



FY 04/3 Business Results

Fact Sheet

This material is redisplayed in a new classification influenced by the 'Change of classification on an operations segments' in the Fact Sheet released with the March 31, 2004 settlement-of-accounts announcement.

For reference, figures in the old classification is shown after page 13.

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July 29, 2004
NEC Fielding, Ltd.

Unless otherwise indicated, amounts contained in this document are rounded down to the unit. Percentages are rounded up or down to the nearest unit.

FIELDING

1. Operating results

a. Principal management indicators 【Consolidated】 (¥million)

	02/9*	03/3	03/9*	04/3	04/9
ROA (ratio of ordinary income to total capital)	6.7%	13.1%	7.1%	13.3%	N/A
ROE (ratio of net income to shareholders' equity)	20.1%	26.8%	10.5%	27.1%	N/A

Indicators for Sept. 2002 and Sept. 2003 are calculated using interim ordinary income and interim net income.
Indicators are calculated using average total capital and average total shareholders' equity during the period.

In NEW Classification

b. Summarized Statements of Income 【Consolidated】 (¥million)

	02/9	03/3	03/9	04/3	04/9
Net sales	115,871	240,127	120,664	250,677	N/A
Proactive Maintenance Operations	60,317	120,345	58,787	116,814	N/A
Fielding Solutions Operations	55,554	119,782	61,877	133,863	N/A
Cost of sales	97,009	202,038	99,904	209,487	N/A
Proactive Maintenance Operations	50,827	100,939	47,499	94,562	N/A
Fielding Solutions Operations	46,182	101,098	52,404	114,924	N/A
Gross profit	18,861	38,089	20,760	41,190	N/A
Proactive Maintenance Operations	9,489	19,405	11,287	22,251	N/A
Fielding Solutions Operations	9,371	18,683	9,472	18,938	N/A
SG&A	7,254	14,973	8,418	16,836	N/A
Proactive Maintenance Operations	1,666	3,124	1,692	3,382	N/A
Fielding Solutions Operations	5,588	11,848	6,726	13,453	N/A
Operating income by segment	11,606	23,116	12,341	24,354	N/A
Proactive Maintenance Operations	7,823	16,280	9,595	18,869	N/A
Fielding Solutions Operations	3,782	6,835	2,746	5,484	N/A
General and administrative expenses (common, company-wide expenses)	3,925	7,956	4,157	8,214	N/A
Total selling, general and administrative expenses	11,179	22,929	12,576	25,050	N/A
Operating income	7,681	15,160	8,183	16,139	N/A
Non-operating income	165	289	145	203	N/A
Non-operating expenses	224	327	46	168	N/A
Ordinary income	7,622	15,122	8,282	16,174	N/A
Extraordinary gains	157	184	4	8,483	N/A
Extraordinary losses	16	324	250	3,166	N/A
Net income before income taxes	7,763	14,982	8,035	21,491	N/A
Income taxes	5,003	9,520	4,065	9,302	N/A
Deferred income taxes	1,732	2,677	567	287	N/A
Net income	4,492	8,140	4,537	12,477	N/A

1. Operating results

c. Principal management indicators 【 Non-consolidated 】 (¥million)

	02/9*	03/3	03/9*	04/3	04/9
ROA (ratio of ordinary income to total capital)	6.9%	13.5%	7.2%	13.5%	N/A
ROE (ratio of net income to shareholders' equity)	20.0%	26.6%	10.5%	27.1%	N/A

Indicators for Sept. 2002 and Sept. 2003 are calculated using interim ordinary income and interim net income.
Indicators are calculated using average total capital and average total shareholders' equity during the period.

In NEW Classification

b. Summarized Statements of Income 【 Non-consolidated 】 (¥million)

	02/9	03/3	03/9	04/3	04/9
Net sales	115,112	238,774	119,926	248,981	N/A
Proactive Maintenance Operations	60,321	120,349	58,787	116,814	N/A
Fielding Solutions Operations	54,791	118,424	61,138	132,167	N/A
Cost of sales	96,486	201,135	99,393	208,280	N/A
Proactive Maintenance Operations	50,831	100,944	47,499	94,563	N/A
Fielding Solutions Operations	45,655	100,191	51,893	113,717	N/A
Gross profit	18,626	37,638	20,533	40,701	N/A
Proactive Maintenance Operations	9,489	19,405	11,287	22,251	N/A
Fielding Solutions Operations	9,136	18,233	9,245	18,450	N/A
SG&A	7,027	14,555	8,203	16,418	N/A
Proactive Maintenance Operations	1,666	3,124	1,692	3,382	N/A
Fielding Solutions Operations	5,361	11,431	6,511	13,035	N/A
Operating income by segment	11,598	23,082	12,329	24,283	N/A
Proactive Maintenance Operations	7,823	16,280	9,595	18,869	N/A
Fielding Solutions Operations	3,775	6,801	2,734	5,414	N/A
General and administrative expenses (common, company-wide expenses)	3,925	7,956	4,157	8,214	N/A
Total selling, general and administrative expenses	10,952	22,511	12,361	24,632	N/A
Operating income	7,673	15,126	8,171	16,069	N/A
Non-operating income	162	263	135	192	N/A
Non-operating expenses	222	313	42	164	N/A
Ordinary income	7,613	15,076	8,264	16,097	N/A
Extraordinary gains	140	140	1	8,480	N/A
Extraordinary losses	16	323	250	3,166	N/A
Net income before income taxes	7,736	14,892	8,014	21,411	N/A
Income taxes	5,000	9,500	4,050	9,250	N/A
Deferred income taxes	1,751	2,713	567	280	N/A
Net income	4,487	8,105	4,531	12,441	N/A

1. Operating results

e. Principal items in SG&A 【Consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Payroll costs	7,705	15,847	8,743	17,227	N/A
Sales promotion expenses	890	1,641	648	1,398	N/A
R&D expenses	93	241	203	399	N/A
Other	2,490	5,198	2,980	6,025	N/A
Total selling, general and administrative expenses	11,179	22,929	12,576	25,050	N/A

f. Principal items in SG&A 【Non-consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Payroll costs	7,582	15,622	8,625	17,009	N/A
Sales promotion expenses	889	1,638	647	1,393	N/A
R&D expenses	93	241	203	399	N/A
Other	2,386	5,009	2,885	5,830	N/A
Total selling, general and administrative expenses	10,952	22,511	12,361	24,632	N/A

2. Financial position

a. Summarized Balance Sheets 【 Consolidated 】 (¥million)

	02/9	03/3	03/9	04/3	04/9
Cash and cash equivalents	2,781	5,318	4,275	3,864	N/A
Deposit to an affiliated Company	-	-	2,000	5,500	N/A
Trade notes and accounts receivable	60,946	65,752	63,074	66,431	N/A
Inventories	26,522	25,814	26,263	26,069	N/A
Deferred tax assets	4,938	5,622	5,651	7,115	N/A
Other current assets	1,868	1,552	1,588	1,331	N/A
Total current assets	97,058	104,061	102,854	110,312	N/A
Property and equipment	4,281	3,928	4,485	5,001	N/A
Intangible fixed assets	1,599	1,871	2,227	2,863	N/A
Investments and other assets	12,760	12,771	13,233	15,313	N/A
Total fixed assets	18,641	18,571	19,945	23,178	N/A
Total assets	115,699	122,632	122,800	133,490	N/A
Trade notes and accounts payable	33,999	38,902	36,604	42,958	N/A
Short-term borrowings	4,395	119	-	-	N/A
Accrued expenses	7,987	8,460	8,445	8,629	N/A
Accrued income taxes	5,023	7,235	4,210	5,386	N/A
Other current liabilities	4,522	4,404	5,198	5,538	N/A
Total current liabilities	55,928	59,122	54,458	62,512	N/A
Long-term borrowings	-	-	-	-	N/A
Accrued retirement benefits for employees	21,008	21,546	22,231	17,280	N/A
Other long-term liabilities	70	71	28	47	N/A
Total long-term liabilities	21,079	21,618	22,259	17,327	N/A
Total shareholders' equity	38,692	41,891	46,082	53,650	N/A
Total liabilities and shareholders' equity	115,699	122,632	122,800	133,490	N/A

(Analytical indicators)

Current ratio	173.5%	176.0%	188.9%	176.5%	N/A
Fixed assets ratio	48.2%	44.3%	43.3%	43.2%	N/A
Equity ratio	33.4%	34.2%	37.5%	40.2%	N/A

2. Financial position

b. Summarized Balance Sheets 【 Non-consolidated 】 (¥million)

	02/9	03/3	03/9	04/3	04/9
Cash and cash equivalents	2,467	4,805	3,656	3,141	N/A
Deposit to an affiliated Company	-	-	2,000	5,500	N/A
Trade notes and accounts receivable	59,677	64,395	61,852	64,510	N/A
Inventories	26,433	25,738	26,192	26,008	N/A
Deferred tax assets	4,905	5,584	5,611	7,065	N/A
Other current assets	1,859	1,498	1,569	1,313	N/A
Total current assets	95,342	102,022	100,882	107,539	N/A
Property and equipment	4,247	3,899	4,465	4,986	N/A
Intangible fixed assets	1,593	1,861	2,219	2,856	N/A
Investments and other assets	12,723	12,732	13,222	15,313	N/A
Total fixed assets	18,564	18,493	19,907	23,157	N/A
Total assets	113,907	120,515	120,789	130,696	N/A
Trade notes and accounts payable	32,672	37,283	35,063	40,732	N/A
Short-term borrowings	4,395	100	-	-	N/A
Accrued expenses	7,865	8,339	8,344	8,507	N/A
Accrued income taxes	5,018	7,235	4,194	5,347	N/A
Other current liabilities	4,455	4,359	5,168	5,494	N/A
Total current liabilities	54,406	57,319	52,769	60,083	N/A
Long-term borrowings	-	-	-	-	N/A
Accrued retirement benefits for employees	20,755	21,281	21,964	17,019	N/A
Other long-term liabilities	53	53	12	12	N/A
Total long-term liabilities	20,809	21,334	21,977	17,032	N/A
Total shareholders' equity	38,690	41,861	46,042	53,580	N/A
Total liabilities and shareholders' equity	113,907	120,515	120,789	130,696	N/A

(Analytical indicators)

Current ratio	175.2%	178.0%	191.2%	179.0%	N/A
Fixed assets ratio	48.0%	44.2%	43.2%	43.2%	N/A
Equity ratio	34.0%	34.7%	38.1%	41.0%	N/A

2. Financial position

c. Summarized Statements of Cash Flows 【Consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Income before income taxes	7,763	14,982	8,035	21,491	N/A
Depreciation and amortization	401	851	464	1,035	N/A
Trade notes and accounts receivable	4,211	849	2,678	678	N/A
Inventories	189	989	448	254	N/A
Trade notes and accounts payable	5,146	227	2,306	4,047	N/A
Accrued expenses	172	300	14	170	N/A
Other	1,086	2,469	996	7,693	N/A
Subtotal	8,333	18,516	9,405	18,119	N/A
Income taxes paid	2,850	5,153	7,091	11,151	N/A
Other	94	386	2	5	N/A
Net cash provided by operating activities	5,388	12,976	2,316	6,973	N/A
Purchases of property and equipment	87	244	438	1,088	N/A
Purchases of intangible assets	152	571	542	951	N/A
Other	297	89	149	50	N/A
Net cash used in investing activities	537	906	831	1,989	N/A
Net decrease in short-term borrowings	20,260	24,240	19	19	N/A
Repayment of long-term borrowings	295	590	100	100	N/A
Proceeds from issuance of common stock	15,757	15,757	-	-	N/A
Cash dividends paid	58	464	408	817	N/A
Net cash used in financing activities	4,856	9,537	528	937	N/A
Net increase in cash and cash equivalents	4	2,532	956	4,045	N/A
Cash and cash equivalents at the beginning of the term	2,786	2,786	5,318	5,318	N/A
Cash and cash equivalents at the end of the term	2,781	5,318	6,275	9,364	N/A

3. Capital investment

a. Acquisitions 【 Consolidated 】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Property and equipment	172	291	870	1,788	N/A
Depreciation	282	583	277	616	N/A
Intangible fixed assets	292	711	540	1,407	N/A
Amortization	116	263	186	415	N/A
Total of facilities acquired	464	1,002	1,410	3,195	N/A
Total depreciation and amortization	399	847	463	1,031	N/A

b. Leases 【 Consolidated 】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Buildings and structures	1,606	2,965	1,162	1,515	N/A
Lease payments	1,517	3,158	1,869	3,711	N/A
Intangible fixed assets	-	-	-	-	N/A
Lease payments	-	-	-	-	N/A
Total leased facilities	1,606	2,965	1,162	1,515	N/A
Total lease payments	1,517	3,158	1,869	3,711	N/A

c. Total capital investment 【 Consolidated 】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Buildings and structures	1,778	3,256	2,032	3,303	N/A
Depreciation and lease payments	1,799	3,741	2,146	4,327	N/A
Intangible fixed assets	292	711	540	1,407	N/A
Amortization and lease payments	116	263	186	415	N/A
Total capital investment	2,070	3,967	2,572	4,710	N/A
Total depreciation, amortization and lease payments	1,916	4,005	2,332	4,742	N/A

3. Capital investment

d. Acquisitions 【non-consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Property and equipment	168	284	870	1,788	N/A
Depreciation	277	572	273	608	N/A
Intangible fixed assets	292	704	540	1,407	N/A
Amortization	116	260	184	412	N/A
Total of facilities acquired	460	989	1,410	3,195	N/A
Total depreciation and amortization	393	833	457	1,020	N/A

e. Leases 【non-consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Buildings and structures	1,606	2,965	1,139	1,481	N/A
Lease payments	1,517	3,158	1,867	3,687	N/A
Intangible fixed assets	-	-	-	-	N/A
Lease payments	-	-	-	-	N/A
Total leased facilities	1,606	2,965	1,139	1,481	N/A
Total lease payments	1,517	3,158	1,867	3,687	N/A

f. Total capital investment 【non-consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Buildings and structures	1,774	3,249	2,009	3,269	N/A
Depreciation and lease payments	1,794	3,730	2,140	4,296	N/A
Intangible fixed assets	292	704	540	1,407	N/A
Amortization and lease payments	116	260	184	412	N/A
Total capital investment	2,066	3,954	2,549	4,677	N/A
Total depreciation, amortization and lease payments	1,910	3,991	2,324	4,708	N/A

4. Net sales and gross profit ratio by sub-segment

a. Net sales and gross profit ratio by sub-segment 【consolidated】		(¥million)				
		02/9	03/3	03/9	04/3	04/9
Maintenance Services	Net sales	60,317	120,345	58,787	116,814	N/A
	Cost of sales	50,827	100,939	47,499	94,562	N/A
	Gross profit	9,489	19,405	11,287	22,251	N/A
	Gross profit ratio	15.7%	16.1%	19.2%	19.0%	N/A
Proactive Maintenance Operations	Net sales	60,317	120,345	58,787	116,814	N/A
	Cost of sales	50,827	100,939	47,499	94,562	N/A
	Gross profit	9,489	19,405	11,287	22,251	N/A
	Gross profit ratio	15.7%	16.1%	19.2%	19.0%	N/A
System Deployment Services	Net sales	21,580	46,602	22,061	51,121	N/A
	Cost of sales	17,289	38,004	17,738	42,215	N/A
	Gross profit	4,290	8,597	4,323	8,905	N/A
	Gross profit ratio	19.9%	18.5%	19.6%	17.4%	N/A
Supply Services	Net sales	24,009	53,745	28,925	62,406	N/A
	Cost of sales	20,467	46,594	25,318	55,134	N/A
	Gross profit	3,541	7,151	3,606	7,272	N/A
	Gross profit ratio	14.8%	13.3%	12.5%	11.7%	N/A
IT Management Services	Net sales	9,964	19,434	10,889	20,335	N/A
	Cost of sales	8,424	16,499	9,347	17,575	N/A
	Gross profit	1,540	2,934	1,542	2,760	N/A
	Gross profit ratio	15.5%	15.1%	14.2%	13.6%	N/A
Fielding Solutions Operations	Net sales	55,554	119,782	61,877	133,863	N/A
	Cost of sales	46,182	101,098	52,404	114,924	N/A
	Gross profit	9,371	18,683	9,472	18,938	N/A
	Gross profit ratio	16.9%	15.6%	15.3%	14.1%	N/A
Total	Net sales	115,871	240,127	120,664	250,677	N/A
	Cost of sales	97,009	202,038	99,904	209,487	N/A
	Gross profit	18,861	38,089	20,760	41,190	N/A
	Gross profit ratio	16.3%	15.9%	17.2%	16.4%	N/A

5. Other indicators

a. Principal items in cost of sales 【non-consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Net sales	115,112	238,774	119,926	248,981	N/A
Materials costs	35,760	76,428	38,474	83,745	N/A
Payroll costs	23,339	46,959	23,761	46,985	N/A
General expenses	37,386	77,747	37,157	77,548	N/A
Cost of sales	96,486	201,135	99,393	208,280	N/A
Gross profit	18,626	37,638	20,533	40,701	N/A

b. Percentages of net sales by industry 【non-consolidated】					
	02/9	03/3	03/9	04/3	04/9
Service	19.6%	19.1%	19.2%	20.4%	N/A
Public sector	19.2%	18.1%	19.7%	19.9%	N/A
Central government	-%	6.3%	5.8%	5.2%	N/A
Local public entities	-%	11.8%	13.9%	14.7%	N/A
Wholesale, retail, food & beverage	13.3%	16.8%	15.6%	16.4%	N/A
Finance, real estate	14.3%	12.2%	13.1%	14.2%	N/A
Transport, communications	8.0%	6.8%	7.9%	8.2%	N/A
Electronic machinery, devices	6.4%	6.4%	6.1%	6.3%	N/A
Other	19.2%	20.6%	18.5%	14.6%	N/A

c. Percentages of net sales to the NEC Group 【non-consolidated】					
	02/9	03/3	03/9	04/3	04/9
NEC Group	76.3%	75.5%	73.8%	73.2%	N/A
(NEC)	57.4%	56.3%	53.3%	54.4%	N/A
Other than NEC Group	23.7%	24.5%	26.2%	26.8%	N/A

d. Consolidated subsidiary NDEC					(¥million)
	02/9	03/3	03/9	04/3	04/9
Net sales	4,329	9,001	4,203	9,218	N/A
Ordinary income	9	33	22	83	N/A
Net income	5	36	15	47	N/A

5. Other indicators

e. PARC*

	02/9	03/3	03/9	04/3	04/9
PARC* (¥ billion)	387.41	376.29	360.57	335.04	N/A
Open systems devices (%)	32.1%	33.5%	34.5%	38.1%	N/A
Mainframe devices (%)	40.2%	39.2%	37.9%	35.2%	N/A
Other devices (%)	27.7%	27.2%	27.6%	26.7%	N/A

PARC refers to purchased and rented computers. It is the total standard value of customer computer devices subject to Support Services contracted by NEC.

f. Certifications held

	02/9	03/3	03/9	04/3	04/9
No. of certifications	21,371	22,151	23,330	25,016	N/A
Vendor certifications*	8,224	8,911	10,004	11,619	N/A
Information, installation, electric*	13,147	13,240	13,326	13,397	N/A
CE per-person training days	11.9 days	25.5 days	14.6 days	27.8 days	N/A

Vendor certifications are certifications given by software and hardware vendors like Microsoft, Oracle, HP and Cisco.
Expert certifications given by the government to information processing technician, installation specialist and electrical and electrical installations.

g. Personnel

	02/9	03/3	03/9	04/3	04/9
Number of employees 【Consolidated】	7,140	6,994	6,947	6,953	N/A
FILDG 【Non-consolidated】	6,964	6,820	6,775	6,789	N/A
NDEC	176	174	172	164	N/A

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Figures in PREVIOUS Classification***



1. Operating results

In PREVIOUS Classification

b. Summarized Statements of Income 【Consolidated】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Net sales	115,871	240,127	120,664	250,677	N/A
Proactive Maintenance Operations	61,410	122,567	60,378	120,277	N/A
Fielding Solutions Operations	54,460	117,560	60,286	130,400	N/A
Cost of sales	97,009	202,038	99,904	209,487	N/A
Proactive Maintenance Operations	51,942	103,173	48,964	97,717	N/A
Fielding Solutions Operations	45,067	98,864	50,940	111,769	N/A
Gross profit	18,861	38,089	20,760	41,190	N/A
Proactive Maintenance Operations	9,468	19,393	11,413	22,559	N/A
Fielding Solutions Operations	9,392	18,695	9,346	18,630	N/A
SG&A	7,254	14,973	8,418	16,836	N/A
Proactive Maintenance Operations	1,714	3,218	1,762	3,539	N/A
Fielding Solutions Operations	5,540	11,754	6,656	13,296	N/A
Operating income by segment	11,606	23,116	12,341	24,354	N/A
Proactive Maintenance Operations	7,753	16,175	9,651	19,020	N/A
Fielding Solutions Operations	3,852	6,941	2,689	5,333	N/A
General and administrative expenses (common, company-wide expenses)	3,925	7,956	4,157	8,214	N/A
Total selling, general and administrative expenses	11,179	22,929	12,576	25,050	N/A
Operating income	7,681	15,160	8,183	16,139	N/A
Non-operating income	165	289	145	203	N/A
Non-operating expenses	224	327	46	168	N/A
Ordinary income	7,622	15,122	8,282	16,174	N/A
Extraordinary gains	157	184	4	8,483	N/A
Extraordinary losses	16	324	250	3,166	N/A
Net income before income taxes	7,763	14,982	8,035	21,491	N/A
Income taxes	5,003	9,520	4,065	9,302	N/A
Deferred income taxes	1,732	2,677	567	287	N/A
Net income	4,492	8,140	4,537	12,477	N/A

1. Operating results

In PREVIOUS Classification

b. Summarized Statements of Income 【 Non-consolidated 】					(¥million)
	02/9	03/3	03/9	04/3	04/9
Net sales	115,112	238,774	119,926	248,981	N/A
Proactive Maintenance Operations	61,415	122,572	60,379	120,280	N/A
Fielding Solutions Operations	53,697	116,201	59,547	128,701	N/A
Cost of sales	96,486	201,135	99,393	208,280	N/A
Proactive Maintenance Operations	51,947	103,178	48,965	97,720	N/A
Fielding Solutions Operations	44,539	97,957	50,427	110,559	N/A
Gross profit	18,626	37,638	20,533	40,701	N/A
Proactive Maintenance Operations	9,468	19,393	11,413	22,559	N/A
Fielding Solutions Operations	9,157	18,244	9,119	18,142	N/A
SG&A	7,027	14,555	8,203	16,418	N/A
Proactive Maintenance Operations	1,714	3,218	1,762	3,539	N/A
Fielding Solutions Operations	5,312	11,337	6,441	12,878	N/A
Operating income by segment	11,598	23,082	12,329	24,283	N/A
Proactive Maintenance Operations	7,753	16,175	9,651	19,020	N/A
Fielding Solutions Operations	3,845	6,907	2,678	5,263	N/A
General and administrative expenses (common, company-wide expenses)	3,925	7,956	4,157	8,214	N/A
Total selling, general and administrative expenses	10,952	22,511	12,361	24,632	N/A
Operating income	7,673	15,126	8,171	16,069	N/A
Non-operating income	162	263	135	192	N/A
Non-operating expenses	222	313	42	164	N/A
Ordinary income	7,613	15,076	8,264	16,097	N/A
Extraordinary gains	140	140	1	8,480	N/A
Extraordinary losses	16	323	250	3,166	N/A
Net income before income taxes	7,736	14,892	8,014	21,411	N/A
Income taxes	5,000	9,500	4,050	9,250	N/A
Deferred income taxes	1,751	2,713	567	280	N/A
Net income	4,487	8,105	4,531	12,441	N/A

4. Net sales and gross profit ratio by sub-segment

a. Net sales and gross profit ratio by sub-segment 【consolidated】		(¥million)				
		02/9	03/3	03/9	04/3	04/9
Business Maintenance Services	Net sales	47,332	94,995	46,245	92,999	N/A
	Cost of sales	39,324	78,400	37,006	73,942	N/A
	Gross profit	8,008	16,595	9,239	19,057	N/A
	Gross profit ratio	16.9%	17.5%	20.0%	20.5%	N/A
Personal Maintenance Services	Net sales	14,078	27,572	14,132	27,277	N/A
	Cost of sales	12,618	24,773	11,957	23,775	N/A
	Gross profit	1,459	2,798	2,174	3,502	N/A
	Gross profit ratio	10.4%	10.2%	15.4%	12.8%	N/A
Proactive Maintenance Operations	Net sales	61,410	122,567	60,378	120,277	N/A
	Cost of sales	51,942	103,173	48,964	97,717	N/A
	Gross profit	9,468	19,393	11,413	22,559	N/A
	Gross profit ratio	15.4%	15.8%	18.9%	18.8%	N/A
Installation Services	Net sales	2,858	5,494	2,044	4,598	N/A
	Cost of sales	2,042	4,041	1,573	3,296	N/A
	Gross profit	816	1,453	471	1,301	N/A
	Gross profit ratio	28.6%	26.5%	23.0%	28.3%	N/A
Network Facilities Services	Net sales	13,399	27,914	10,684	27,015	N/A
	Cost of sales	11,603	24,178	9,047	23,605	N/A
	Gross profit	1,796	3,736	1,636	3,410	N/A
	Gross profit ratio	13.4%	13.4%	15.3%	12.6%	N/A
Supply Services	Net sales	17,134	35,800	17,399	36,324	N/A
	Cost of sales	14,249	30,044	14,666	30,819	N/A
	Gross profit	2,884	5,755	2,732	5,505	N/A
	Gross profit ratio	16.8%	16.1%	15.7%	15.2%	N/A
Solutions Services	Net sales	21,067	48,350	30,158	62,461	N/A
	Cost of sales	17,171	40,600	25,652	54,048	N/A
	Gross profit	3,895	7,749	4,506	8,412	N/A
	Gross profit ratio	18.5%	16.0%	14.9%	13.5%	N/A
Fielding Solutions Operations	Net sales	54,460	117,560	60,286	130,400	N/A
	Cost of sales	45,067	98,864	50,940	111,769	N/A
	Gross profit	9,392	18,695	9,346	18,630	N/A
	Gross profit ratio	17.3%	15.9%	15.5%	14.3%	N/A
Total	Net sales	115,871	240,127	120,664	250,677	N/A
	Cost of sales	97,009	202,038	99,904	209,487	N/A
	Gross profit	18,861	38,089	20,760	41,190	N/A
	Gross profit ratio	16.3%	15.9%	17.2%	16.4%	N/A