



Fielding Solutions Business

Themes of activities in fiscal 2008

We aimed to expand our business domains through structural innovation and reduce costs by making our business more efficient. In addition, through our solution business, we strived to meet various customer requirements and contribute to society and our customers in the problem-solving aspect.

Results of activities in fiscal 2008

1. Launched "e-lding" in April 2007, our service for online sales to member corporations. "e-lding" offers a full line of more than 20,000 items from expendables to peripheral equipment and software, as a one-stop shop, and supports the operation of customer IT systems. [see page 32](#)
2. Systematized BC/DR solutions through IT BC Solutions to provide total security consulting services.
3. Commenced sales of the industry's first hybrid-type compact uninterruptible power supply (UPS) unit. This product offers automatic selection of the optimal power supply mode for the power environment, and delivers an energy-saving benefit and high reliability.

Future challenges

We will engage in further research and development of services and products from the CSR perspective, taking environmental solutions and other terms such as "eco," "green," and "universal" as key words. In this way, we strive to make a positive contribution to society and our customers through our business activities.

Services for security measures

Supporting customers' security measures

There are stricter regulatory requirements related to data management and access restrictions within companies since the Act on the Protection of Personal Information came into effect. Leakage of information may cause irreparable damages to a company's clientele, reputation, etc.; therefore, protection of information assets becomes inevitable during the course of business activities, and companies are now required to implement measures on enhancing internal controls from the standpoint of managerial responsibility. To eliminate concerns of these managements and the personnel in charge of information systems, we support their security measures with a range of services and options. We also offer comprehensive solutions to our customers who need to improve their information security activities through the PDCA cycle.

Information Security Consulting

We support optimization of information security management by providing a range of services, from creating information security policies based on the information asset lifecycle, conducting training, audit, assessment of information security, through to improving operational efficiency of information security systems.

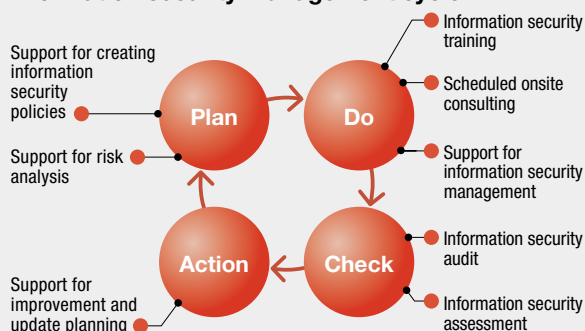
Services for security measures

Total solutions	Information security consulting	<ul style="list-style-type: none"> • Support for creating information security policy • Support for risk analysis • Information security training • Regular visit consulting • Support for information security management • Information security audit and diagnosis • Certification support (ISO/IEC 27001, Privacy Mark)
	Specific solutions	
Specific solutions	Illegal access countermeasures	<ul style="list-style-type: none"> • Installation of firewalls • Virus countermeasures • Spam countermeasures, etc.
	Information leak countermeasures	<ul style="list-style-type: none"> • Encryption, countermeasures against removal of information by employees • Content filtering (mail, web) • Information asset management, PC management
	Authentication system and log management	<ul style="list-style-type: none"> • Directory service (Active Directory) • Card-based authentication, biometric authentication • Log management systems, etc.
	Physical security measures	<ul style="list-style-type: none"> • System for managing people entering and leaving premises • Surveillance cameras, etc.

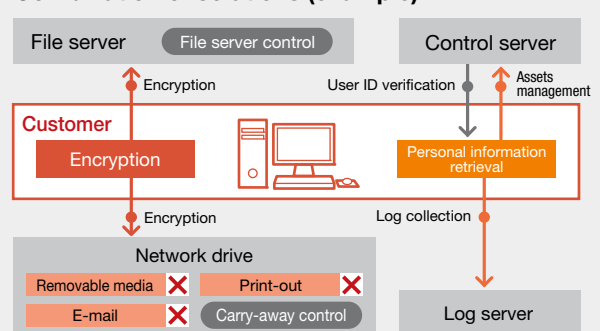
Combination of services

We put together combinations of solutions optimal for the customer environment from our richly varied assortment of products and functions, based on the existing needs, conclusions reached in consulting, and the findings of analysis and reports. As such, our services help to make work more efficient and to lower risks.

Information security management cycle



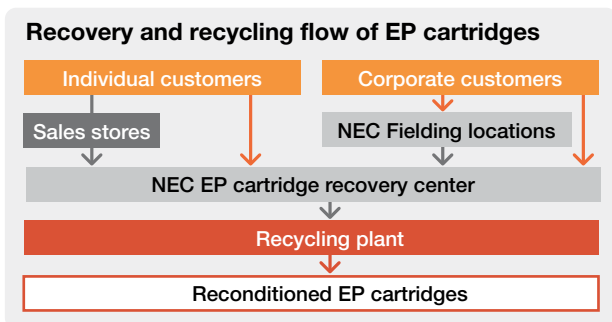
Combination of solutions (example)



CSR performance in supply services

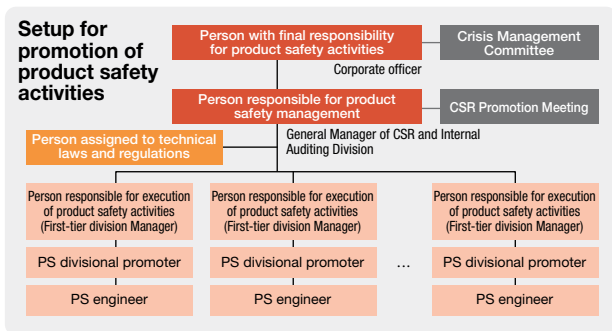
Recovery of EP cartridges

Since 1995, we have been recovering and recycling EP cartridges from laser printers, facsimile machines, and multi-function devices with the NEC Group, in the interest of making effective use of resources and preserving the global environment. Upon dismantling, checking, and cleaning, the recovered EP cartridges are transformed into new EP cartridges under a scheme of strict quality control. The recycling rate is 100%.



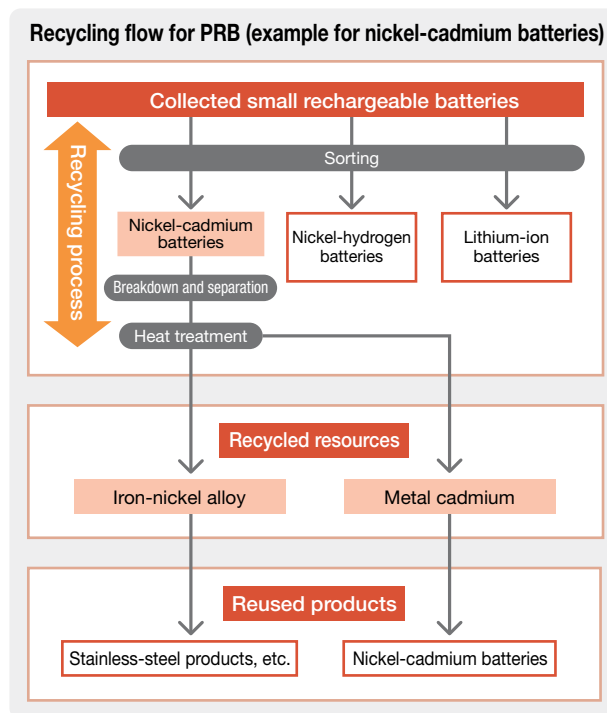
Approaches to product safety

NEC Fielding is committed to preventing the occurrence of defects and accidents with a bearing on the safety of not only products of its own development but also products procured from outside or consigned for outsourced maintenance. To this end, and also for the purpose of appropriate measures for safety-related accidents, we have constructed an organizational setup and are promoting product safety activities.



Recovery and recycling of PRB

Under the Act on the Promotion of Effective Utilization of Resources effective in 2001, all manufacturers who make portable rechargeable batteries (PRB) or devices using PRB are required to recover and recycle these batteries. Along with the enforcement of the Act, the NEC Group became a member of the Japan Portable Rechargeable Battery Recycling Center (JBRC), and recovers PRB through the recycling system operated by the center.

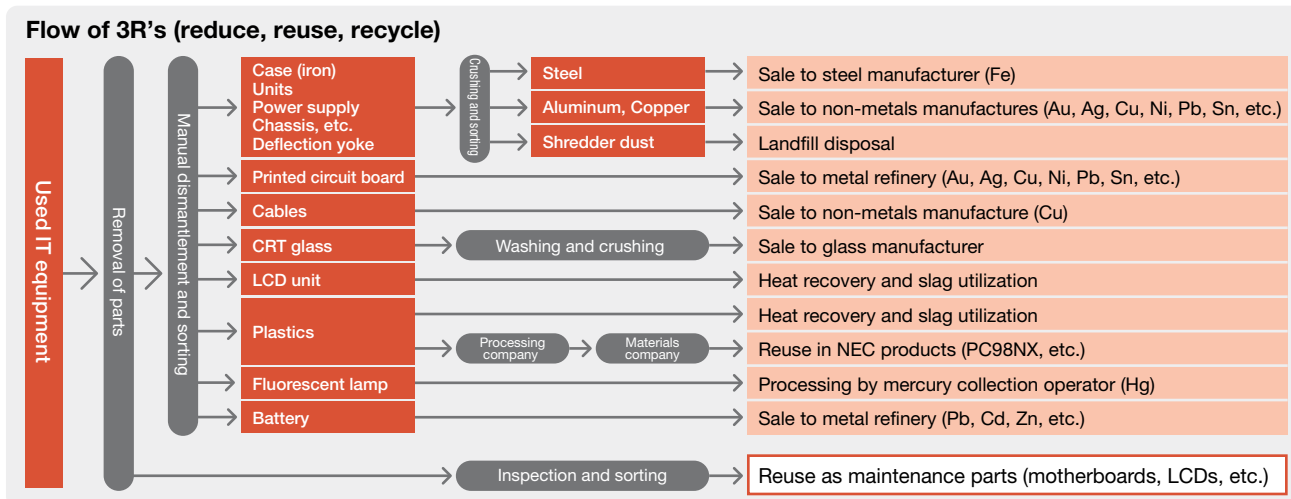


Market

Recovery of used IT equipment from corporations [see page 61](#)

Target equipment

Used information equipment (PCs, computers, communications equipment, etc.)





Integrated Management Support Center with full suite of information security

In 2007, our Integrated Management Support Center obtained the certification for Information Security Management System (ISMS). Through this certification, we are striving to further enhance our information security and achieve more stable operations.

Furthermore, we place the top priority on securing our customer information. We have established a complete information security management system, including a room-entry control to prevent entries of non-system operators, data carry-away prevention system to prevent taking out of customer information, and access control system to prevent unauthorized access to data by non-system operators.

We also strive to ensure the stable operation of our customer systems through monitoring their network and hardware and detecting problems in the early stage.

Improvements to enhance information security

1. Acquisition of ISMS knowledge and ISMS assistant auditor certification by system operators
2. Maintenance and security measures for operation areas
3. Formulation and implementation of rules for entering and leaving operation areas
4. Preparation and maintenance of manuals and procedures for system operations
5. Review and improvement of systems
6. Risk analysis on equipment and devices

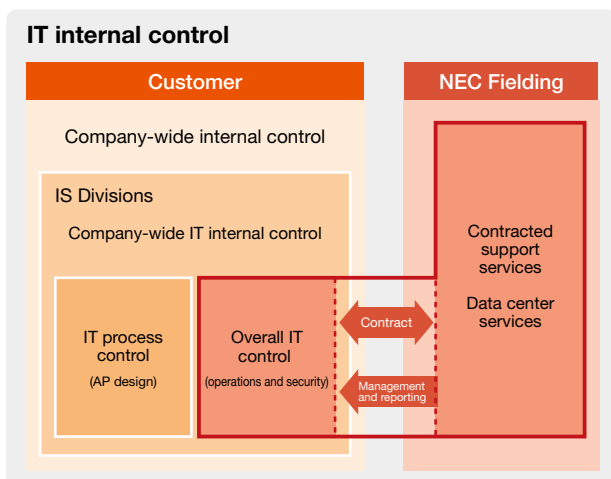
Actions to improve quality

1. Improve the rate of communication of reported problems upon primary analysis

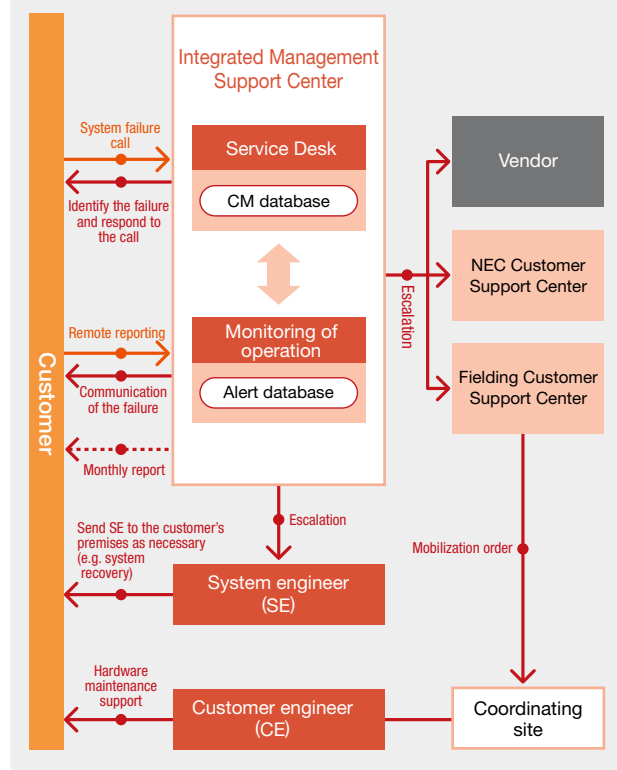
Activities to enhance IT internal control for IT operations contracting service

When we provide contracted services to operate and manage our customers' IT systems, such as IT operations support service, hosting service, and housing service, we are required to have the same level of internal control as our customer for our contracted processes.

We promote overall IT control according to the content of contracted services, by formulating a company-wide project, preparing checklists and process-workflow templates, and performing self audits of our IT internal control.



Role of the Integrated Management Support Center



Expanded coordination with sales stores, reinforced support, and heightened compliance

Focusing on the effectiveness of sales through long-standing channels, NEC Fielding has endeavored to expand its sales by reinforcing coordination with sales stores, mainly in connection with orders for maintenance services and channel sales of supply items. In dealing with sales stores, we have also been pushing for conclusion of basic transaction agreements with attention to assurance of compliance with laws and regulations.



In fiscal 2008, we held a meeting for presentation that extended to services taking account of the environment and information security, such as our service for operation monitoring and management with consideration of system maintenance and SaaS-type services.

As a new provision for support, we established a program of commendation for excellent stores and began regular mailing of our quarterly magazine and catalogues of our latest services. In fiscal 2009, we are going to revamp the sales store setup and take a variety of additional steps, including the launch of websites for separate provision of information to each store, for more finely-tuned assistance based on strict observance of laws and regulations. We are making efforts to see that stores can handle our services and products easily and properly with confidence, and to furnish services that satisfy not only them but also their customers.

CSR activities via exhibitions and events

Holding of security seminars

We held the Fielding Solution Seminar 2008 in various parts of the country to introduce the latest trends in security and related activities by NEC Fielding. Besides the presentation, the Seminar included a demonstration of various cases of operation for various solutions at adjacent exhibition sites. The exhibition sites also contained displays and commentary on the latest technology and Fielding solutions. These included PC verification systems using non-contact IC cards or biometrics, verification systems for prevention of unauthorized access to PC networks, IT assets management with excellent operability, evidence management based on log visibility, and information assets management for personal and other confidential information.



Adjacent exhibition site to the seminar site

Active holding of BCP (BCDR) seminars

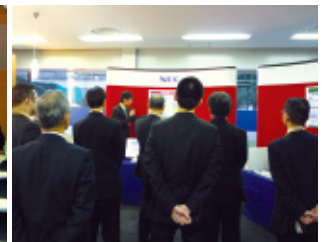
We have long been actively holding BCP seminars, and held a seminar dedicated to BCP in February 2009. In it, we took up approaches by NEC Fielding in response to changes in the management climate and natural disasters, and presented the actual procedure of BCP introduction. Right at the seminar, we made simple diagnoses and suggested BCPs that would be the best for the participating customers, nearly all of whom had high evaluations of the event. The seminar turned out to be a fine opportunity for thinking about BCP with our customers. In the future as well, we plan to actively hold BCP seminars for contribution to the CSR activities of our customers.



Reference materials at BCP seminar



Lectures at BCP seminar



Explanation booth for IT BCP solutions

Proposing CSR activities to our customers through exhibitions of disaster preparedness goods and green products

Each year, we hold many exhibitions and events throughout the country, and introduce the concept of "green procurement" and "green IT" through our IT-related products. In this way, we actively propose solutions to support our customers' CSR activities.



Displayed disaster preparedness goods and green products

We also offer ecological products and products eligible for green procurement on the "e-Iding," an online shop exclusively for our corporate members.



Online shop exclusively for corporate members

CSR activities at exhibitions

Exhibitions and events are our points of contact with our customers, and we use them to present our CSR activities. At the Solution Fair 2008 held by NEC Fielding in Kumamoto and Kobe, PET bottle caps were recovered on the site as a part of our activities of social contribution. Many of the customers who attended the seminars held in the Fair endorsed our campaign to collect the caps and get vaccine to children around the world. Besides being linked to social contribution, the collection of a massive amount of caps helped to increase recycling rates because of the related presorting, and so also gave a lift to environmental activities.

We plan to promote further activities of social contribution at future exhibitions and events.



Corner for recovery of PET caps at the site