of network servers including web servers and mail servers.

2. IP Network
We offer an efficient IT operations. To achieve the efficiency, we manage a set of network-related processes of procurement, design, establishment, testing and operations (We also offer optional service including IAVN management.)

3. Leased Line
We offer selection and procurement of leased line services amongst various types such as IP-VPN and Internet VPN. With our long time experiences, we choose the most suitable service for customer business with optimized costs.

4. Datacenter and Business Contingency / Disaster Recovery (BC/DR)
We provide housing and/or housing service of servers with durable, secure and highly reliable datacenter. Also, we offer BC/DR services including support of planning, design, establishment and operation.

5. Learning Services
We provide a Software as a Service (SaaS) environment of e-learning. The service enables employee training with no limit to time and place by using PC and internet. Large-scaled services, for instance, training of a million of employees are available. Globally adopted services such as Multi-language course are also available.

We provide an effective and efficient tool for permeation of corporate vision and/or compliance to all corporate members, security consulting, in-house transfer of technology and know-how and training for sales staffs.

Security Service
We provide comprehensive security management and prevent critical information from leakage and/or corporate assets from illegal access. We also provide comprehensive support service including grasping of security needs in customers’ business, security solution and operations management. Security consulting service is also available. To protect confidentiality and integrity of overseas information assets, we offer establishment of security management that is fit to domestic environment, setting up objectives of and management of security level.

Global On-site Service
Designed for companies entering global markets in Asia (Japan, China, Southeast Asia), Oceania, North America or Europe, we offer local-level IT platform development and operations services as well as maintenance services. In concert with each overseas subsidiaries, NEC offers consistent services based on the NEC Global Services Standard, and stands ready to meet our client’s needs in the best way possible.