

## Company Profile

# Human \* IT

Superior service empowered by combining  
the strength of our people and information technology.

# Human \* IT



**Hitachi Systems, Ltd.**

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[www.hitachi-systems.com/eng/](http://www.hitachi-systems.com/eng/)

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\* Published photos are for reference only.  
\* Hitachi Systems, Ltd. has signed an agency agreement with SoftBank Group Corp. and handles its Pepper humanoid robots.



**CPE-001-1.4** 2017.8

**Hitachi Systems, Ltd.**

# Human \* IT

Superior service empowered by combining  
the strength of our people and information technology.

IT systems do not function by themselves.

They need people with knowledge and passion to bring out their full  
performance potential.

We create new value through unique services that integrate diversely  
talented people with state-of-the-art information technology.

Hitachi Systems has created the term Human \* IT to describe what we do,  
and puts it to work meeting a broad array of needs worldwide.

Hitachi Systems has in place an employee-centric management  
system called the "Hitachi Systems Way," which encompasses  
the Corporate Philosophy, Corporate Vision, and Our Values that  
define the reason for the company's existence, where we want to be,  
and how employees are expected to conduct themselves  
to help achieve this philosophy and vision.

We strive to become a company of choice for customers by using  
the Hitachi Systems Way as a guide to seeing and thinking about  
things from their perspective, adapting to changes around us  
quickly, delivering what we promise, and building trust.

The Hitachi Systems Group is committed to playing  
an instrumental role in helping achieve a prosperous society.

Hitachi Systems works  
with our customers in creating  
new value by delivering unique services  
that leverage our diverse human capital  
and advanced IT solutions.

Many companies today face demanding and complex challenges of doing  
business in a global market and meeting diverse customer needs. They  
increasingly rely on digitalization that convert every piece of information  
into a digital format and on such leading-edge technologies as artificial  
intelligence (AI), Internet of things (IoT), and Big Data analytics to create  
new business models, achieve greater operational efficiency, and bring a  
better quality of life to the public.

Hitachi Systems has, ever since the dawn of the Japanese IT  
industry, been at the forefront of a changing business and has been  
providing IT support to customers of diverse sectors and sizes to  
assist them in their day-to-day decision-making and operations. Our  
strengths and assets lie in the experience and technical prowess we  
have amassed in implementing, operating, and maintaining a variety of  
business systems for our customers as well as in our service  
infrastructure that comprises data centers, network and security  
operations centers, contact centers, and a nationwide network of field  
service offices.

In this digital age, our job is to help customers transform their businesses,  
launch value-added services, and create new markets for innovative  
products and services. To do this job effectively, we must be more than just  
a provider of IT services—we must have a deep insight into how customers  
run their businesses and become their trusted partner. Hitachi Systems  
assists customers with their digital transformation efforts and works with  
them in creating new value by delivering unique services that leverage our  
diverse human capital and advanced IT solutions.

As your closest and most loyal partner, Hitachi Systems will continue to  
meet all challenges to become a global services company that  
customers can rely on completely.

We sincerely appreciate your continued patronage and support.



**Masahiro Kitano**

President and CEO  
Hitachi Systems, Ltd.

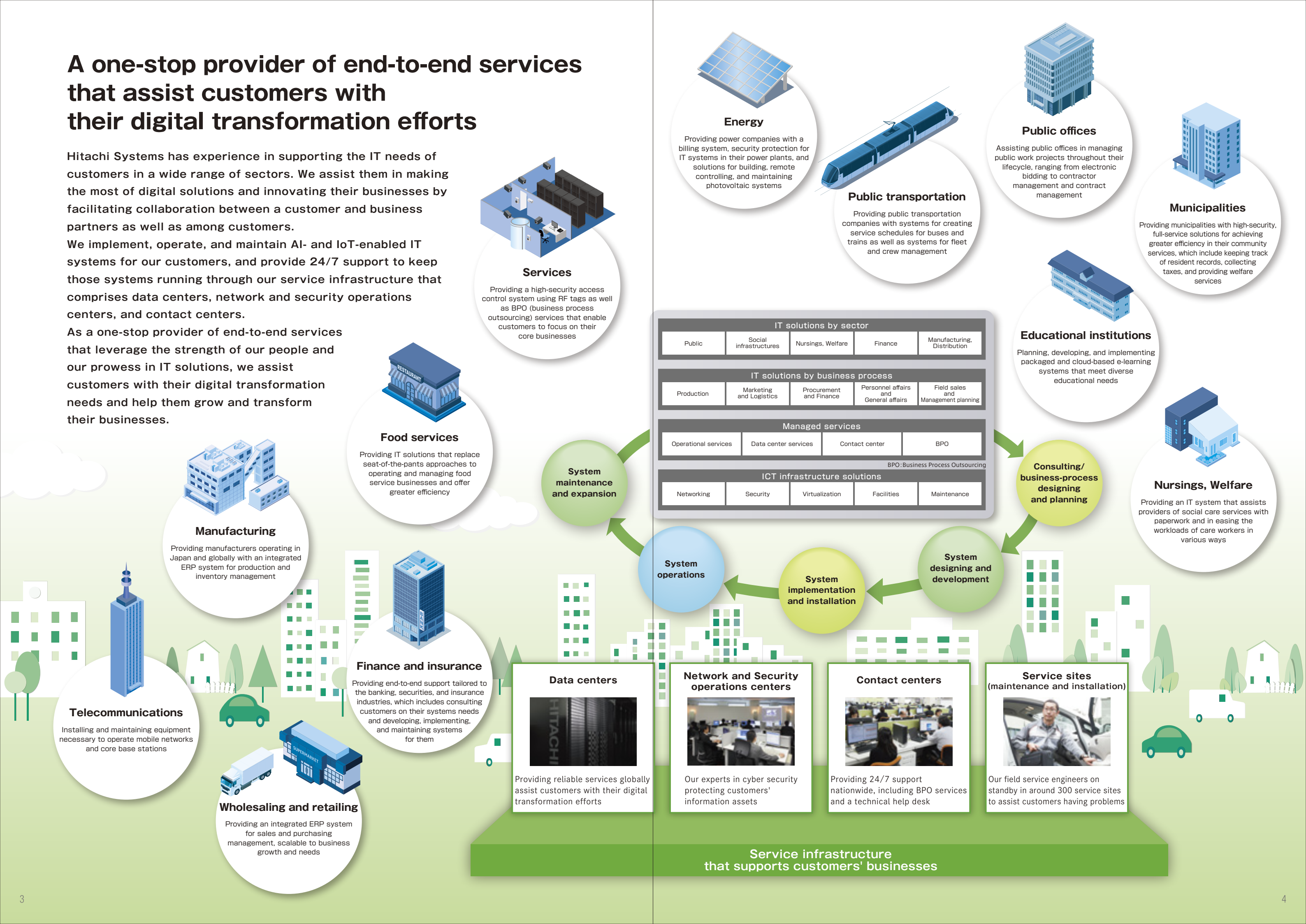


# A one-stop provider of end-to-end services that assist customers with their digital transformation efforts

Hitachi Systems has experience in supporting the IT needs of customers in a wide range of sectors. We assist them in making the most of digital solutions and innovating their businesses by facilitating collaboration between a customer and business partners as well as among customers.

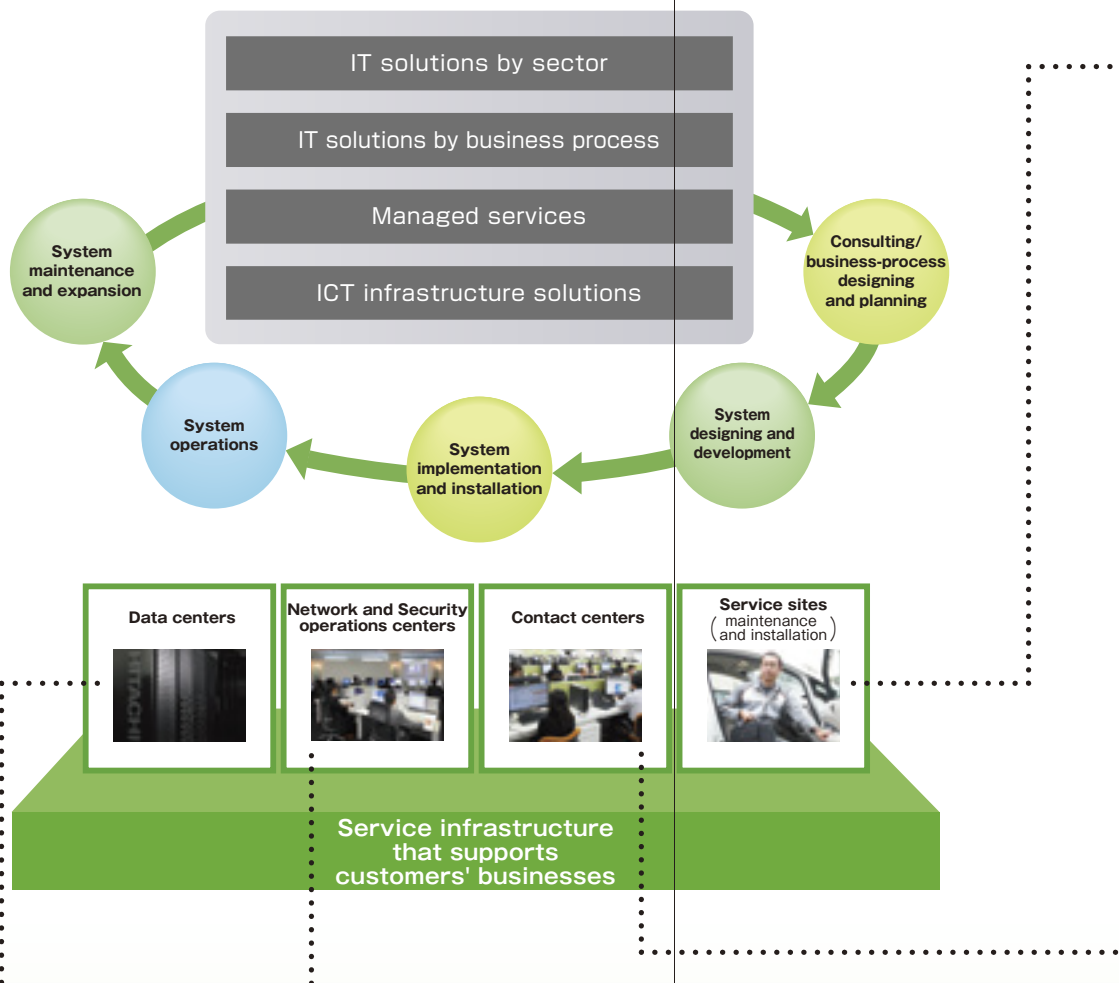
We implement, operate, and maintain AI- and IoT-enabled IT systems for our customers, and provide 24/7 support to keep those systems running through our service infrastructure that comprises data centers, network and security operations centers, contact centers, and contact centers.

As a one-stop provider of end-to-end services that leverage the strength of our people and our prowess in IT solutions, we assist customers with their digital transformation needs and help them grow and transform their businesses.



# Multi-tiered service infrastructure that supports customers' businesses 24/7

Hitachi Systems has been implementing, operating, and maintaining a variety of business systems for customers for more than 50 years. The backbone of this undertaking lies in our multi-tiered service infrastructure to support customers 24/7, which we leverage to help customers take your businesses to a new level.



## Service sites (maintenance and installation)

**Our field service engineers on standby in around 300 service sites to assist customers having problems**

Around 300 service sites located all over Japan provide around-the-clock maintenance and facility services. Our service engineers stand by to rush to assist customers having technical problems.

### Maintenance services for a wide range of equipment

We provide maintenance services not only for Hitachi products but also for IT products from other Japanese and overseas vendors. Our services extend into even non-IT equipment, such as photovoltaic panels, farming equipment, service robots, and drones.



### Installation services

We provide broad services to customers. Indoors, we install networking environments including LAN, provide seismic bracing to IT equipment, and install physical security devices such as cameras. Outdoors, we install chargers for electric cars and photovoltaic systems.



## Data centers

**Providing reliable services globally to assist customers with their digital transformation efforts**

Our data centers epitomize our technological prowess and expertise in IT systems. We leverage those technologies for hosting, housing and cloud services, as well as for processing big data collected through development of digital solutions to store critical information essential for business strategy in a secure environment. For customers in Southeast Asia and Europe, Hitachi Systems Group companies in those regions offer data center services.

### Cloud-based infrastructure for harnessing IoT data

We have in our data centers a cloud-based infrastructure for collecting, visualizing, analyzing, and securely storing IoT data collected digitally from machines, devices, and sensors to assist customers harnessing IoT data.



### Advanced managed services

We use our 30 years of experience and expertise in operating data centers to monitor and administer servers and protect them from security vulnerabilities for our customers. We also offer bidirectional backup of data between data centers, tool-based automated operations, and ideas for performance improvement.



## Network and Security operations centers

**Our experts in cyber security protecting customers' information assets**

Our proprietary security solutions, from increasingly sophisticated cyber (SOC), established in 1996, offers a services to protect customers' systems evolving security threats.

### Cloud-based CSIRT services

A CSIRT (computer security incident response team) set up in a corporate environment mitigates the risks of security breaches and system failures caused by cyber attacks. Our experienced security analysts assist customers in operating a CSIRT by keeping them informed of security threats and vulnerabilities, advising them on how to handle security incidents, and examining malware specimens.



### Security-risk management services

We diagnose the impact of security alerts and events, such as serious vulnerabilities, on managed servers based on the importance of information assets to be protected, the extent of attacks, and the effectiveness of control against vulnerabilities, and provide real-time monitoring of the entire process.



## Contact centers

**Providing 24/7 support nationwide, including BPO services and a technical help desk**

Our contact centers operate 24/7, fielding inquiries from customers, running a help desk staffed by experienced IT engineers, and providing a variety of BPO services, including operations services and the complex management of individual number.

### BPO services for managing individual number

We use our proprietary ID management system to provide one-stop assistance in managing individual number, ranging from collecting, registering, storing, and disposing of numbers to printing related documents to running a help desk, all in a manner that abides by the security standards imposed by the regulatory authorities.



### Facility management

We provide 24/7 assistance to multi-store retailers having problems with their freezers, refrigerators, and air conditioners by diagnosing the problems for quick resolution. We also make the records of inquiries available to customers so that they can use them for preventive maintenance.





## Social Infrastructures



Investment in social infrastructures has been on the rise in many parts of the world. Hitachi Systems provides solutions and support for a broad range of social infrastructures, including creating service schedules for public transportation; maintaining public structures; installing, operating, and maintaining photovoltaic systems; implementing disaster prevention and recovery solutions for equipment and facilities; and conducting agriculture businesses.

### Case study: End-to-end support for maintaining, monitoring, and inspecting public structures and facilities



We provide maintenance support for roads and water supply and sewerage systems. Preventive maintenance reduces overall maintenance and repair costs and extends asset life.



As part of preventive maintenance, we monitor the structural health of freeways, bridges, and tunnels using sensors, and enable the visualization of a large amount of collected data.



We equip field inspectors of public structures with tablets and wearable devices to make their work more efficient, and enable administrators to monitor the progress of the field inspection in real time and give instructions to field personnel from remote locations.

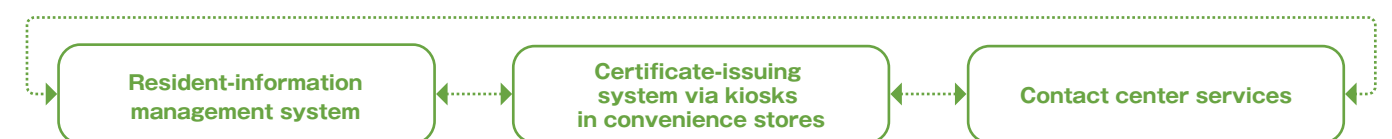


## Public



Public offices and municipalities need to keep their IT systems up to date in response to changes in social and regulatory requirements. Hitachi Systems provides customers in the public sector with user-friendly, highly secure IT systems and extensive support.

### Case study: End-to-end support for issuing certificates to local residents



We assist municipalities in issuing certificates to residents and processing their change-of-residence records. Our integrated over-the-counter service system and resident record-keeping system help reduce the workloads of employees while offering better services to residents.



Our system enables residents to use their individual number to obtain municipality-issued certificates through kiosks installed in convenience stores.



Our contact center fields inquiries from local residents. Our BPO services include providing childcare support to parents and welfare benefits to residents.





## Finance

We provide end-to-end support for business systems tailored to the banking, insurance, securities, and leasing industries. Our services start with consulting customers on their systems needs and continue with planning, designing, developing, operating, and maintaining business systems. We also protect online banking services from cyber attacks.

### Case study: End-to-end support for making banking services better and more efficient

#### Reporting management system

We help banks streamline their internal reporting processes by assisting them in creating, distributing, and compiling frequently circulated reports.



#### Security solutions

Our anti-Phishing solution series protects users of online banking services from phishing and other scams. Our experienced security analysts assist in operating CSIRTs, which an increasing number of financial institutions have been setting up internally.



#### Robotics support service

For banks planning to use robots to serve their retail customers, we provide end-to-end support ranging from consulting and application development to fitting robots into an existing system to installing, operating, and maintaining robots.



## Manufacturing, Wholesaling, and Retailing

### Manufacturing

We offer an integrated ERP system for production and sales management, human resources management, and accounting to manufacturers who are considering implementing an enterprise system in their overseas subsidiaries or using a common system globally to manage and share information across their organizations.

### Case study: End-to-end support for helping small and midsize manufacturers, wholesalers, and retailers drive a competitive advantage

#### ERP solutions for manufacturers, wholesalers, and retailers

We offer business systems for sales and production management as well as for finance and accounting, and cause them to work seamlessly with B2B transactions to achieve greater efficiency in business processes and management.



#### Resources on-demand service Network solutions

We make IT resources available as cloud-based services to customers when and as they need them. We also set up a secure LAN environment in customers' offices and stores.



#### Integrated expense management system

Our system arranges business travel for employees and settles their travel expenses after trips. The system can work with e-ticketing and route-search services to make expense management even more efficient.







**The Hitachi Systems Group has a nationwide network of support for customers. As the closest and most loyal partner of customers, we assist you in taking your businesses to a new level by leveraging our diverse human capital and reliable service infrastructure.**

### Widely-experienced sales representatives and system engineers deployed throughout Japan

Sales representatives and system engineers with a broad range of business expertise as well as diverse technical capabilities and skills are deployed nationwide to help you solve your issues.

### Providing 24/7 support through service sites nationwide

We provide a 24/7 maintenance service from about 300 service sites nationwide. Customer engineers understand the issues and situations of your system and prevent problems from occurring. In the event that a problem occurs, our staff will rush to your site immediately to recover the system at once.

### A wide variety of infrastructures

As a one-stop provider of end-to-end IT services, we have the Hitachi Control Center, which is a nerve center for operations and monitoring, the Network Operations Center, the Security Operations Center, data centers, and contact centers that operate 24/7 to handle customer inquiries.

### Service sites

Maintenance service is offered 24/7 from around 300 service sites located all over Japan.

### Sale offices

Propose a solution by sharing customer business issues.

### Data centers

Data centers located nationwide maintain your system to provide operation and support with attention to detail.

### Hitachi Control center

The center monitors data centers nationwide and your systems 24/7 to prevent failures from occurring.

### Network Operations Center Security Operations Center

These centers monitor customers' networks and systems 24/7 to ensure their stable operation.

### Contact centers

Experienced multilingual operators support your business 24/7.



### Head office, branch offices and regional offices in Japan

**Head Office**  
(Shinagawa, Tokyo)  
**Tohoku Regional Office**  
(Sendai, Miyagi)  
**Kanto-Koshin'etsu Branch Office**  
(Saitama, Saitama)  
**Kanagawa Branch Office**  
(Yokohama, Kanagawa)  
**Chubu Regional Office**  
(Nagoya, Aichi)  
**Kansai Regional Office**  
(Osaka, Osaka)  
**Chugoku Regional Office**  
(Hiroshima, Hiroshima)

For addresses and phone numbers of all of our offices in Japan, scan the QR code with your smartphone or tablet.



### Group companies in Japan

#### Hokkaido Hitachi Systems, Ltd.

Hokkaido Hitachi Systems provides businesses and municipalities in Hokkaido with a wide range of IT services that support their regional needs. Leveraging its wealth of experience and technical prowess in providing end-to-end IT solutions as well as its reliable IT infrastructure, the company develops, operates, monitors, and maintain various business systems for its customers.

#### Shikoku Hitachi Systems, Ltd.

Shikoku Hitachi Systems provides businesses and municipalities in the Shikoku region with a wide range of IT services that support their regional needs. Leveraging its wealth of experience and technical prowess in providing end-to-end IT solutions as well as its reliable IT infrastructure, the company develops, operates, monitors, and maintain various business systems for its customers.

#### Kyushu Hitachi Systems, Ltd.

Kyushu Hitachi Systems provides businesses and municipalities in the Kyushu region with a wide range of IT services that support their regional needs. Leveraging its wealth of experience and technical prowess in providing end-to-end IT solutions as well as its reliable IT infrastructure, the company develops, operates, monitors, and maintain various business systems for its customers.

#### Hitachi Systems Engineering Services, Ltd.

Hitachi Systems Engineering Services supports a wide range of systems needs of customers by developing IT systems, building virtualization, network, and security infrastructures, and hosting their systems in data centers.

#### Hitachi Systems Field Services, Ltd.

Hitachi Systems Field Services provides a range of services across the Honshu region combining IT and field services, including inspection work undertaking services for social infrastructure, optimized maintenance of multiple store facilities and asset management work undertaking services, backed up with its capability as a one-stop service to provide infrastructure building, maintenance services and business supports.

#### Hitachi Systems Power Services, Ltd.

For years, Hitachi Systems Power Services has been developing, monitoring, operating, and maintaining a variety of business systems for customers in the power sector. Combining this experience and expertise with the quality, technical prowess, and multi-tiered service infrastructure that the Hitachi Group boasts, the company provides advanced ICT services to customers in the energy sector.

#### Hitachi Systems Networks, Ltd.

Hitachi Systems Networks proposes, sells, implements, manages, and maintains IT and network infrastructures for customers in diverse sectors, including financial services, public services, manufacturing, wholesaling, retailing, disaster prevention, medical services, and social care services.

#### SecureBrain Corporation

SecureBrain is a specialist in cyber security, assisting customers in operating web services in a safe and secure environment. Working under the mission of protecting all people from cyber crimes, the company provides highly reliable security information and high-quality security products and services born of state-of-the-art technologies.

For addresses and phone numbers of all of our group companies in Japan, scan the QR code with your smartphone or tablet.





# A trusted partner who provides IT solutions for customers as they expand businesses globally

Hitachi Systems is expanding a network of sales offices and service sites around the globe to provide IT solutions optimized across geographic boundaries to a growing number of customers operating in the global arena.

We provide end-to-end IT services ranging from developing and implementing IT infrastructures to operating them by leveraging talented human capital of group companies in China, Southeast Asia, India, Italy, and other parts of the world as well as a network of partners. We assist customers in expanding their business globally and implementing enterprise IT governance.

## End-to-end support for implementing and operating international ICT networks

We provide end-to-end global ICT support ranging from designing and implementing complete ICT systems, including international networks, to operating, monitoring, and maintaining them. We save customers operating globally the time and trouble of implementing an international ICT network that works across multiple languages and diverse business customs.

## Reconstructing IT infrastructures

We assist customers in reconstructing IT infrastructures in their offices, factories, and stores, from proposing and designing new ones to implementing and operating them.

## Supporting monitoring and operation of IT systems

Our help desk handles inquiries from customers having problems with business systems and PCs in their overseas offices. When a customer has a system failure overseas, our engineers in Japan and in the country in which the customer operates work together to bring the system back to operation as quickly as possible.

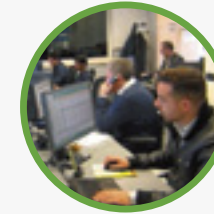
## Working with Hitachi Systems Group companies and Hitachi Group companies to support customers overseas

Our Japan-based system engineers and sales staffers work closely with their counterparts in other Hitachi Systems Group companies, joint-venture companies, and Hitachi Group companies in China, Southeast Asia, India, and Europe to assist customers in exercising IT controls over their overseas offices from Japan and in implementing and operating in their overseas offices an IT system initially developed in Japan.



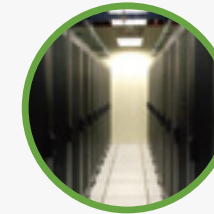
### Sales offices

We work with Hitachi Systems Group companies around the globe to assist customers in expanding into the global market and grow their business.



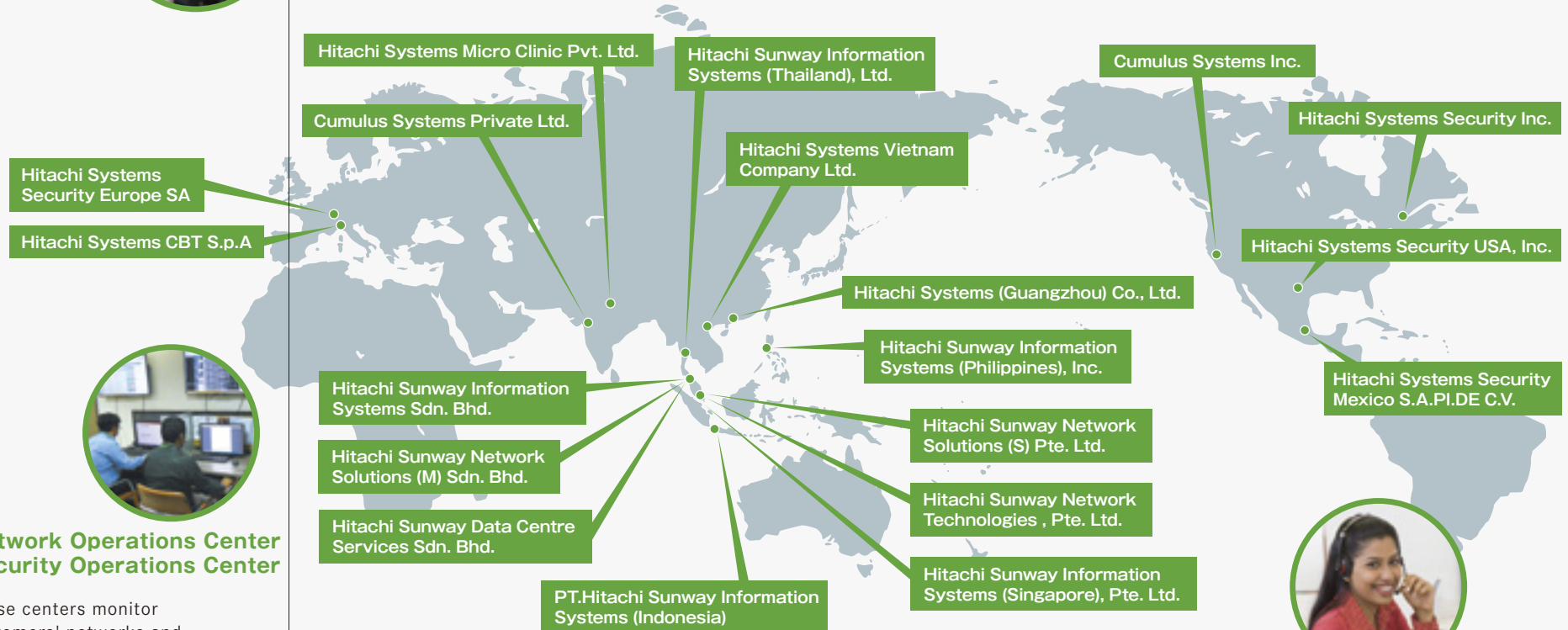
### Service sites

We work with Hitachi Systems Group companies around the globe to provide high-quality maintenance services.



### Data centers

Cloud services are offered by local data centers to help your business.



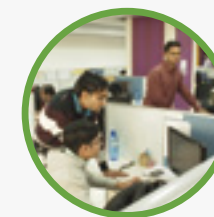
### Network Operations Center Security Operations Center

These centers monitor customers' networks and systems 24/7 to keep them running smoothly.



### Offshore development centers

These are system development centers that possess both business know-how and technical capabilities.



### Group companies and joint ventures

Staff familiar with local business will offer IT services suited to your business needs.



### Contact centers

Experienced multilingual operators support your business 24/7.

### Hitachi Systems Group companies overseas

#### Hitachi Sunway Group

Hitachi Systems, Ltd. and Sunway Technology Sdn. Bhd., a leading IT solutions provider in Malaysia, established joint venture Hitachi Sunway Information Systems Sdn. Bhd. in Malaysia in 2013. Hitachi Sunway Information Systems and other companies in its group provide customers in Singapore, Thailand, Indonesia, Vietnam and the Philippines with business applications, engineering solutions, infrastructure services, data center solutions, and other ICT solutions that go beyond product services.

#### Hitachi Systems Micro Clinic Pvt. Ltd.

Having joined the Hitachi Systems Group in 2014, this India-based company sells and maintains IT hardware, as well as provides solutions and support for system and network integration, IT security, virtualization, managed services, and desk-side assistance.

#### Hitachi Systems CBT S.p.A.

Having joined the Hitachi Systems Group in 2015 as the Group's European foothold, this Italy-based company provides solutions and support for designing, implementing, operating, and maintaining IT systems, developing applications, and cloud-based data center services.

#### Hitachi Systems (Guangzhou) Co., Ltd.

Established in 2014 as Hitachi Systems' first subsidiary in China, the company works with its subsidiary in Shanghai to provide platform solutions and global help desk services to Japanese companies operating in China and provide IT solutions to Chinese companies.

#### Cumulus Systems Group

Having joined the Hitachi Systems Group in 2012, this U.S.-based software company has an R&D facility in India. The company leverages its expertise in virtual IT infrastructures and technical prowess in software development to market performance-analyzing tools capable of managing virtual IT infrastructures and also provide analytics services.

#### Hitachi Systems Security Group

Having joined the Hitachi Systems Group in 2015, this Canada-based provider of global IT security services has security operations centers in Canada, the United States, Mexico, and Switzerland, which provide security services to companies and public institutions throughout the world. The company is known for its sophisticated security solutions, including monitoring services.

For addresses and phone numbers of all of our overseas group companies, scan the QR code with your smartphone or tablet.

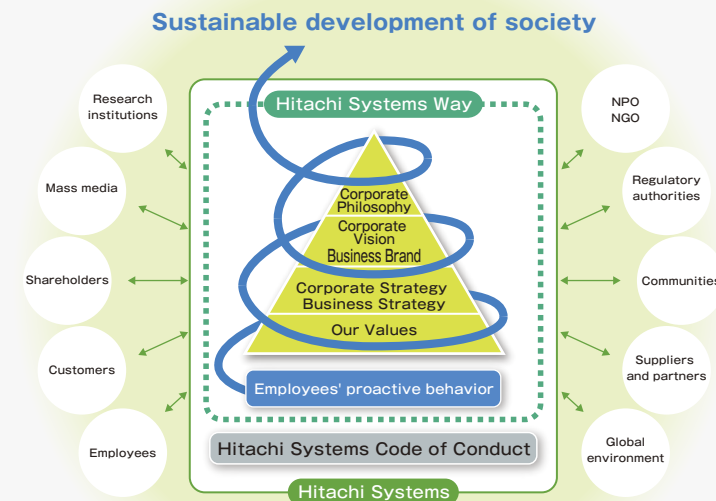






## Committed to playing an instrumental role in helping achieve a prosperous society by providing reliable IT services that meet customers' expectations

The objective of Hitachi Systems' CSR initiatives is to play an instrumental role in helping achieve a sustainable society. To fulfill this objective, we strive to increase the customers' trust in our ability to meet their needs as well as the needs of society by delivering unique services that leverage our diverse human capital and advanced IT solutions. This concept is embodied in our business brand Human\*IT, which is an essential part of the Hitachi Systems Way. To create new value, we take a fair and square approach to addressing issues arising in this significantly changing social environment from the perspectives of diverse stakeholders.



### CSR management

#### Highly transparent and efficient management of business

Establishing an organization optimized for business agility and ensuring the highly transparent and efficient management of business is what corporate governance is all about and what we strive to achieve.

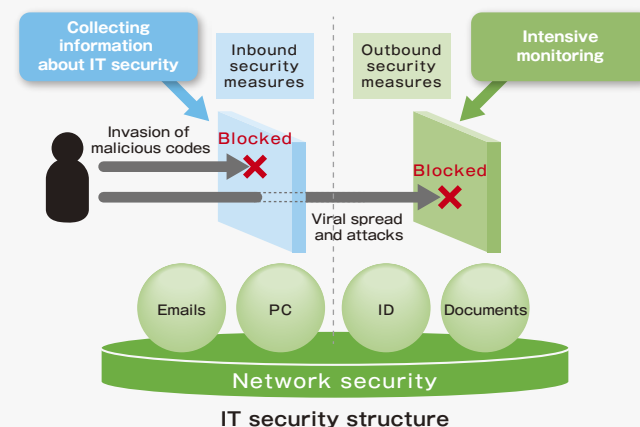
#### Making sure every employee owns compliance

Ensuring compliance is essential to maintaining responsible corporate governance. We have in place the Hitachi Systems Code of Conduct, which defines how each employee is expected to act professionally at work. This Code serves as a guide by which we do business in a fair and square manner that is rooted in observing business ethics and regulatory compliance.



#### The need for robust information security

Our business is about adding value to information assets that customers entrust to us by developing, implementing, and supporting IT systems. That is why we place the highest priority on ensuring information security in our day-to-day operations as well as the management of our business. Working under the business brand Human\*IT, we constantly enhance our security capabilities and leverage the skills and expertise of our support staff to keep the systems running in a good and secure condition around the clock.

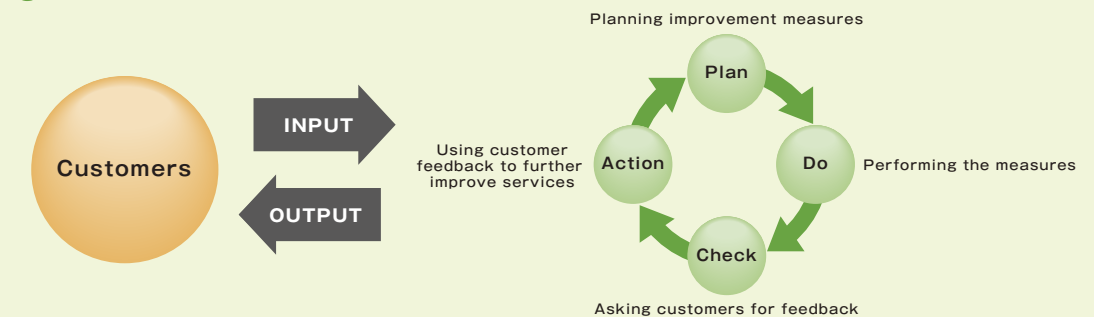


### With customers

#### Creating new value for customers as their closest and most loyal partner

Creating new value for customers as their closest and most loyal partner is part of our corporate mission and represents our commitment to delivering services that bring a high level of satisfaction and experience to customers of diverse sectors and sizes—from customers in local communities to those operating in the global arena. To fulfill this mission, we identify each year areas where we need to improve customer satisfaction and act on them across the entire organization throughout the year. In addition, we listen to our customers and use their feedback and requests to further improve our performance the following year.

#### Our approach to enhancing customer satisfaction



### With employees

#### Increasing internationally competent people

The priority in our human resources management is to achieve the company's vision of "becoming a global service company that earns the complete trust of customers by delivering unique services that leverage advanced IT solutions and human capital capable of working on global projects." To achieve this vision, we strive to create a workplace that embraces diverse talent and in which all employees fulfill their potential and feel respected and valued.

#### Making the workplace better

#### Creating a workplace to deliver services that motivate and inspire

We promote the "SMILE Work\*Life Action" employee-empowerment program that aims to foster an environment where diverse employees with diverse values can feel motivated to achieve significant results.

##### SMILE ∞ Work style reform

- Optimize annual working hours
- Increase flexibility through work-from-home, teleworking, etc.
- Boost productivity through process reform, including reduction of in-house indirect work

##### SMILE ∞ Health management

- Encourage better health using our healthcare products
- Implement training to boost concentration and stress tolerance
- Eradicate on-the-job and company car accidents

##### SMILE ∞ Diversity

- Support for workers in various life stages (childcare, nursing care, etc.)
- Support for individuals with disabilities
- Support for women's empowerment

#### Talent development

#### Developing employees' professional skills necessary to solve customers' problems

To become a global service company that earns the complete trust of customers, we have in place training programs for employees to hone their professional skills and achieve more.

##### Training programs by task

We provide 430 group-training courses a year to help employees acquire job knowledge and skills

##### Training programs by organizational hierarchy

As part of long-term talent development, we provide training programs for employees in each hierarchy level to develop the skills and mindsets expected for that level

##### Training programs for junior-level employees

We start early to train junior-level employees to act independently while working to achieve organizational objectives.



Hitachi Systems is a leading IT service provider specializing in developing and implementing business systems for customers of diverse sectors and sizes. We also operate, monitor, and maintain those systems by using a multi-tiered service infrastructure comprising data centers, network and security operations centers, contact centers, and a nationwide network of around 300 service sites. Ever since the dawn of the Japanese IT industry, we have been at the forefront of the IT revolution, using our rich experience to provide end-to-end services ranging from consulting customers on their systems needs to designing, implementing, operating, and maintaining systems to operating a help desk, all with the goal of supporting customers' business management and day-to-day operations. Hitachi Systems assists customers with their digital transformation needs and works with them in creating new value by delivering unique services that leverage our diverse human capital and advanced IT solutions. We strive to become a global service company that earns the complete trust of customers.

Hitachi Electronics Services Co., Ltd.

- 1962 Founded as Hitachi Electronics Services Co., Ltd.
- 2005 Merges with Hitachi Open Platform Solutions, Ltd.
- 2009 Merges with Hitachi HBM

Hitachi Information Systems, Ltd.

- 1959 Founded as Nippon Business Consultant Co., Ltd. (NBC)
- 1989 Changes company name to Hitachi Information Systems, Ltd.
- 2001 Merges with Hitachi Information Network, Ltd.
- 2004 Merges with Hitachi netBusiness, Ltd.



Hitachi Systems, Ltd. (established on October 1, 2011)

- 2011 • Starts full-scale development of Global Solutions
- 2012 • Opens a Contact Center in Koriyama City, Fukushima Prefecture
  - Acquires Cumulus Systems Incorporated, a software company in the United States
- 2013 • Establishes Hitachi Sunway Information Systems Sdn. Bhd., an IT service joint venture, with a Malaysian IT solution provider
  - Purchases the naming rights for the Sendai City Youth Cultural Center for the purpose of assisting the reconstruction efforts for communities affected by the Great East Japan Earthquake, and became known as the Hitachi Systems Hall Sendai
  - Opens a second Contact Center in Koriyama City, Fukushima Prefecture
- 2014 • Establishes Hitachi Systems Power Services, Ltd.
  - Makes Hitachi Systems Micro Clinic Pvt. Ltd. in India a group company
  - Makes Hitachi Systems Networks, Ltd. a group company
  - Makes Hitachi Systems (Guangzhou) Co., Ltd. in China a group company
  - Establishes Hitachi Systems (Guangzhou) Co., Ltd. Shanghai Branch Office
  - Makes Hitachi Sunway Data Centre Services Sdn. Bhd. in Malaysia a group company
  - Makes SecureBrain Corporation a group company
  - Makes Hitachi Sunway Network Solutions(S) Pte. Ltd. in Singapore a group company
- 2015 • Makes Hitachi Systems CBT S.p.A. in Italia a group company
  - Makes Above Security Inc. in Canada a group company
- 2017 • Transfers all businesses from Hitachi Systems Facility Services, Ltd. to Hitachi Systems Techno Services, Ltd., whose name is changed to Hitachi Systems Field Services, Ltd.
  - The name of Above Security Inc. has been changed to Hitachi Systems Security Inc.

Providing security services for digital society

As more and more information is stored and accessed digitally, information assets that businesses have accumulated have increasingly high value and are prone to persistent cyber attacks. Targets of those attacks are expanding to include office IT systems, enterprise control systems, and on-board electronics in automobiles, which makes it an urgent priority to implement robust information security in the corporate environment.



20 years of experience in providing information security services

Hitachi Systems established a dedicated information security team in 1996, when Internet use began to rise among businesses. Since then, we have been offering a sophisticated security solution, which encompasses implementing and operating a security system in the corporate environment, and have been training in-house security experts. In 2014, we launched cyber-security services for enterprise control systems. We take an integrated approach to helping minimize the risk of cyber security threats to the corporate environment and social infrastructures.

Expanding security services around the globe

As part of efforts to strengthen our position as a global player in cyber-security services, Hitachi Systems acquired SecureBrain Corporation, a Tokyo-based cyber-security specialist, in 2014, and Above Security Inc. (now Hitachi Systems Security Inc.), a global IT security provider based in Canada, in 2015.

Cultural approach to assisting reconstruction efforts for communities affected by the Great East Japan Earthquake

Holding a series of cultural events under the banner "The Sound of Hope" in the Hitachi Systems Hall Sendai

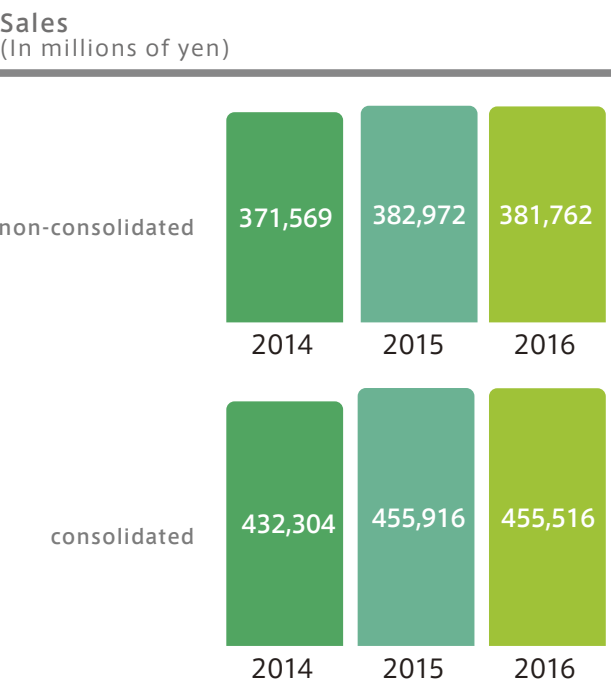
Hitachi Systems has been providing IT services and volunteer services to assist reconstruction efforts for communities affected following the Great East Japan Earthquake in 2011 and help people in those communities return to normal lives. In July 2013, we purchased the naming rights for the Sendai City Youth Cultural Center in a bid process administered by the City of Sendai to raise money for reconstruction efforts, and became known as the Hitachi Systems Hall Sendai. In addition to providing IT services to assist reconstruction projects that the City of Sendai has initiated, we have been taking a cultural approach to supporting reconstruction efforts by holding a series of charity concerts and other cultural events under the banner "The Sound of Hope" in the Hitachi Systems Hall Sendai.



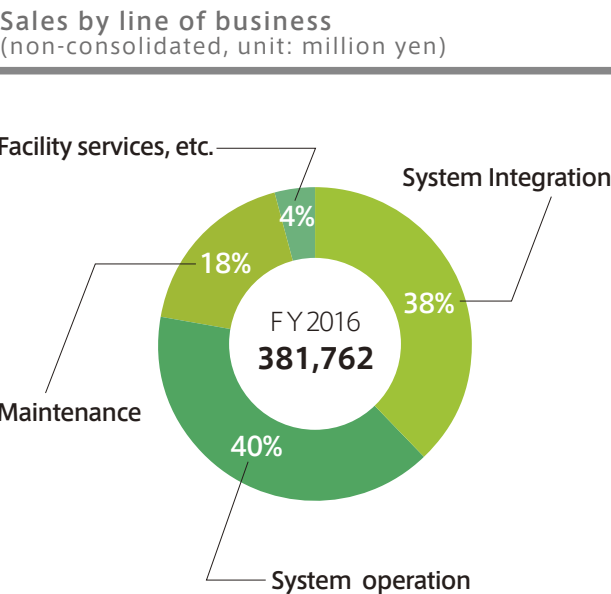


Company Overview

Corporate Name	Hitachi Systems, Ltd.
Established	October 1, 1962
Capital	19,162 million yen
Head Office	1-2-1 Osaki, Shinagawa-ku, Tokyo
Representative	Masahiro Kitano, President and CEO
Business Description	System integration business System operation, monitoring, and maintenance business Network service business Sale and development of information-related equipment and software
Number of Employees	10,249 (as of March 31, 2017, non-consolidated) 18,423 (as of March 31, 2017, consolidated)
Approved Licenses and Certifications	ISO9001 ISO14001 ISO/IEC20000 ISO/IEC27001 Privacy Mark COPC CSP standard Construction industry license Electrical installation notification (general-purpose electric equipment) Electrical installation notification (household electric equipment) Architect office registration First-category goods shipping registration Warehousing business registration Electro-communications business notification Worker-Dispatching Business License Advanced medical control equipment sales license Antique business permission National industrial waste permit

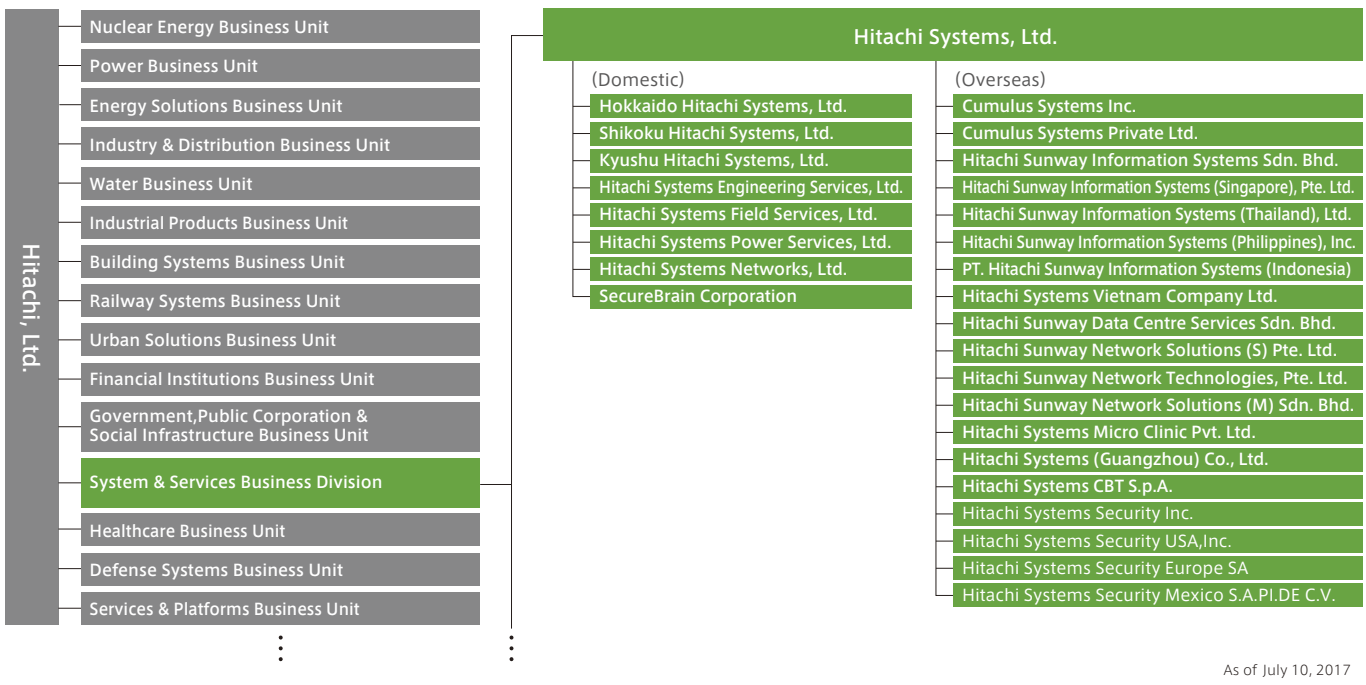


Note:  
•The numbers shown as consolidated net sales have not been audited by a certified public accountant. Consolidated net sales numbers are presented on an IFRS basis.  
•Our fiscal year runs from April 1 though March 31.



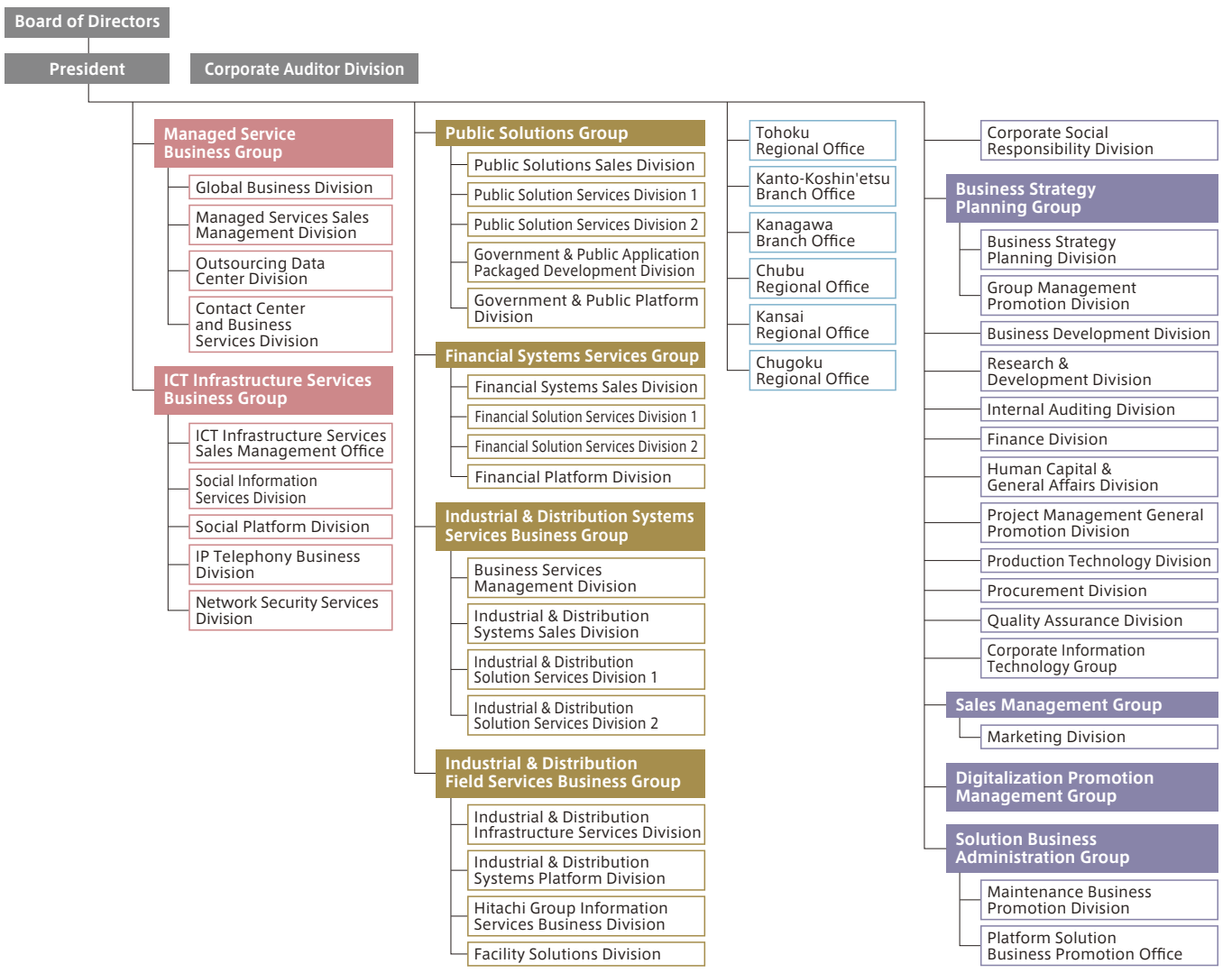
Major Qualification holders As of March 31, 2017		
Professional engineer (including assistant) : 30 IT strategist : 34 System architect : 137 Project manager : 111 Network specialist : 470 Information security specialist : 562 Applied information technology engineer : 1,689 Fundamental information technology engineer : 4,817 Project Management Professional : 1,086 AWS Certification : 117 Certified Information Systems Security Professional : 44 Certified Information System Auditors : 9	Certified Information Security Managers : 2 GIAC Certified/Network Forensic Analysts : 2 COPC Registered Coordinators : 125 Certified Contact Center Professionals : 54 First-class architects : 5 First-class electrical work engineers : 58 First-class electrical work operation and management engineers : 136 First-class plumbing work operation and management engineers : 51 First-class building operation and management engineers : 36 VMware Certified Professional : 296 VMware Certified Advanced Professional - Data Center Administration : 1 VMware Sales Professional : 1,538	VMware Technical Sales Professional : 1,130 Microsoft Certified Professional (MCP) : 3,712 Oracle certification : 3,393 Oracle Java certification : 792 Cisco certification : 944 SAP consultant certification : 687 ITIL Foundation : 4,374 ITIL Expert : 74 IT coordinator : 33

Positioning of Hitachi Systems within the Hitachi Group



As of July 10, 2017

Organization Chart



As of July 1, 2017



Directors and Executive Officers

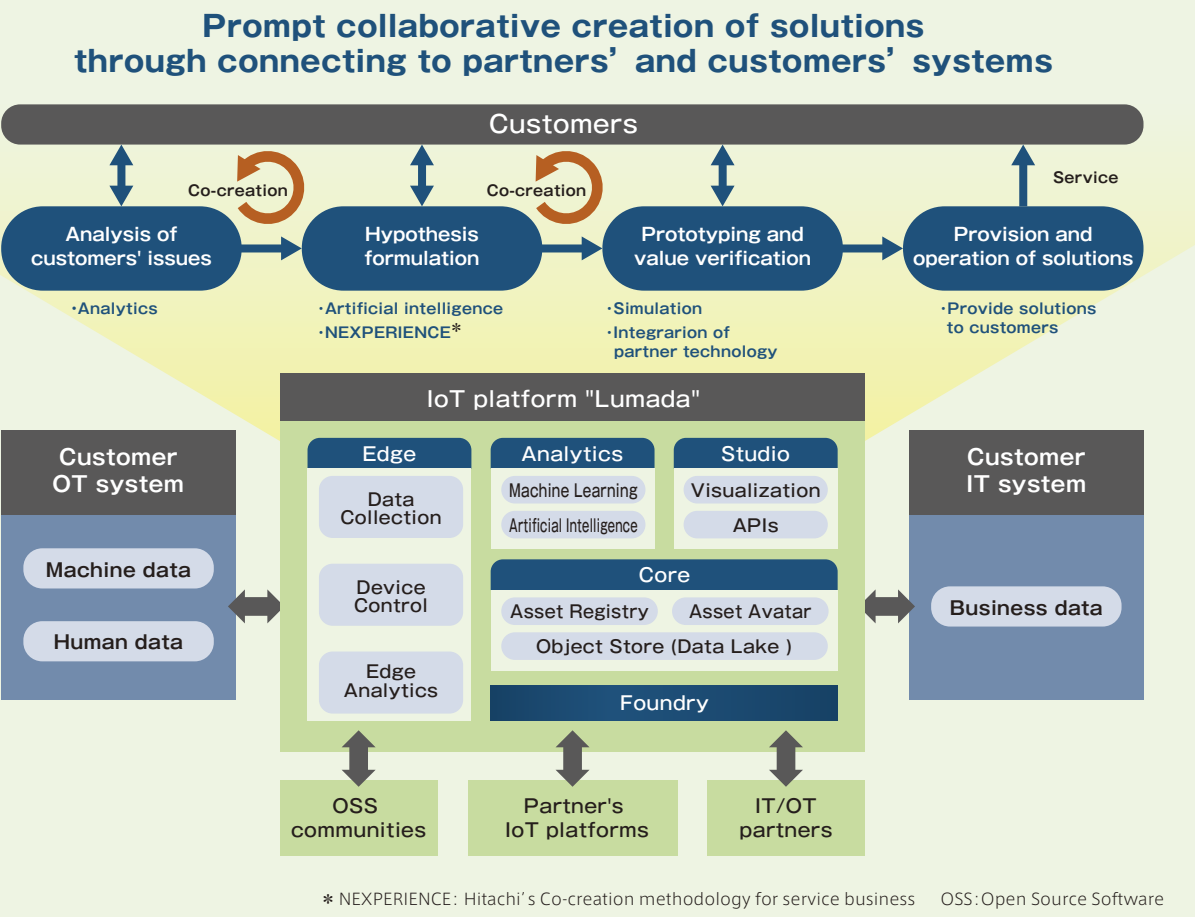
President and Chief Executive Officer	Masahiro Kitano
Executive Vice President and Executive Officer	
Director	Kiyoshi Kozuka
Executive Vice President and Executive Officer	
Director	Shigeki Hishinuma
Senior Vice President and Executive Officer	
Director	Fumitaka Ito
Vice President and Executive Officer	
Director	Hiroshi Kitahara
Vice President and Executive Officer	
Director	Akira Sakai
Director (part time)	
	Jun Abe
Director (part time)	
	Naoki Ono
Director (part time)	
	Tadashi Namura
Director (part time)	
	Hideji Yamazaki
Auditor	
	Kiyoaki Iigaya
Auditor	
	Jun Itokawa
Auditor (part time)	
	Takeshi Iizuka
Auditor (part time)	
	Yoshitsugu Kawano

Senior Vice President and Executive Officer	Yoshinori Okami
Senior Vice President and Executive Officer	
	Masahiro Takano
Vice President and Executive Officer	
	Masayoshi Iima
Vice President and Executive Officer	
	Masatoshi Otsu
Vice President and Executive Officer	
	Hiroyuki Furusato
Vice President and Executive Officer	
	Takahiro Yada
Executive Officer	
	Sadahiro Ishikawa
Executive Officer	
	Shunichi Ishizawa
Executive Officer	
	Tatsuya Kutsuna
Executive Officer	
	Hiroshi Kurihara
Executive Officer	
	Kansuke Kuroyanagi
Executive Officer	
	Toshio Kuwahara
Executive Officer	
	Nobutoshi Sagawa
Executive Officer	
	Shoichi Shinohara
Executive Officer	
	Munehiro Hashimoto
Executive Officer	
	Koji Higashi
Executive Officer	
	Yasufumi Fukuoka
Executive Officer	
	Masaki Yamaoka

As of June 19, 2017

Lumada, Hitachi's IoT Core Platform

Lumada integrates the extensive operational technology (OT) and information technology (IT) that Hitachi has amassed across its portfolio of businesses, and simplifies IoT solution creation and customization. Hitachi Systems works with Hitachi in using Lumada to accelerate synthesizing actionable insights, deliver faster time to value, and support better decisions, which will lead to real-world outcomes, such as increased productivity and safety, streamlined processes, reduced operational costs, and improved quality of life.



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