Case 1: PIT Managed Service

By providing total support for the life cycle management of ICT assets,
we strive to resolve environmental and other social issues hand in hand with our customers.
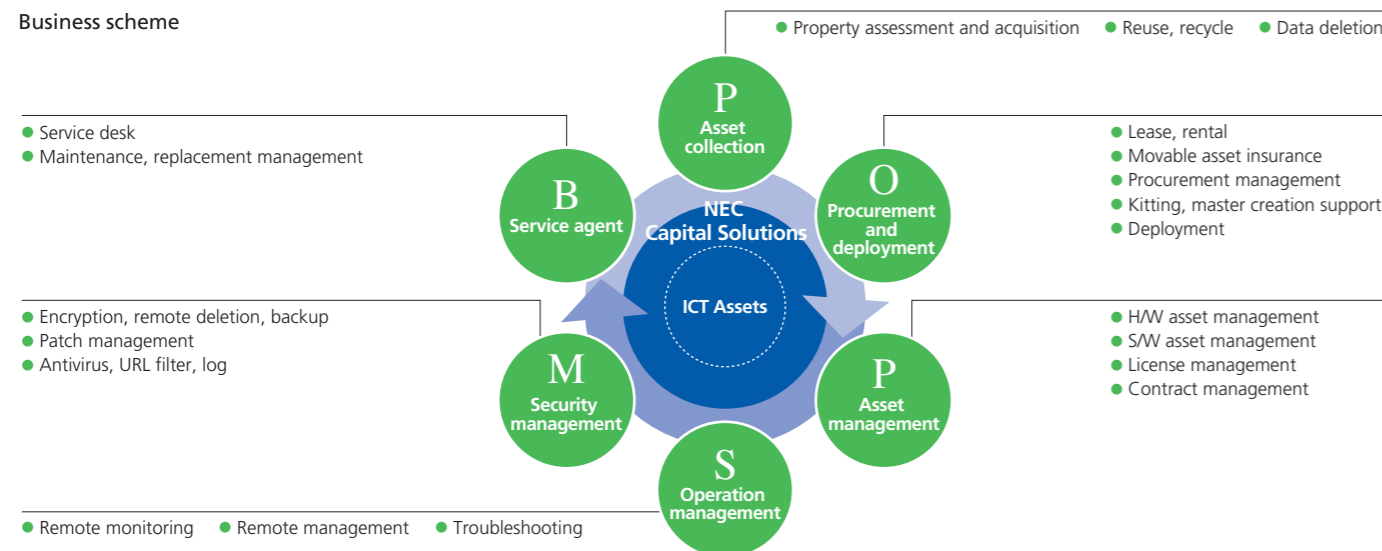
Offering comprehensive life cycle services from procurement and operation to disposal

Although PCs and other ICT assets are essential tools for modern companies, they incur a substantial burden in terms of both costs and manpower due to the need to update hardware and software every few years to keep up with the fast pace of technological innovations. As shown in the recent termination of support for Windows XP, any delays in renewing ICT assets may detriment not only operational productivity but also corporate reliability. This is the reason why systematic renewals

in step with the latest IT technical information are necessary.

In addition, many issues arise when deploying procured ICT equipment into internal departments for daily operation such as strengthening security, reducing TCO (Total Cost of Ownership: total costs from introduction to maintenance and management) and BCP (Business Continuity Plan). Such issues are becoming more sophisticated and diversified as ICT evolves, and its disposal also raises environmental concerns calling for separation and recycling efforts.

For the entire life cycle of ICT assets from procurement and deployment to operation, removal and disposal, our PIT Managed Service is gaining popularity among companies required to pursue more sophisticated IT management.

Business scheme

- Service desk
- Maintenance, replacement management

- Encryption, remote deletion, backup
- Patch management
- Antivirus, URL filter, log

- Remote monitoring
- Remote management
- Troubleshooting

- Property assessment and acquisition
- Reuse, recycle
- Data deletion

- Lease, rental
- Movable asset insurance
- Procurement management
- Kitting, master creation support
- Deployment

- H/W asset management
- S/W asset management
- License management
- Contract management

NEC Capital Solutions
ICT Assets

- **P** Asset collection
- **O** Procurement and deployment
- **P** Asset management
- **S** Operation management
- **M** Security management
- **B** Service agent

This Service consists of a combination of various services provided over the entire life cycle management (LCM) process of ICT assets. In addition to leasing, financing and other financial services in which the Company specializes, partnerships with our Group companies including Capitech Limited, which provides kitting* at equipment introduction, maintenance and operation services and technical support, and Reboot Technology Services Limited, a recycler and reseller of secondhand ICT equipment, allow us to provide comprehensive services and constitute one of our strengths.

*Kitting: Equipment introduction tasks necessary for ICT assets including installation of OS and other necessary software and settings.

Contributing to the resolution of various social issues through ICT asset utilization

Our PIT Managed Service helps reduce labor and costs incurred for ICT asset operation and management, and enables to level all costs on a monthly basis and visualize total costs. In addition to streamlining the managerial resources of customers, the Service also puts into practice CSV management, which has great significance as one of the objectives of the Company. That is because ICT has the potential of contributing to the resolution of many issues faced by modern society such as environmental and energy problems, low birth rate and aging, doctor shortage and labor environment improvement.

The corporate activities of our customers intertwine with these social issues in some form, therefore, for us to support the sophisticated utilization of their ICT assets is a way to join them in efforts to solve social problems. One example is the formulation of home care services for which demand is increasing in step with the aging of society. For customers aiming to build regional medical treatment partnerships with multiple players in the medical field such as attending physicians and home-visit caregivers, we propose cloud systems capable of sharing necessary information on a timely basis in a secure environment conceived to protect confidential information. We were able to realize regional medical treatment partnerships that ensure user peace of mind and improve the efficiency of medical practitioners.

In addition, for customers looking to innovate workstyles to prevent overwork, we propose a "zero overtime" measure using an office PC power supply management tool, and other solutions that, by resolving individual customer issues, help eradicate various social problems. Accumulating success stories such as these and providing proposals to a multitude of customers are in line with our corporate philosophy: "Contributing to create a more prosperous society." We will continue to constantly provide optimal services aiming to create more value while keeping in mind the further evolution of ICT and the needs of customers.

Staff comments

Comment

Omnidirectional response to customer needs

Our PIT Managed Service is mainly deployed at end-point terminals such as PCs, however, we are working to grasp and share a wide range of needs not limited to PCs when communicating with our customers. By meeting needs that exceed the scope of general services through wide-ranging combinations of NEC Group services, customers voice their appreciation telling us how glad they are to have contacted us, which in turn lifts our motivation. As customer needs sophisticate and diversify, we will continue to provide optimal services and constantly provide omnidirectional responses so as to be recognized as a good partner by them.

Kazunori Kawashima, ICT Assets Solution Department

Working to propose ways to realize advantages for our customers

In recent years, the operation and management of PCs and other ICT assets has become more complex representing a substantial issue to be tackled by corporate ICT departments. Our BPO services support ICT lifecycle management efforts to realize service level optimization and provide other advantages such as improved cash flow thanks to the calculation of all costs on a monthly basis. We are filled with joy when customers that adopted our proposals tell us about positive effects such as operation and management cost reduction and security enhancement.

Akio Hirota, ICT Assets Solution Department