



Serverworks

# Q1 FY02/2022 Financial Summary

Serverworks Co., Ltd. (Securities code: 4434)

# Our Countermeasures against COVID-19 (Continuously)

## □ Initiatives to prevent infection of COVID-19

- Continuously paying the remotework allowance to all employees



## □ Impact on business continuity and performance

- No impact on business or operations since remotework has been maintained and actively promoted.
- The impact of the state of emergency declared in April 2021 on the financial results is insignificant.

Topics

---

# Q1 FY02/22 Topics

## □ Awarded “ Deloitte Technology Fast 500 APAC 2020”

- Our company received an award for “Deloitte Technology Fast 500 Asia Pacific 2020” , a technology company growth rate ranking selected by Deloitte Touche Tohmatsu Limited.

500™

Technology **Fast 500**  
2020 APAC **WINNER**

**Deloitte.**

## □ Partnership with Insight Technology,Inc.

- Combining our expertise in AWS migration know-how with Insight Technology,Inc.’s advanced database-related technological capabilities, we started to offer six services targeted for financial industry customers.



## Q1 FY02/22 Topics

### □ Capital and business partnership with WingArc1st Inc.

- Both companies will aim for further contribute to promote the customers' Digital Transformation.



Disclosed on July 14 (Subsequent event)

### □ Basic Agreement on business partnership with Bespin Global Inc. and establishment of a subsidiary – entering Google Cloud Platform business

- Signing MOU with Bespin Global Inc. on a business partnership to enter the GCP business in Japan, including the establishment of a joint venture. Prior to the establishment of the joint venture, we will establish a subsidiary company, which is planned to become a joint venture company with a 50%-50% ownership after signing a final joint venture agreement in near future.

# Financial Results

---

# Earnings Forecast for FY02/22

Although much anticipated, it would take some more time until the infection of the Covid-19 could be contained. Our earnings forecasts for FY02/22 are also conservatively planned under this situation.

(Unit: million yen)

	FY02/21 results	Composition (%)	FY02/22 forecasts	Composition (%)	% of year-earlier level
Net Sales	8,029	100.0	9,300	100.0	115.8
Gross profit	1,224	15.3	1,543	16.6	126.1
Operating profit	419	5.2	446	4.8	106.4
Ordinary profit	410	5.1	471	5.1	114.9
Profit	482	6.0	326	3.5	67.6

\* There is no change in the full-year earnings forecast from the "Summary of Non-Consolidated Financial Results for the Year Ended February 28, 2021", announced on April 14, 2021.

\* Since our business is a single segment of the cloud business, we do not disclose the earnings forecast for each segment.

For the forecast figures of AWS Resale as percentage of net sales, we have adopted the standard scenario of the fiscal 2021 dollar-yen exchange rate forecast report published by financial institutions, which is 103 yen per dollar.

# Earnings Results for Q1 FY02/22

Overachieved in all segments compared to the same quarter of the previous year, even the COVID-19 situation continues.

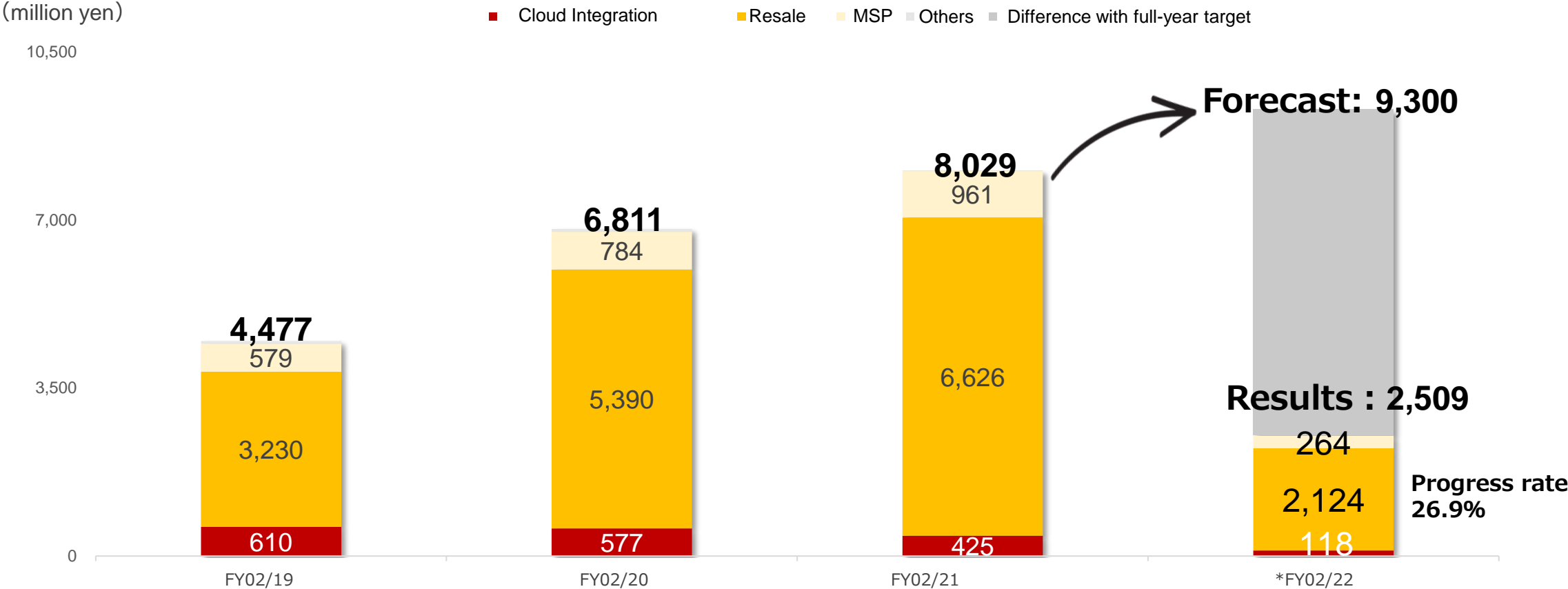
(Unit: million yen)

	Q1 FY02/21 results	Composition (%)	Q1 FY02/22 results	Composition (%)	% of year-earlier level
Net Sales	1,922	100.0	2,509	100.0	130.5
Gross profit	244	12.7	423	16.9	173.1
Operating profit	69	3.6	171	6.8	246.0
Ordinary profit	76	4.0	168	6.7	219.7
Profit	55	2.9	110	4.4	198.6
EBITDA	87		188		



# Net Sales

We achieved 26.9% of earnings forecast for FY02/22 in Q1, making steady progress.



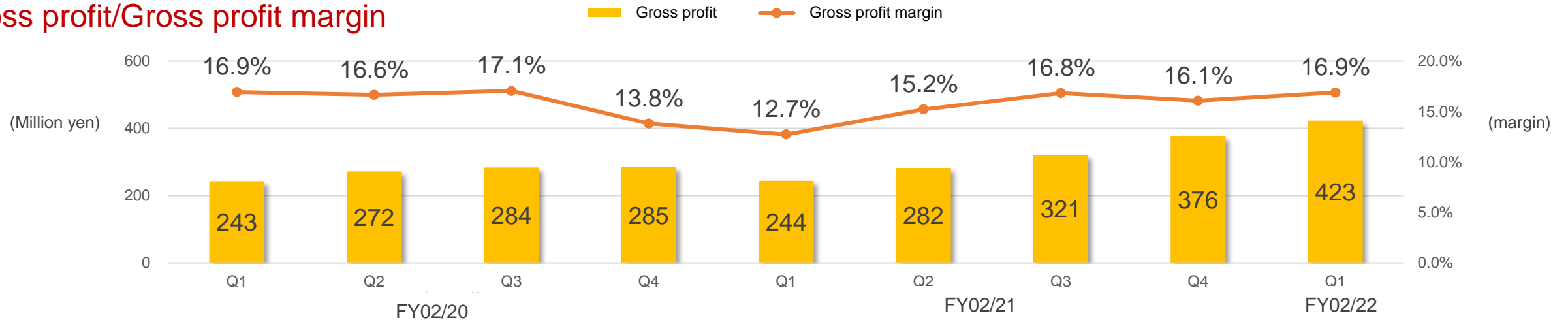
\*FY02/22 figures are for the period from March to the end of May 2021.

# Profits/ Profit Margins

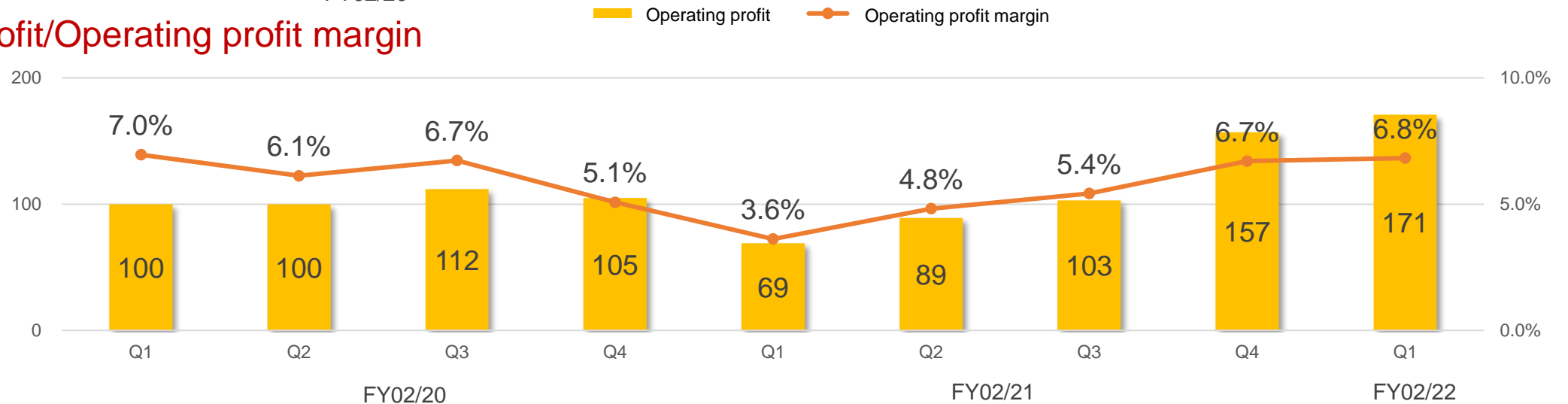
Business activities have been recovering from the impacts of the COVID-19 situation.

**Both gross and operating profits increased, and profit margins achieved above the planned level.**

## Gross profit/Gross profit margin



## Operating profit/Operating profit margin



# Q1 FY02/22 Net Sales by Product/Service(\*) Segment

Net sales of all the segments surpassed those of the same quarter of the previous year.

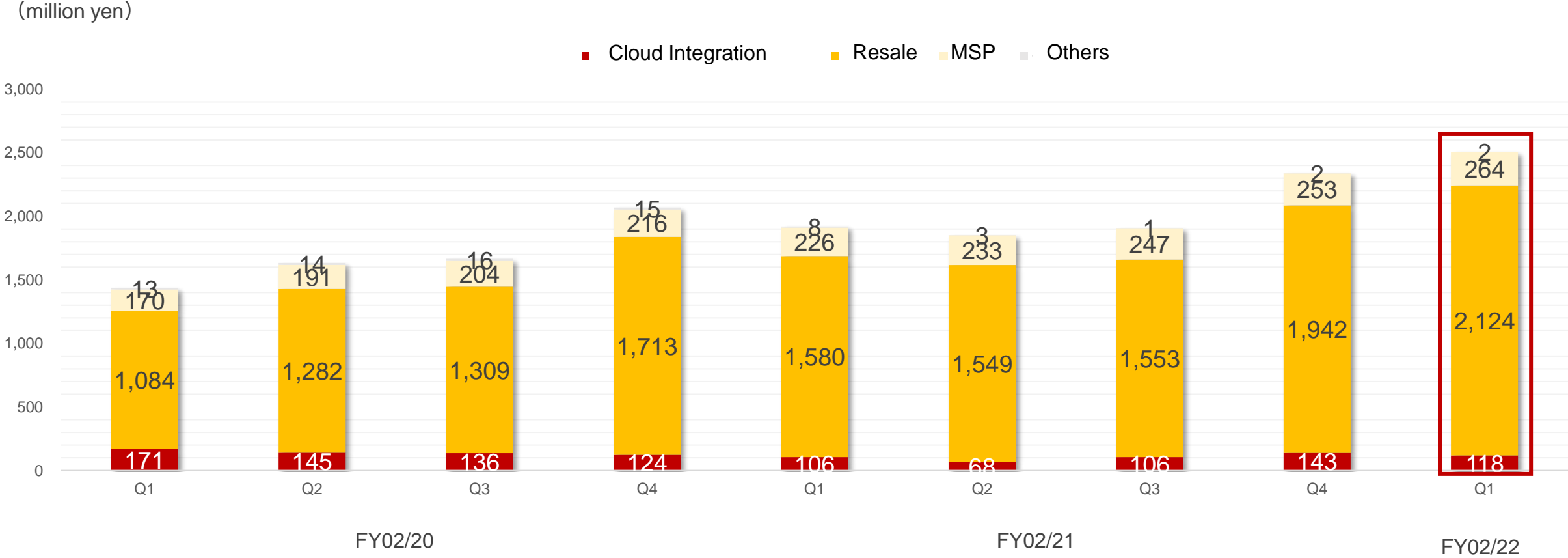
(Unit: million yen)

	Q1 FY02/21 results	Composition (%)	Q1 FY02/22 results	Composition (%)	% of year- earlier level
Cloud Integration	106	5.5	118	4.7	110.8
Resale	1,580	82.2	2,124	84.6	134.4
MSP (Managed Service Provider)	226	11.8	264	10.6	116.9
Other	8	0.5	2	0.1	24.8
Total	1,922	100.0	2,509	100.0	130.5

\* The explanation of each services is described in detail at page 38.

# Quarterly Net Sales

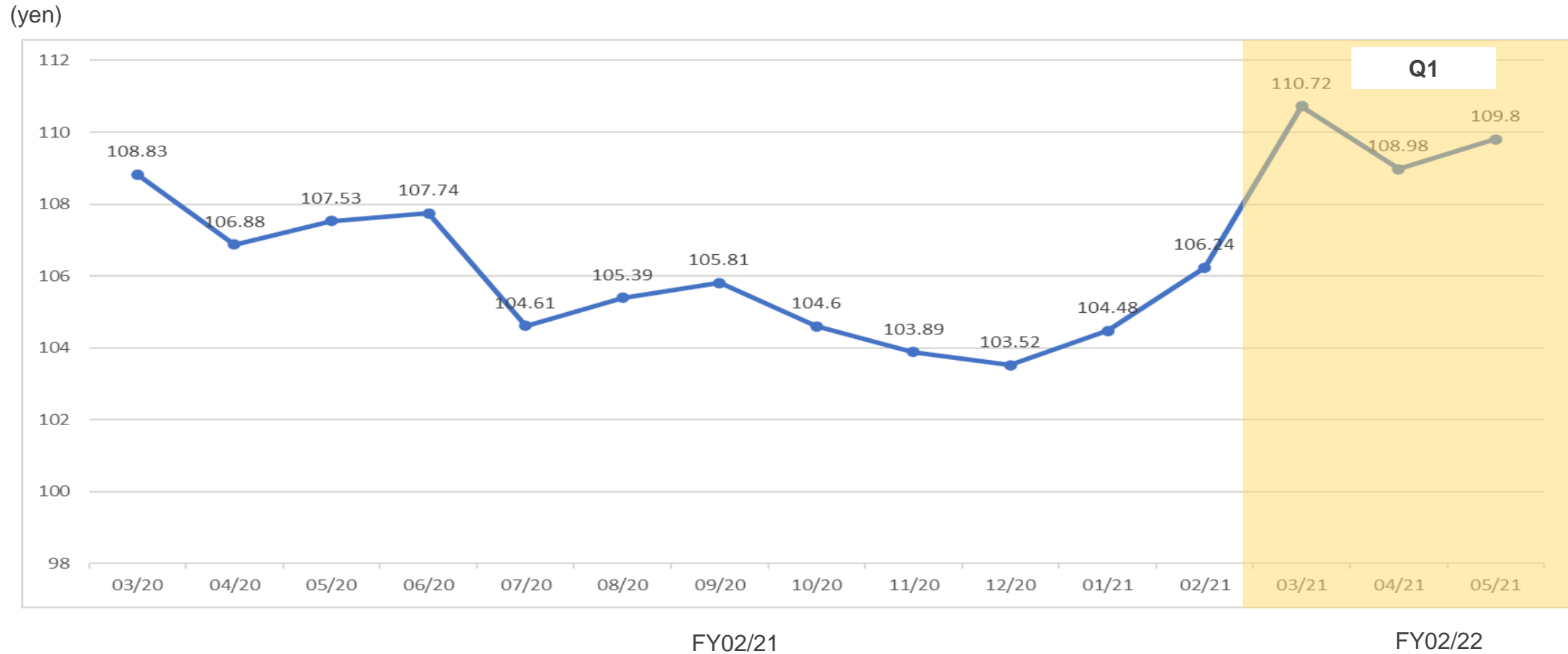
Net sales of all the segments surpassed those of the same quarter of the previous year.



\* Due to the nature of AWS Resale transactions, total usage fees are recorded as net sales.

# (Reference) Resale: Exchange rate trend

The yen depreciated from the previous fiscal year, affecting the increase in net sales.  
There is no impact on profits rate since purchase price increased as well.

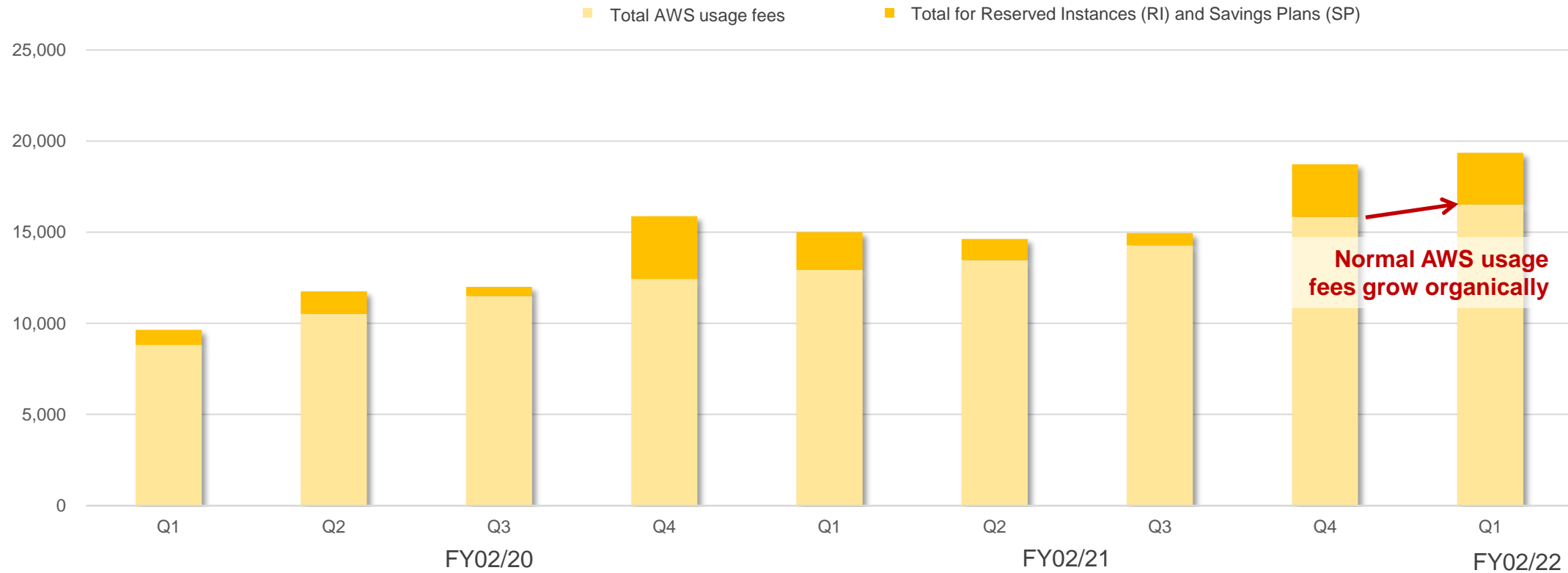


※ Mizuho Bank official market price : End of month TTM rate

# Resale: AWS Usage Fees, Reserved Instances, Saving Plans(\*)

Normal AWS usage fees grow organically without falling. Purchases of Reserved Instances and Saving Plans increased compared to the previous year.

(Unit: thousands of dollars)

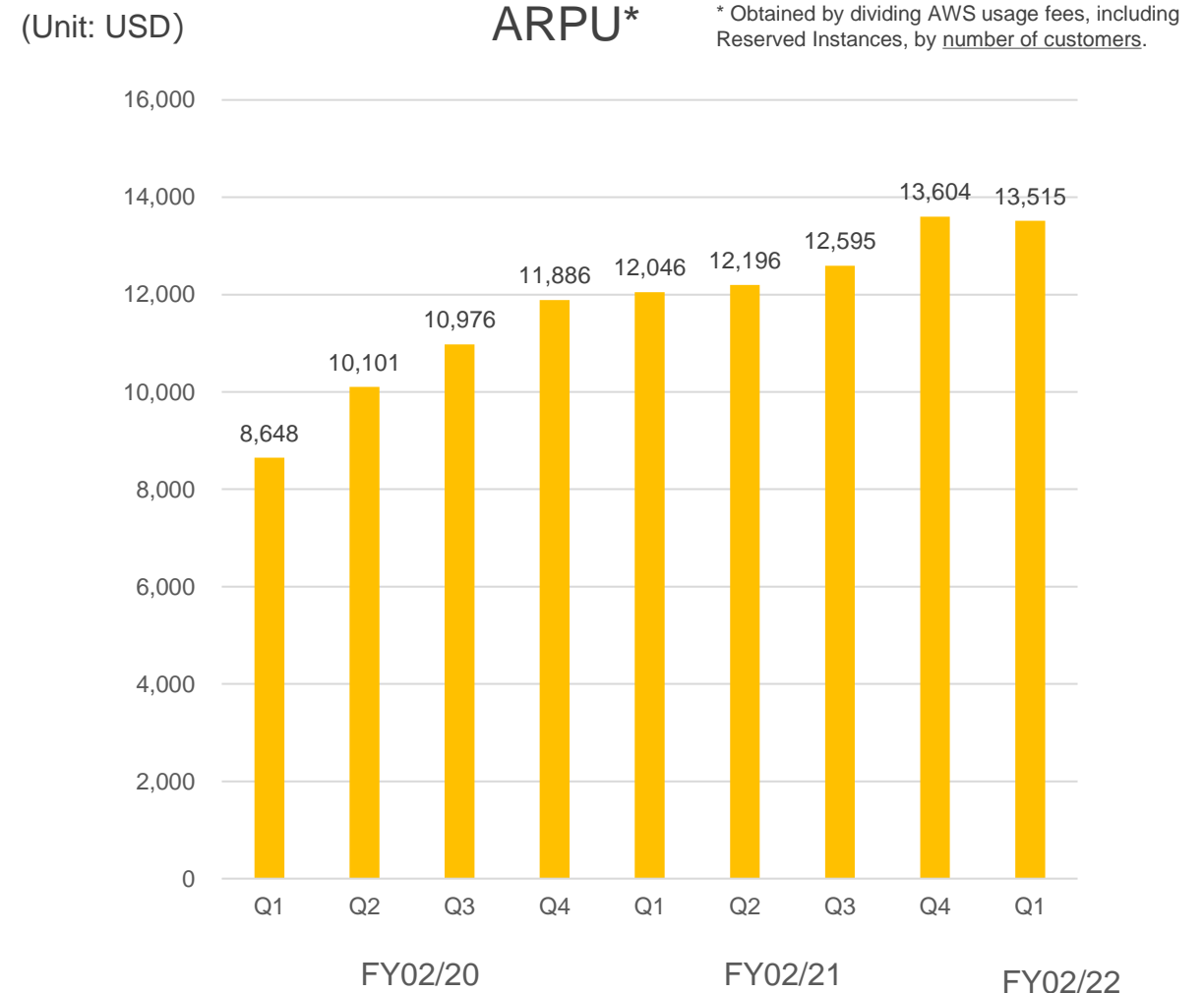
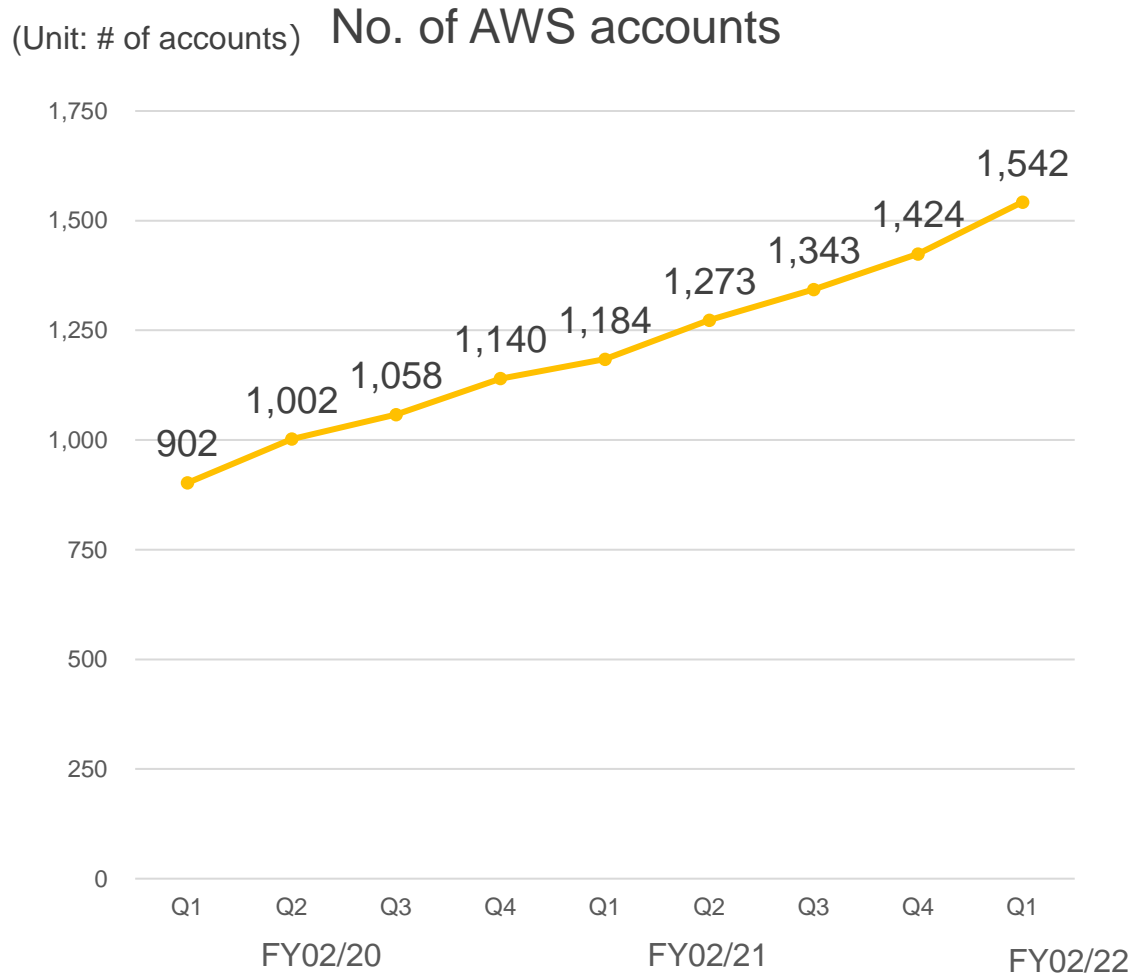


\* AWS service under which substantial discounts are offered to customers who pay a fixed reservation fee and commit to AWS usage for a certain period

# Resale: Number of AWS Accounts, ARPU

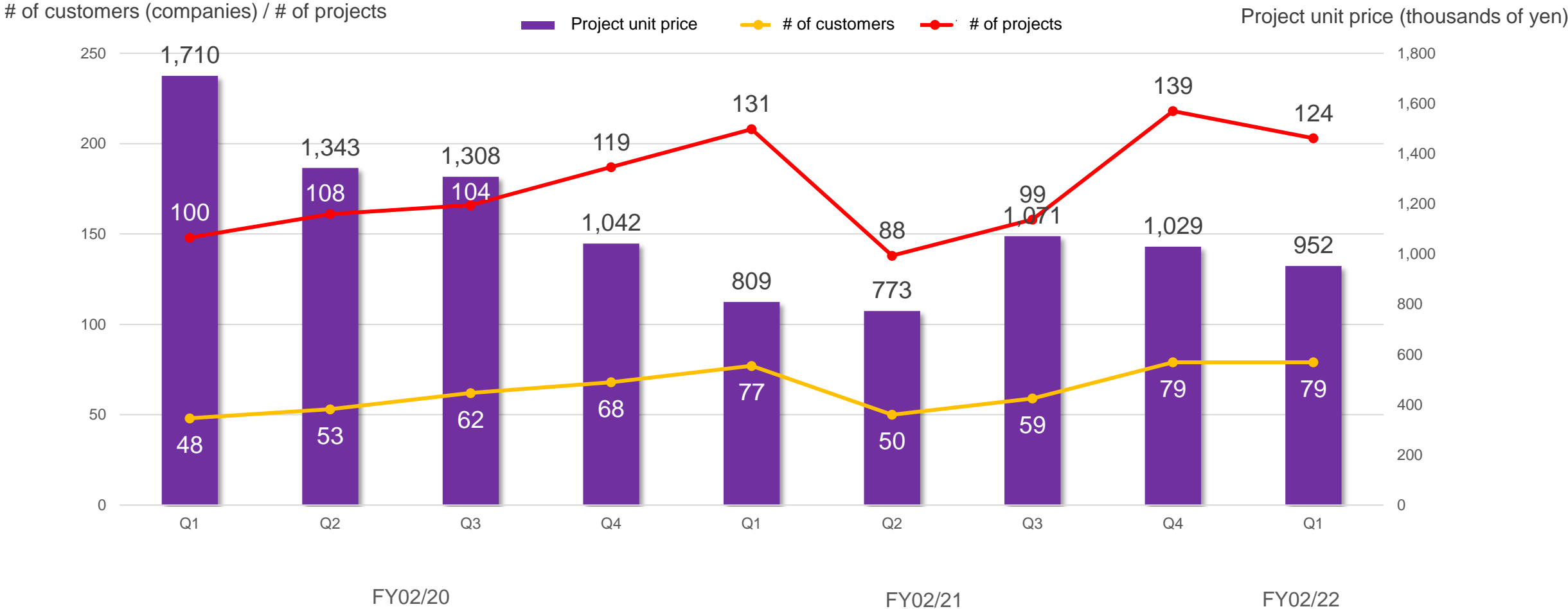
Number of AWS Accounts increased steadily.

ARPU slightly decreased under the influence of RI purchased in the last Q4, but the increasing trend is maintained.



# Cloud Integration: The trend of each index

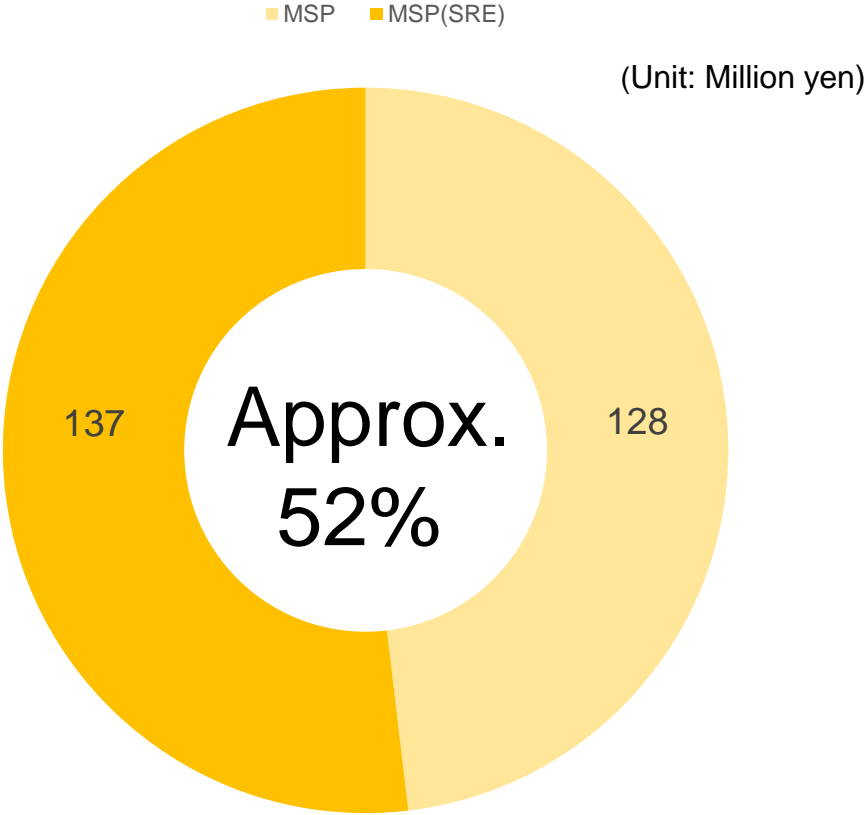
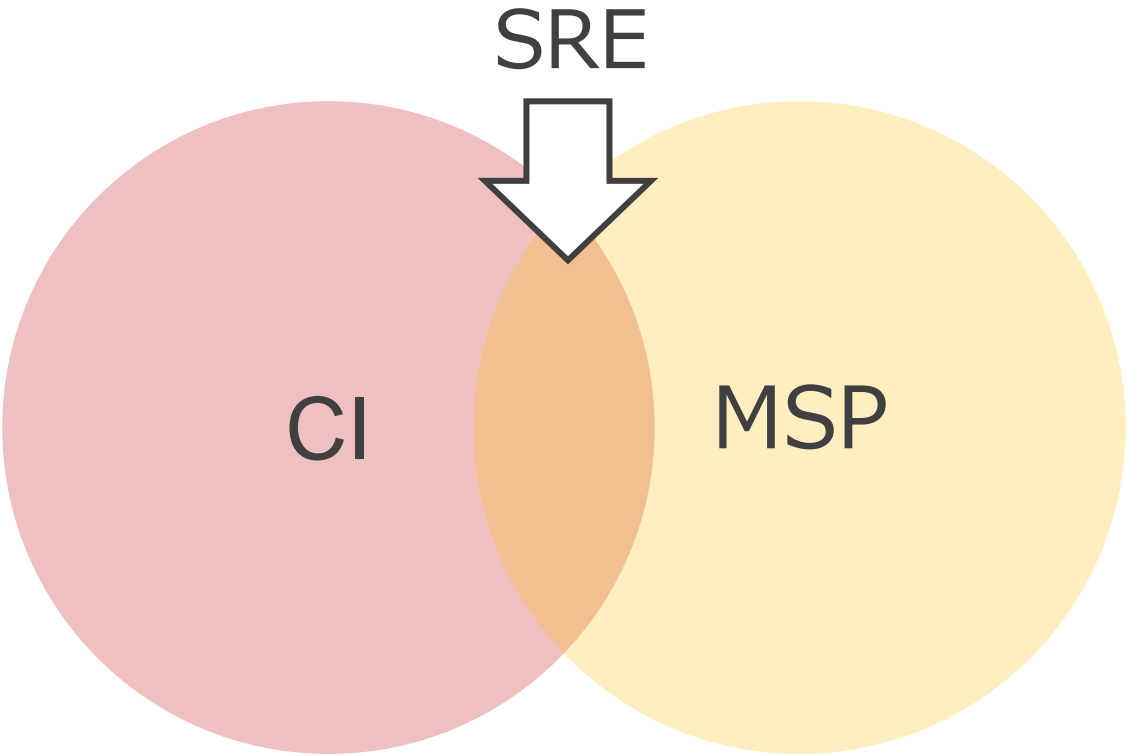
The number of projects and customers is steadily increasing, and high demand continues. Project unit price exceeds the previous year, and the number of projects with high unit prices is gradually increasing.





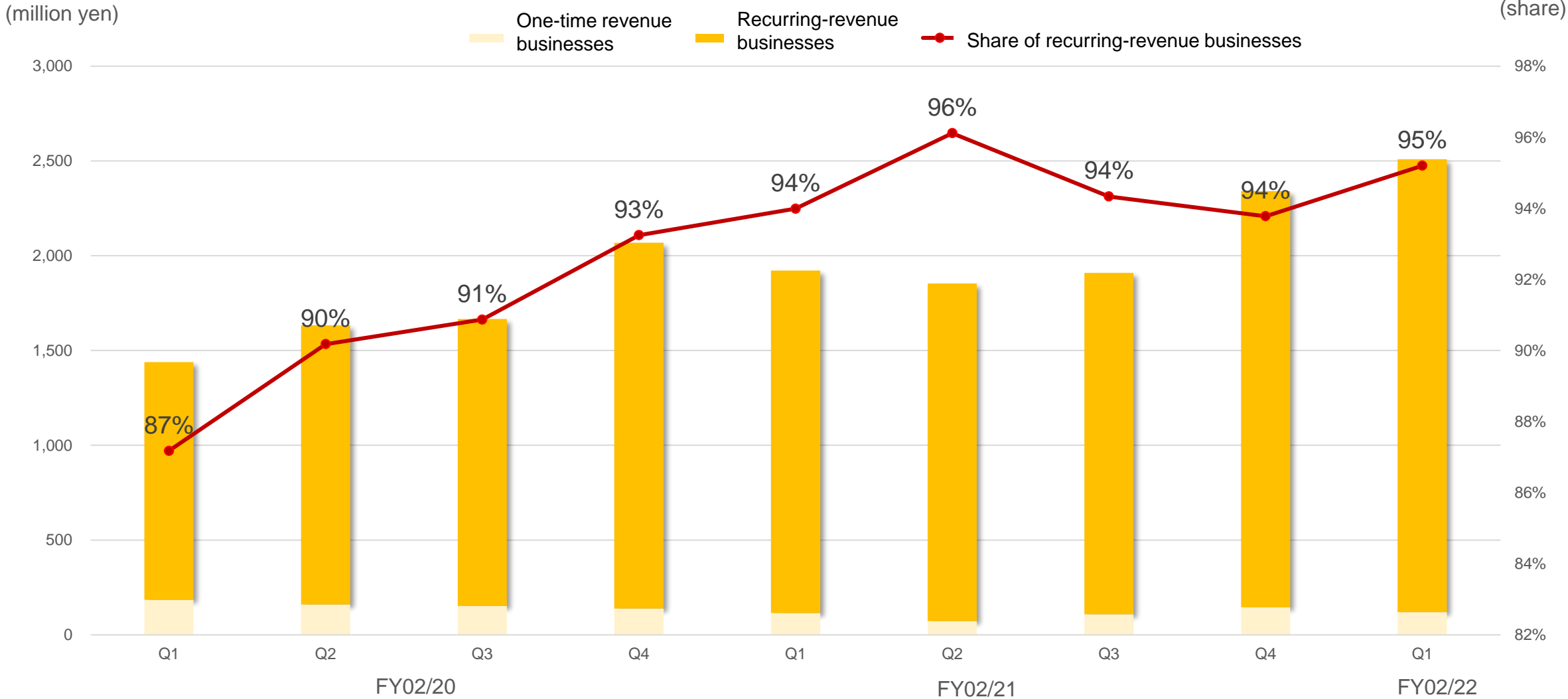
# MSP: SRE(\*) Portion of MSP

The SRE, the dedicated team that handles everything from system construction to operation to support customer specific needs, portion of the business **has increased**.



\*SRE: Site Reliability Engineering. The details are described at page 39, 40.

# Stock Business ratio trend (\*)

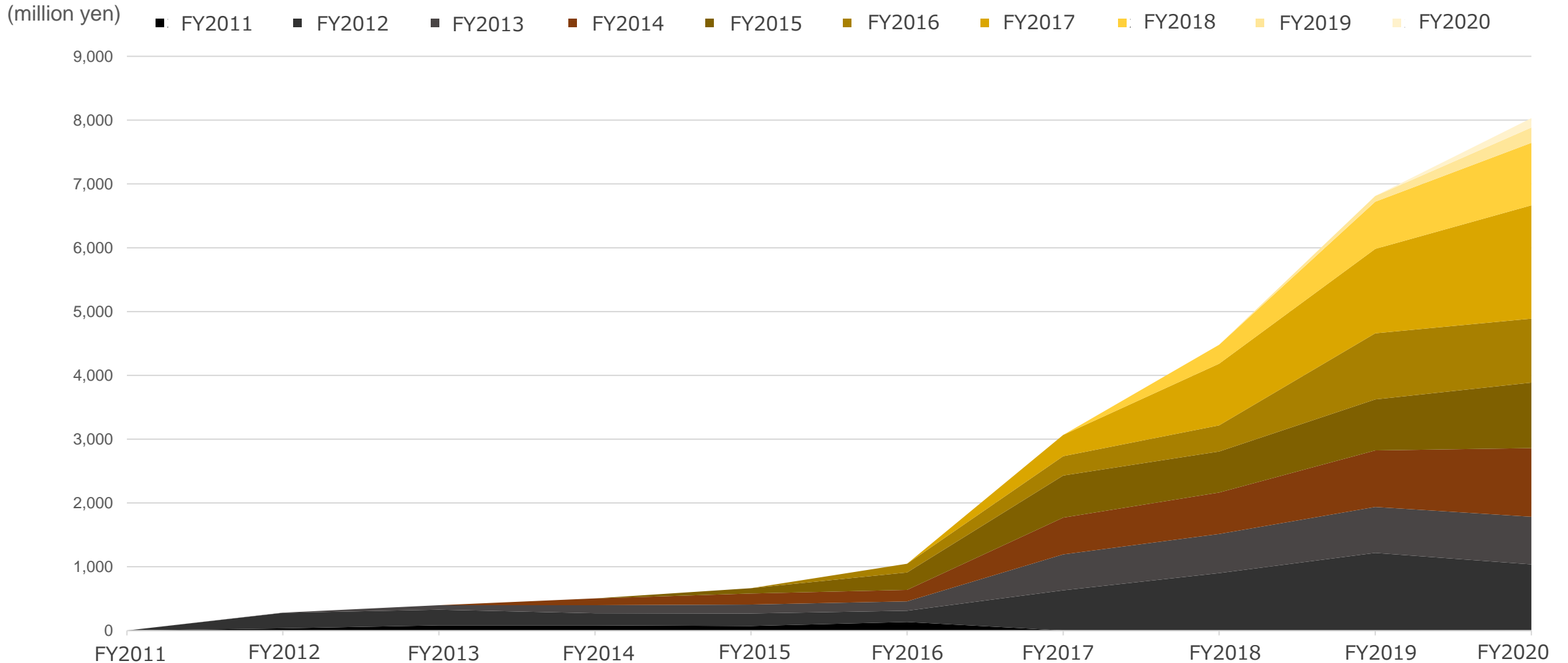


\* One-time sales from Cloud Integration, where sales are recorded at the time of customer acceptance, positioned as one-time revenue, is specified as "Flow Business". Recurring sales from AWS monthly usage fees, monthly charges for proprietary services such as Cloud Automator, licensing fees for continued use of third-party software services, and MSP usage fees and maintenance fees for AWS server monitoring and backup services (all of which entail continued AWS usage by companies) are specified as "Stock Business".

# Lifetime Value



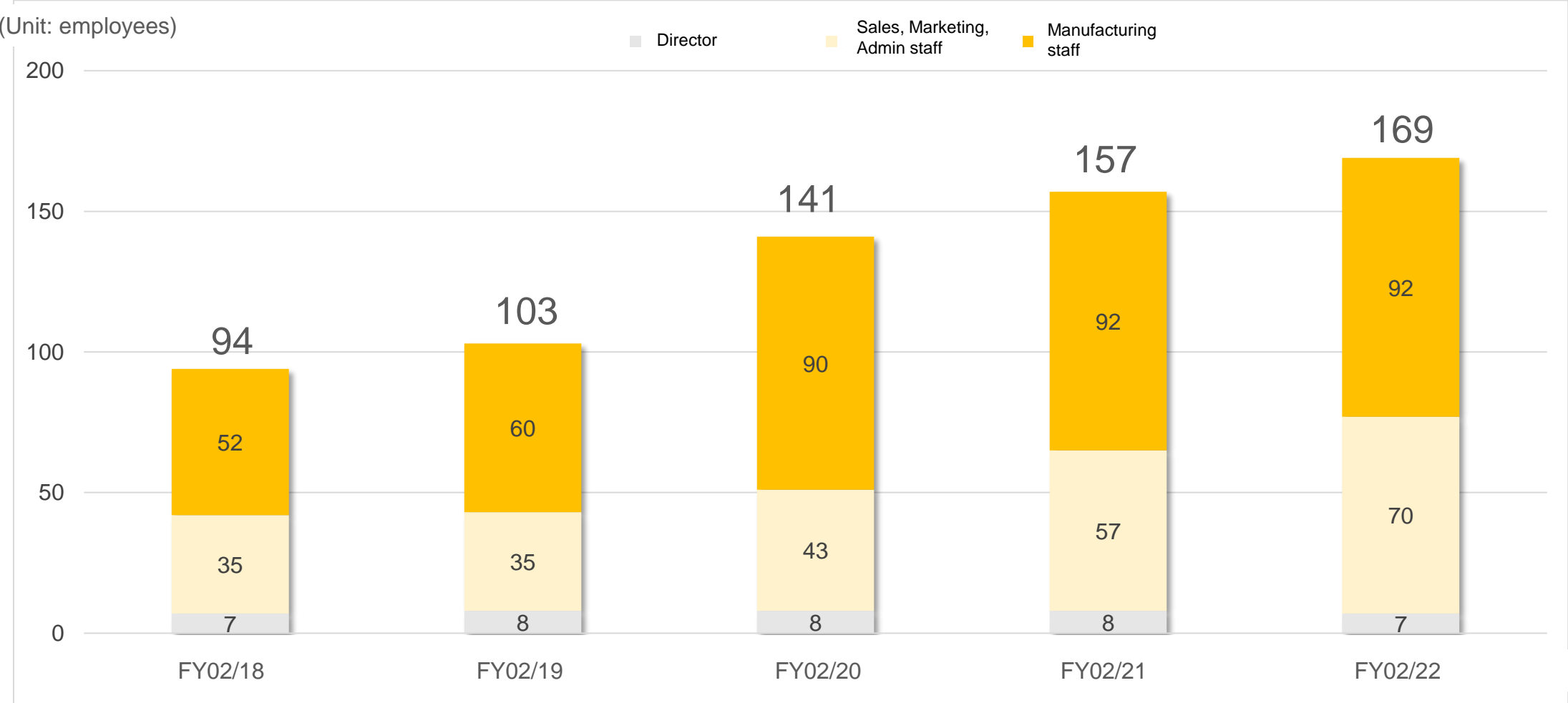
The existing customers, who had been contracted with us, have a trend to **increase our net sales over the years.**



\* The sales revenue before FY2017 is an estimated value based on re-calculated AWS resale revenue using recent results

# Number of Employee Trend

Hiring plan for this year is 33 people (Progress rate: 39.4%).

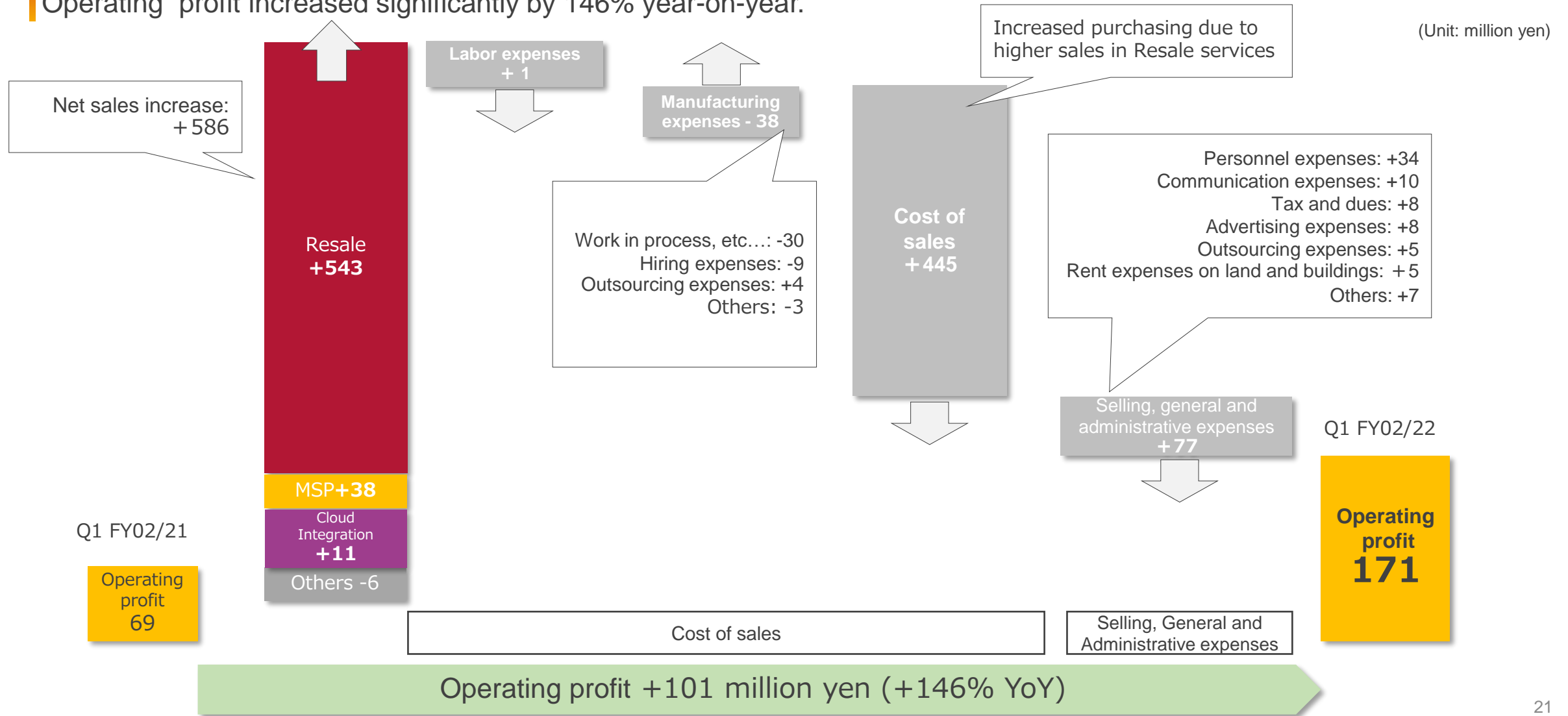


\*FY02/22 figures are for the period from March to the end of May 2021.  
\* The number of employees includes the number of temporary employees (part-time employee)

# Q1 FY02/22 Analysis of Factors Affecting Operating Profit

The purchase cost has increased due to the increase in Resale sales and the labor cost as well as personnel expenses have increased resulting from the active hiring. Absorbed those cost increases with profit.

Operating profit increased significantly by 146% year-on-year.



# Q1 FY02/22 Financial Condition: Balance Sheet (Summary)

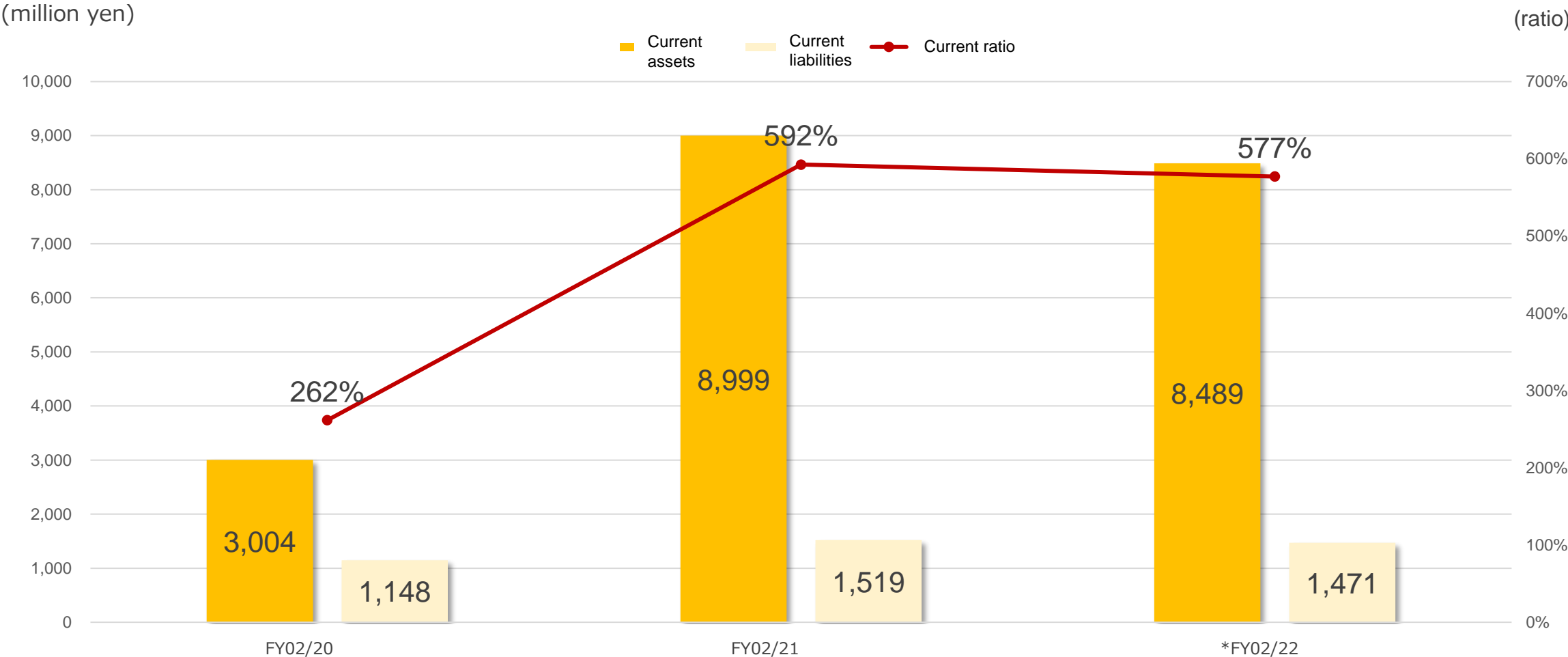
In addition to an increase in "non-current assets" due to the acquisition of investment securities, etc., an increase in "current assets" and "net assets" due to the exercise of employee stock options. Retained earnings are also steadily accumulating.

(Unit: million yen)

	Q1 FY02/21 results	Q1 FY02/22 results	Change
Current assets	8,999	8,489	△ 510
Non-current assets	1,718	2,208	490
Property, plant and equipment	72	70	△ 2
Intangible assets	112	109	△ 3
Investments and other assets	1,532	2,028	496
Total assets	10,717	10,697	△ 20
Total liabilities	1,862	1,783	△ 79
Current liabilities	1,519	1,471	△ 47
Non-current liabilities	342	311	△ 31
Total net assets	8,855	8,914	59
Total liabilities and net assets	10,717	10,697	△ 20

# Current Ratio

Liquidity on hand is in a good shape with the current ratio of 577%.



\*FY02/22 figures are for the period from March to the end of May 2021.

# Company Profile

---



# Company Profile

\*as of 5/31/2021

<b>Company Name</b>	Serverworks Co., Ltd.	
<b>Business Domain</b>	System Planning/Development/Operation utilizing Cloud Computing	
<b>Founded</b>	February, 2000	
<b>Capital</b>	3,211,800,867 yen	
<b>Head Office</b>	Agebacho 1-21, Shinjuku-ku, Tokyo, Japan	
<b>Office</b>	Tokyo office ANNEX, Osaka, Fukuoka, Sendai	
<b>Number of Employees</b>	162	
<b>Management</b>	Ryo Oishi	CEO
	Takashi Hashiba	Senior Vice President
	Hiroyuki Oshio	Senior Vice President
	Mikiya Inoue	Outside Director who is Audit and Supervisory Committee Member (Full-time)
	Yuko Tanaka	Outside Director who is Audit and Supervisory Committee Member
	Ichiro Terajima	Outside Director who is Audit and Supervisory Committee Member
	Hikari Fujimoto	Outside Director who is Audit and Supervisory Committee Member
<b>Affiliated company</b>	Sky365 Co., Ltd.	
<b>Major Shareholders</b>	Board members, TerraSky Co., Ltd., NTT Communications Corporation, NTT DATA Corporation	
<b>Certification</b>	APN Premier Consulting Partner AWS Migration Competency AWS Digital Workplace Competency AWS Managed Service Provider Program AWS Well-Architected Partner Program ISO /IEC 27001 (JIS Q 27001)	

# Management Introduction: Directors



**President & CEO**

**Ryo Oishi**

Oishi graduated from Tohoku University, majored in Economics, and joined Marubeni Corporation, which is one of the biggest “Sogo-Shosha”. He engaged in establishing communication network related subsidiary as well as planning internet related business and sales. In February 2000, he founded the company. After he started AWS business in 2009, Oishi became one of the first Cloud Evangelists in Japan and continue to evangelize Japanese market to use Cloud.

---



**Senior VP**

**Takashi Hashiba**

Hashiba graduated from Tokyo University of Agriculture, majored in Agriculture, and joined wholesale process food company, experiencing sales role. After joining our company in April 2006, he became head of sales and technical department and engaged in a large number of system installations. After starting AWS business, he continued engaging in numerous projects as well and provide huge contribute to expand our business. He became Senior VP in October 2013.

---



**Senior VP**

**Hiroyuki Oshio**

Oshio graduated from Kobe University, majored in Economics, and joined Marubeni Corporation. He engaged in planning and installation of Internet enabled systems. Then, he joined software venture company and became SVP at subsidiary company in abroad as well as General Manager of Marketing. After joined our company in October 2013, he served as a head of Business Development as well as back office team. Oshio became Senior VP in August 2014.

---

# Management Introduction:

## Audit and Supervisory Committee Members (Outside Directors )



**Mikiya Inoue** Full-time

Inoue graduated from Keio University, majored in Engineering, and joined Marubeni Corporation. He worked primarily in the information and communication industry, engaged in a wide range of projects such as time sharing services, international VAN services, mobile communications services, packet switching networks, communications networks for the distribution industry, optical submarine cables, data centers, and ISPs, as well as participating in related M&A projects. He also experienced residence in London and Bangkok. Inoue joined our company as Outside Auditor in May 2018. He became Outside Director in May 2021.



**Yuko Tanaka**

Tanaka graduated from Tokyo University, majored in Law, and joined Toyota Motor Corporation. She joined A.T. Kearney in 2003, engaged in a wide range of consulting projects for major companies, including company-wide strategies, business strategies, new business development, organizational restructuring, cost reduction, and due diligence. Currently, she concurrently assumes the positions of Director at CrowdWorks, Inc. and Outside Director of Audit and Supervisory Committee Members at Spacemarket, Inc. Tanaka joined our company as Outside Director in May 2021.



**Ichiro Terajima**

Terajima graduated from Tokyo University, majored in Engineering, and joined Sekisui Chemical Co., Ltd. He also studied at MIT and established AI venture company inside of the company, experienced wide variety of business roles. He became General Manager of Information Systems Dept. and served as a Chief of Information system group. He Joined TERRANET as a company representative. Terajima joined our company as Outside Director in November 2017.



**Hikari Fujimoto**

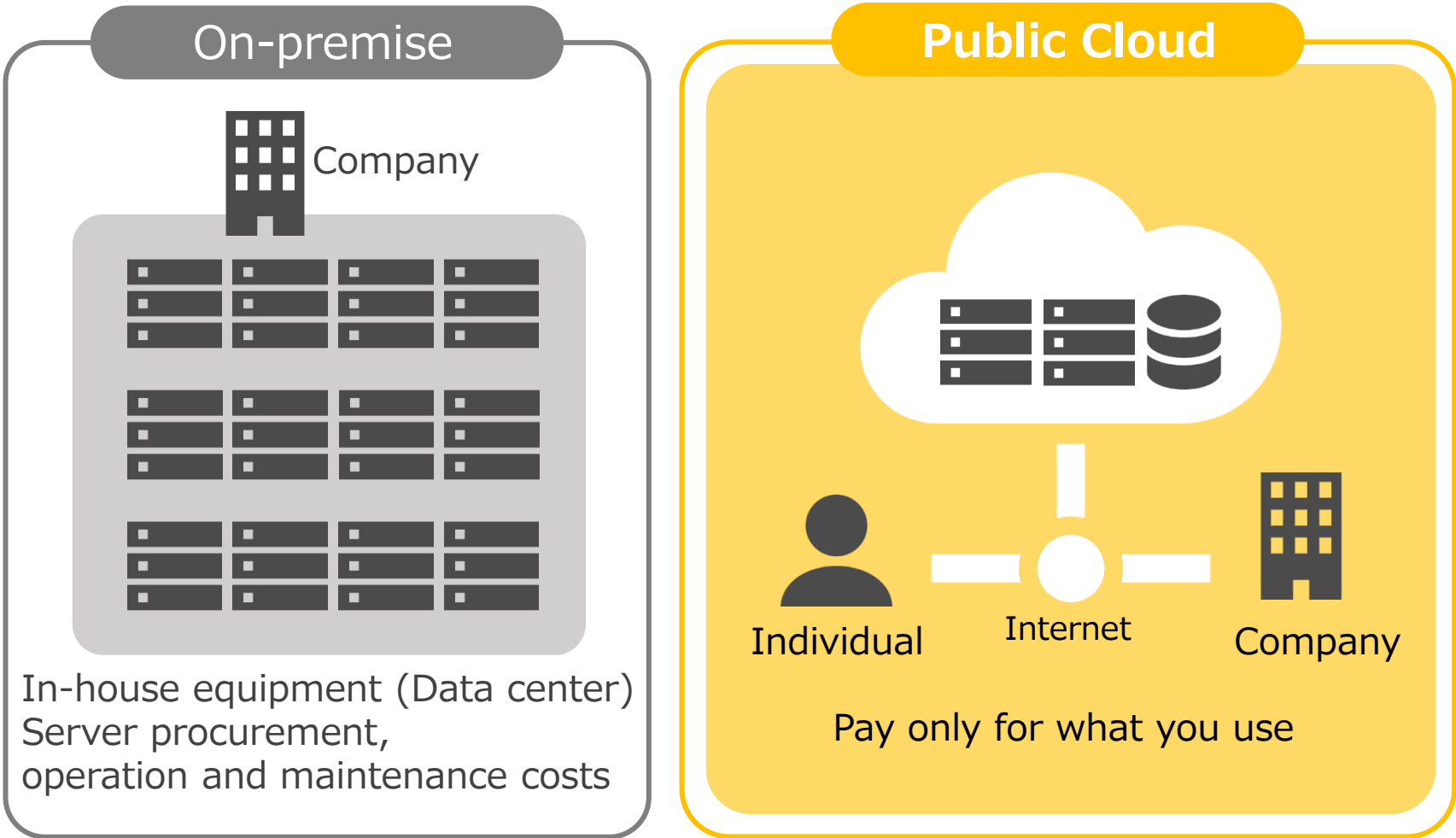
Fujimoto graduated from Keio University, majored in Economics, and joined Tohmatsu & Co. (current Deloitte Touche Tohmatsu LLC). She engaged in accounting audit work and stock listing support services. She opened independently in 2011 and established Hikari Fujimoto Certified Public Accountant Office (current Hikari Fujimoto Certified Public Accountant and Tax Accounting Office) in 2013. She engages in stock listing support, support for the establishment of internal controls, M&A support, and accounting tax advisory for venture companies. Currently, she is an auditor for several companies. She joined our company as Outside Director in May 2021.

# About Amazon Web Services(AWS)

---

# Market environment : About Public Cloud

A method of using software/Database/Server storage and other functions as a service via internet



# Market environment : Public Cloud Classification



## SaaS : Software as a Service

Provide **software package** via internet

### Example

Salesforce, Kaonavi,  
TeamSpirit, sansan etc...



## IaaS : Infrastructure as a Service

Provide **hardware and ICT infrastructure** via internet

### Example

AWS, Microsoft Azure

# Market Environment: AWS Continues to Lead

Selected as a “Leader”, the world’s most visionary and excellent execution ability company, for 10<sup>th</sup> consecutive year at Gartner’s Magic Quadrant for Cloud Infrastructure and Platform Services

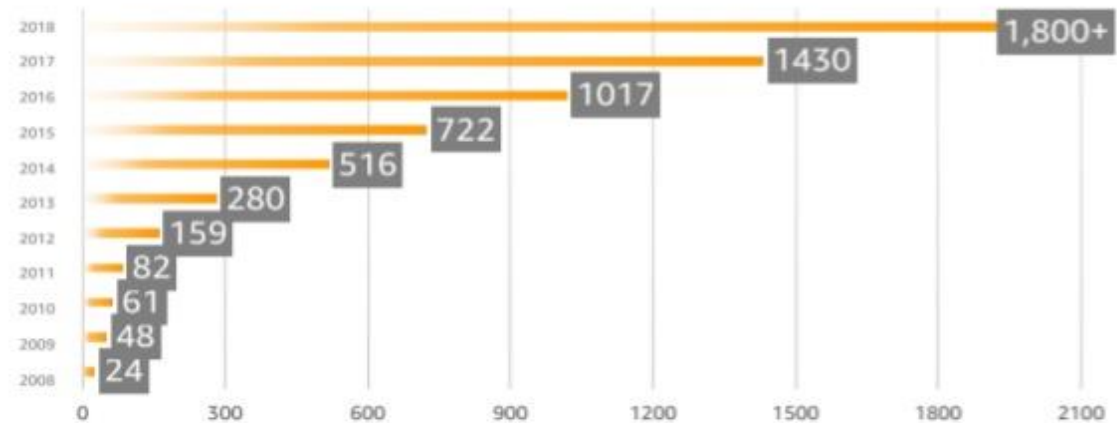
Figure 1. Magic Quadrant for Cloud Infrastructure and Platform Services



A leader in the cloud computing world with largest market share. Based on the customers feedback, the company continues to provide new services and functional improvements one after another.

## AWS' Pace of Innovation

90%+ of those new features were a direct result of feedback from our customers and invest on behalf of customers



Source: [https://aws.amazon.com/jp/blogs/news/aws-named-as-a-cloud-leader-for-the-10th-consecutive-year-in-gartners-infrastructure-platform-services-magic-quadrant/?nc1=b\\_rp](https://aws.amazon.com/jp/blogs/news/aws-named-as-a-cloud-leader-for-the-10th-consecutive-year-in-gartners-infrastructure-platform-services-magic-quadrant/?nc1=b_rp)

Source: <https://www.slideshare.net/AmazonWebServices/awesome-day-2019-keynote>

# Market Environment: AWS Market Share

**AWS still maintains its leadership position**  
in the global cloud market share in 2020.

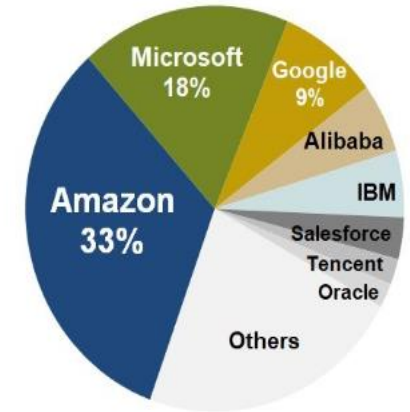
**Table 1. Worldwide IaaS Public Cloud Services Market Share, 2018-2019 (Millions of U.S. Dollars)**

Company	2019 Revenue	2019 Market Share (%)	2018 Revenue	2018 Market Share (%)	2018-2019 Growth (%)
Amazon	19,990.4	45.0	15,495.0	47.9	29.0
Microsoft	7,949.6	17.9	5,037.8	15.6	57.8
Alibaba	4,060.0	9.1	2,499.3	7.7	62.4
Google	2,365.5	5.3	1,313.8	4.1	80.1
Tencent	1,232.9	2.8	611.8	1.9	101.5
Others	8,858	19.9	7,425	22.9	19.3
<b>Total</b>	<b>44,456.6</b>	<b>100.0</b>	<b>32,382.2</b>	<b>100.0</b>	<b>37.3</b>

Source: Gartner (August 2020)

Source: <https://www.gartner.com/en/newsroom/press-releases/2020-08-10-gartner-says-worldwide-iaas-public-cloud-services-market-grew-37-point-3-percent-in-2019>

**Cloud Infrastructure Services Market**  
(IaaS, PaaS, Hosted Private Cloud)



Market Share Q2 2020

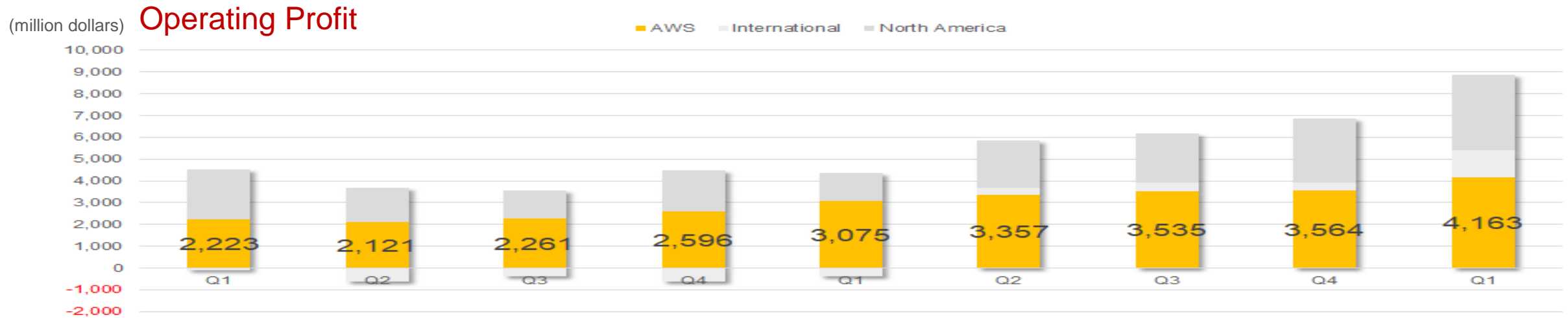
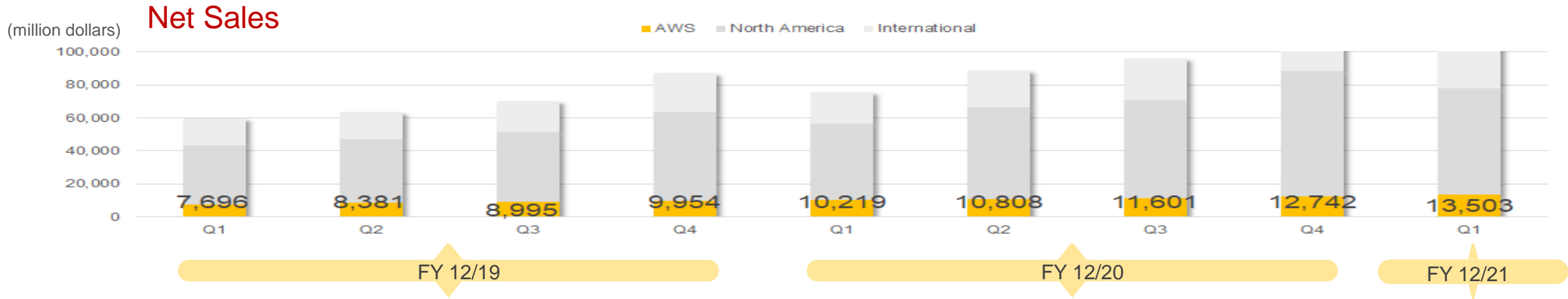
Source: Synergy Research Group

Source: <https://www.srgresearch.com/articles/quarterly-cloud-spending-blows-past-30b-incremental-growth-continues-rise>



# Market Environment: AWS Growth and Profitability

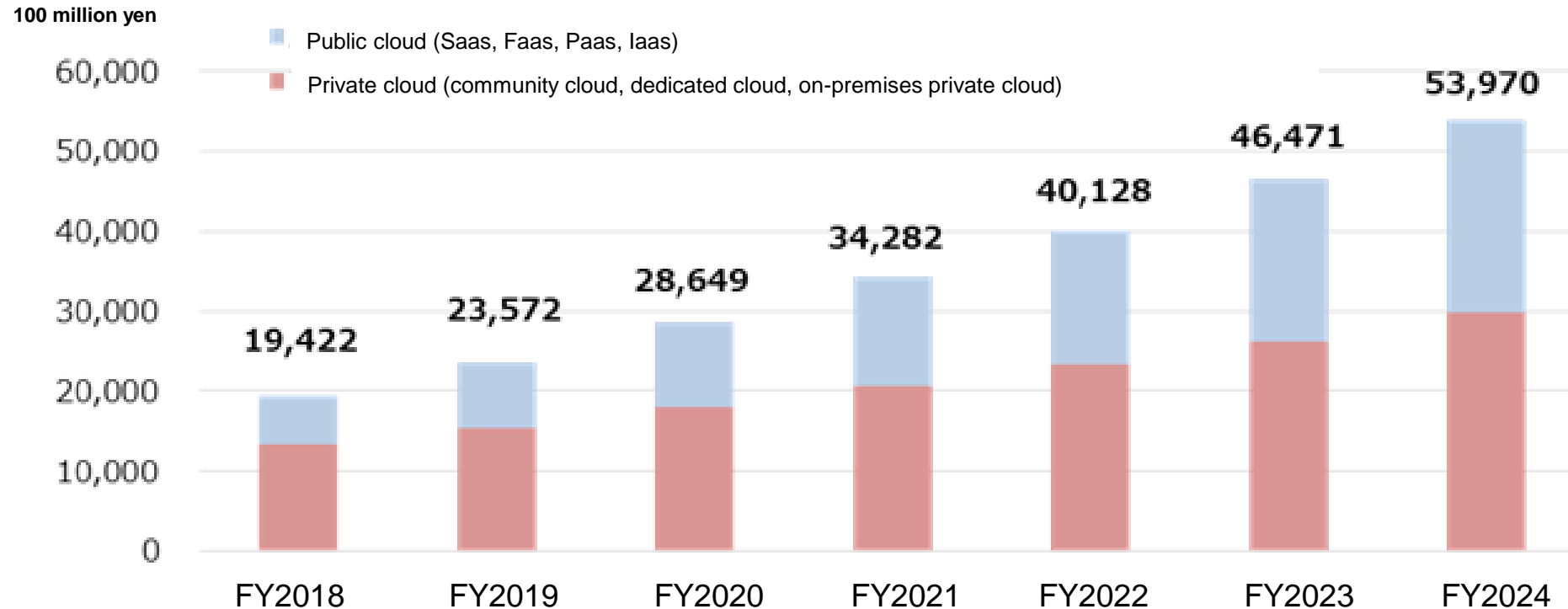
AWS continues to grow sustainably. **Operating profit is about 47% of Amazon's total operating profit.**



# Market Environment: Size of Japanese Cloud Service Market

The Japanese cloud service market was valued at 2.4 trillion yen (+21.4% YoY) in FY2019, with the public cloud market accounting for 812.1 billion yen (+34.1% YoY).

The growth momentum is projected to continue in FY2020 and beyond, and the public cloud market is projected to expand to roughly **2.4 trillion by FY2024 (CAGR of 24.4%)**.



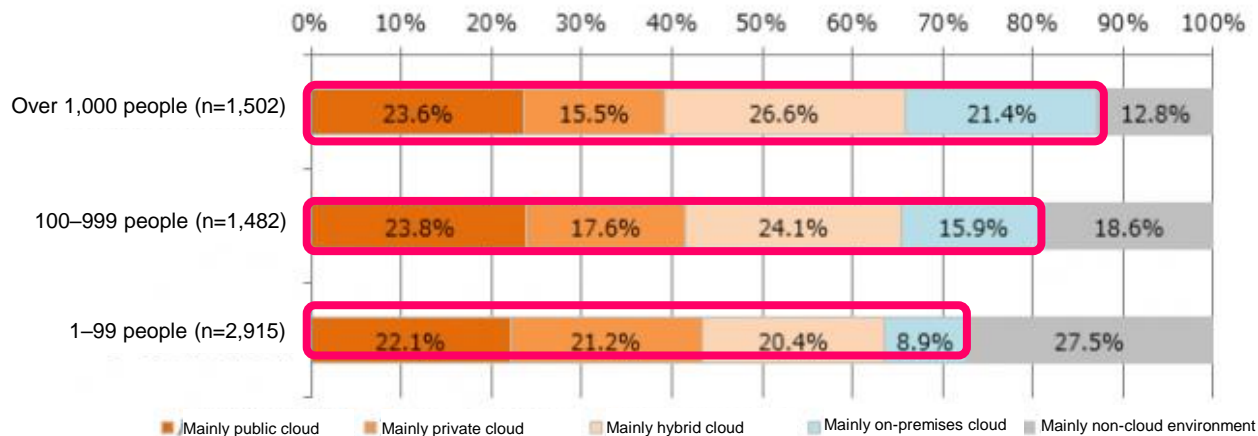
Source: <https://www.m2ri.jp/release/detail.html?id=434>

# Market Environment: Size of Japanese Cloud Service Market

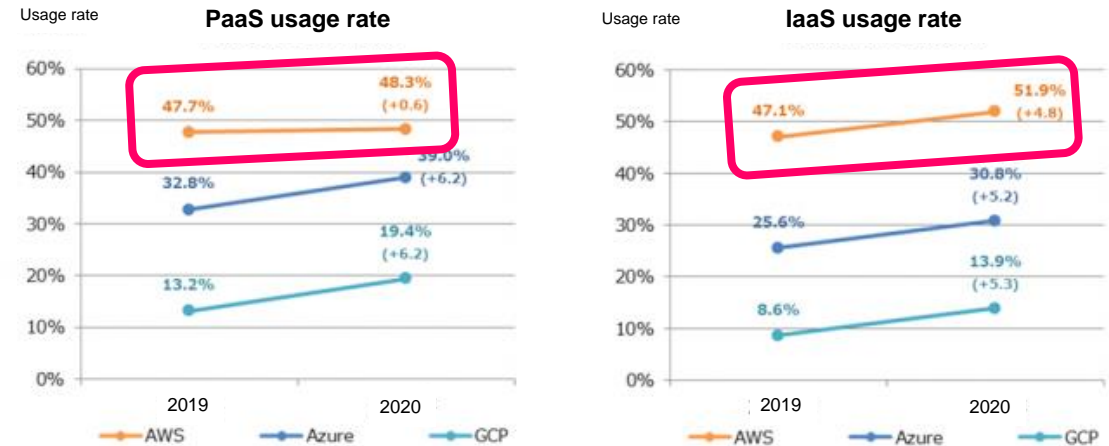
The three leading cloud companies (AWS, Microsoft Azure, and GCP) continue to see growth in service usage. **AWS remains the leader** in the PaaS and IaaS markets.

In the IaaS market, which offers solutions often used by companies migrating from an on-premises environment, AWS leads with a usage rate of 51.9% (+4.8% YoY), and **over half of the Japanese companies adopting an IaaS solution opt for AWS.**

[Configuration policy for new systems]



[Service usage rates for AWS, Microsoft Azure, and GCP]



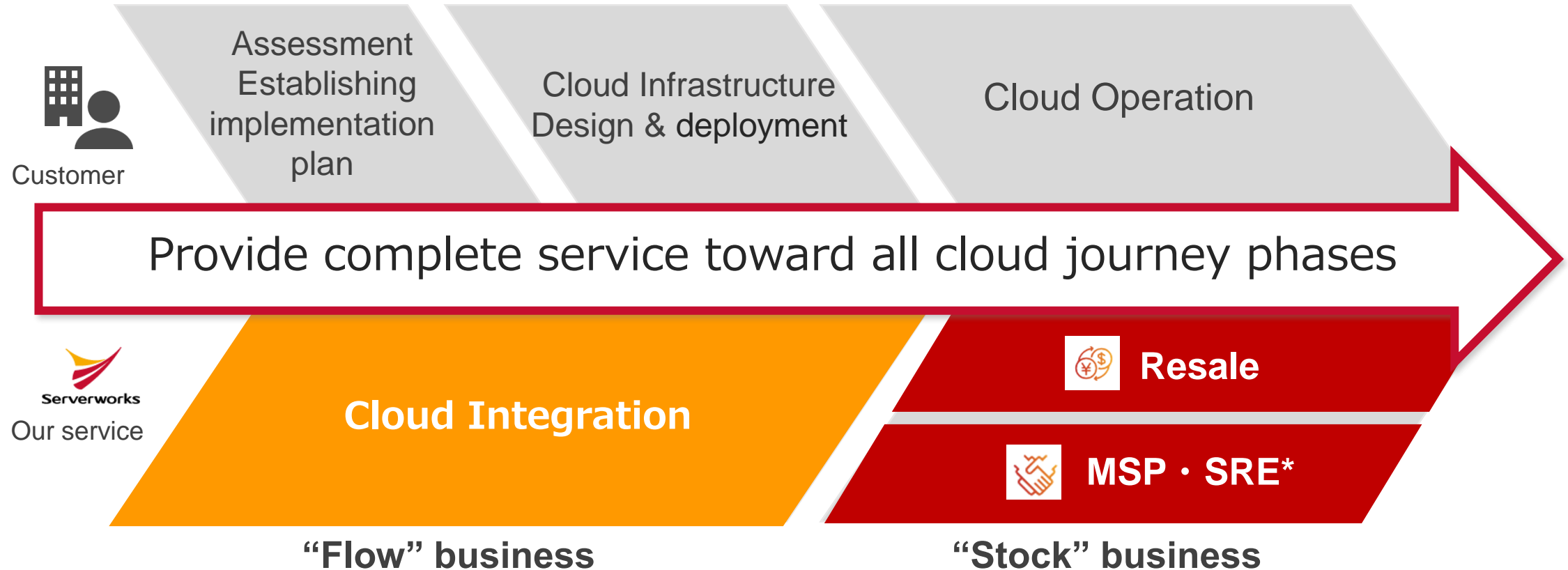
Source: <https://www.m2ri.jp/release/detail.html?id=434>

# Our Business Model

---

# Business Model

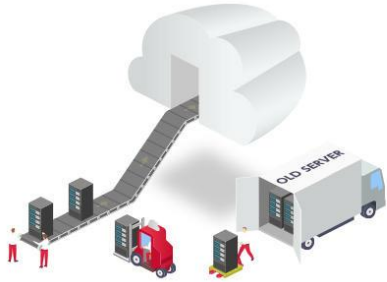
Provide complete services for cloud journey, from **Cloud strategy consultation** to **actual deployment and migration** as well as **post-migration operating services**.



\*SRE: Site Reliability Engineering. A concept advocated by Google Inc. in 2003 to operate an expanding large-scale IT system. The mission is to improve performance, availability, elasticity, security, etc. in order to secure the reliability of the IT system and build a system that can be continuously improved by introducing various tools and strengthening collaboration with customers.

# Core Service Overview

**Providing variety of services** around AWS.



## Cloud Integration

Providing service to create Cloud migration strategy for migrating the system, which has been managed in on-premise environment, to cloud environment, as well as Infrastructure design, Establishment/deployment support services. We provide optimum design for customers from setting business objectives using Cloud, to actual migration, operation planning after cloud implementation.



## Re-sale

We are reselling AWS centered cloud services to our customers as a solution which we add our unique values.

Especially, we develop and provide our unique application, “Cloud Automator”, a service that automates AWS operations, to our customers. By combining these solutions with AWS, we maximize the benefit of AWS to our customers.

## MSP (Managed Service Provider)

We provide 24x7 operation services, such as system performance monitoring, failure monitoring, recovery operation in the event of a failure, back-up operation for quick recovery from the failure, and security patches application for AWS infrastructure to middleware level.

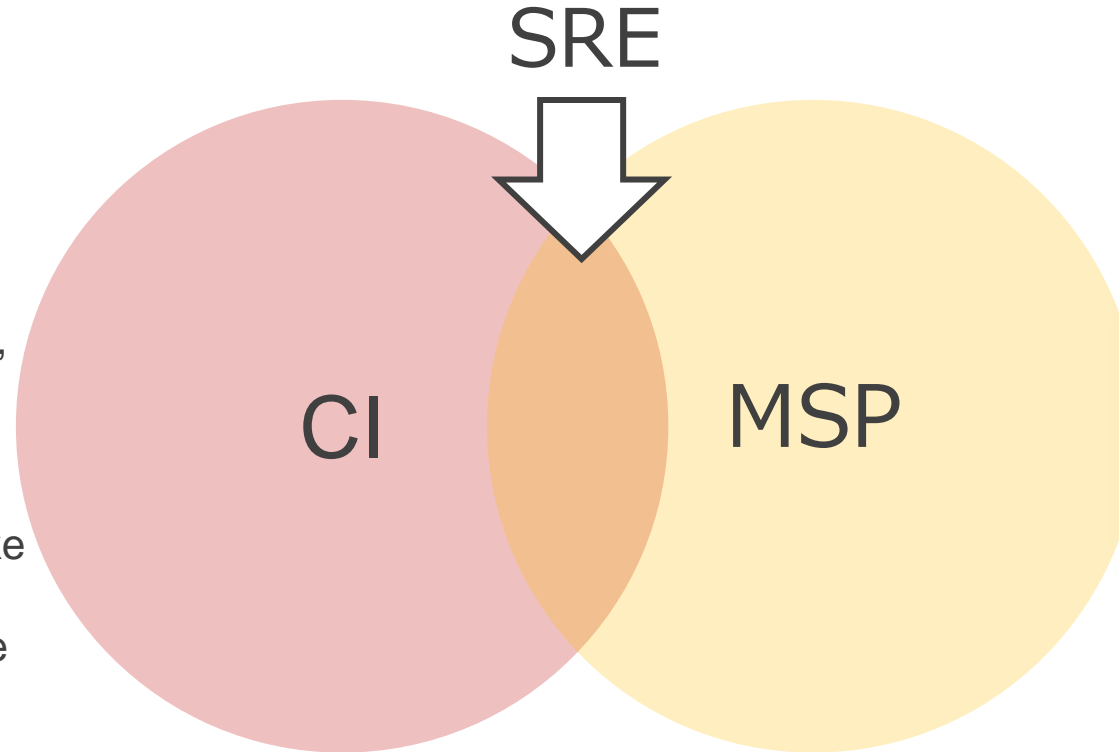


# Difference between SRE and Conventional MSP

For specific large customers, we **set up a dedicated team** to support customer needs which cannot be handled by the standard MSP service and **provide service from system construction to operation and maintenance.**

## Cloud Integration

- Mainly provide support for migrating from on-premise environments to the Cloud, regardless of new/existing customers.
- After completing the cloud migration, our MSP will take after the customer, when customer ask us to provide operation/maintenance services.

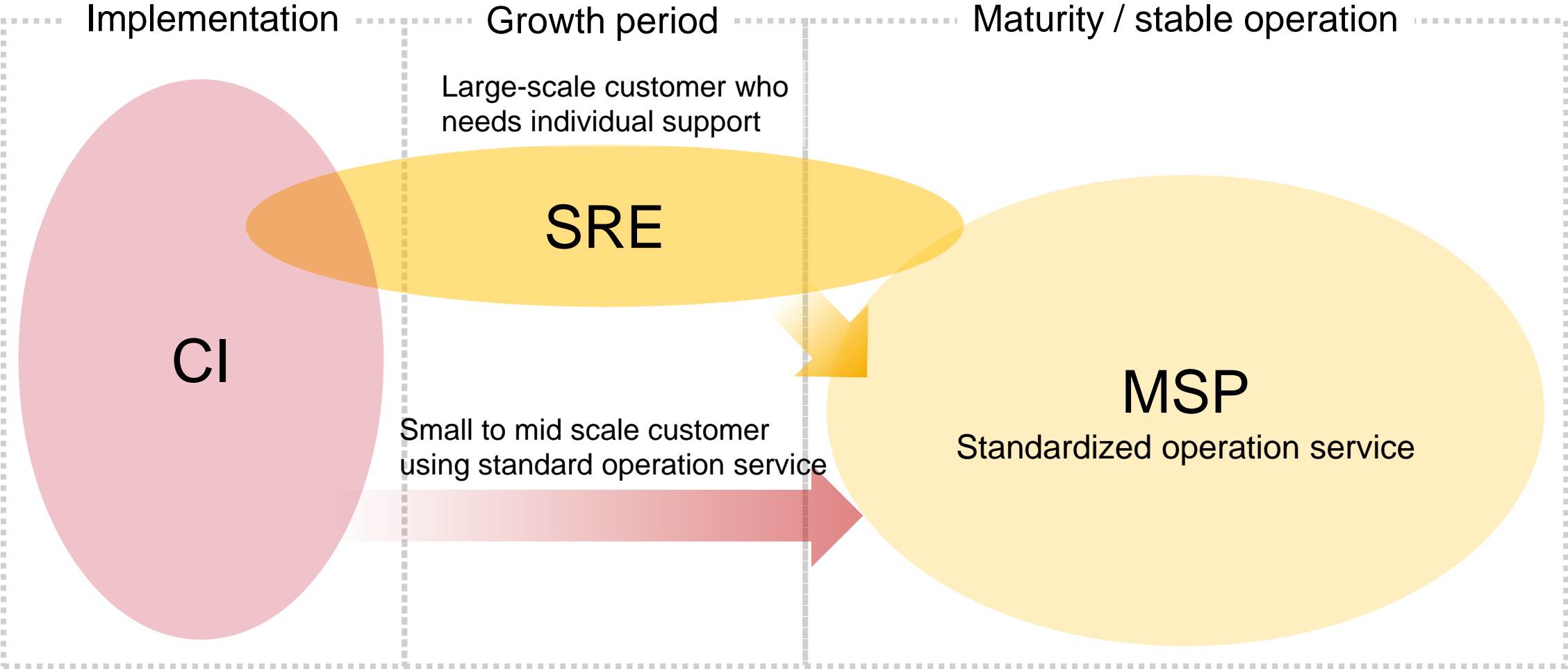


## MSP

The standard operation service specialized for the Cloud environment, which we have been providing to customers.

# Cloud Migration Lifetime

In the process from initial implementation(migration) to stable operation, the **importance of SRE**, which supports customers unique needs, is increasing.





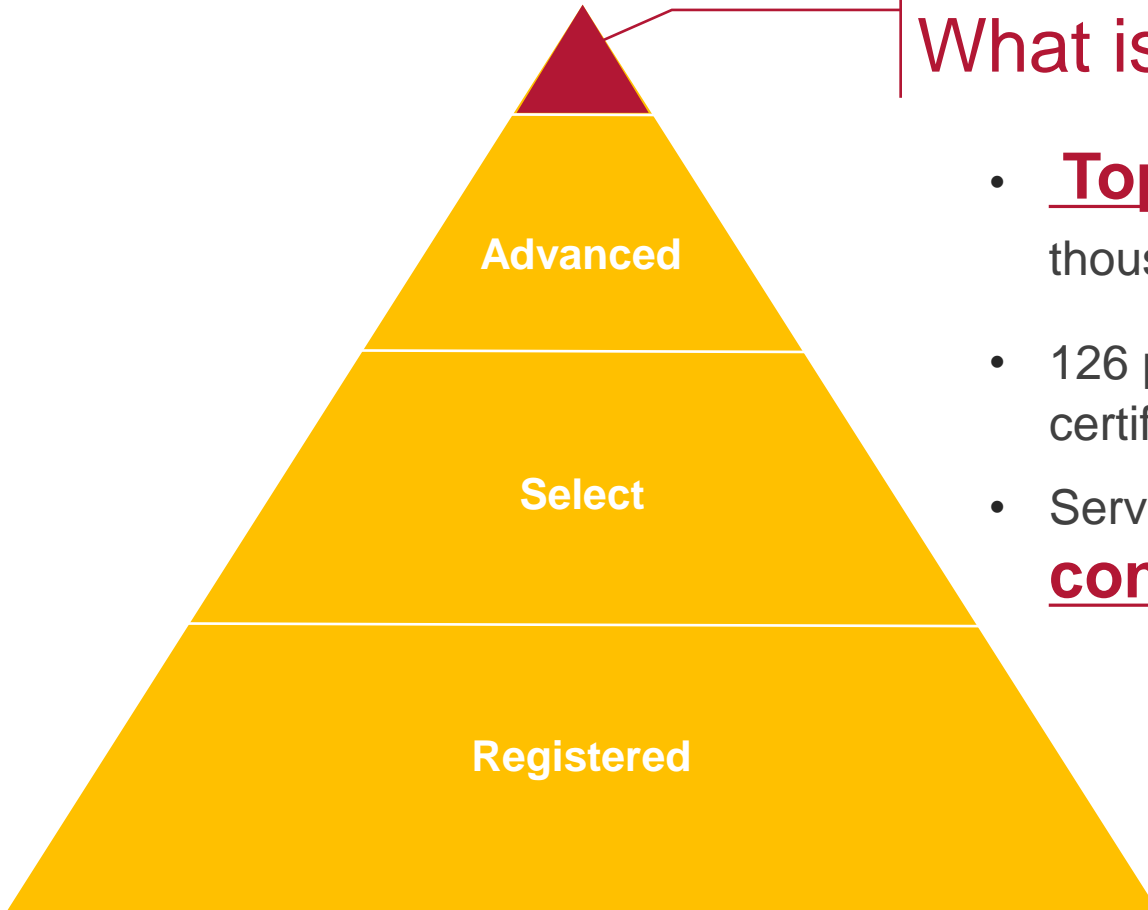
# Business Model Diagram



Our Strength

---

# Unique Strengths ① AWS Certified Top Tier Partner



## What is a Premier Consulting Partner?

- Top-tier partner certified among tens of thousands of AWS partners
- 126 partners worldwide, only 10 companies certified in Japan
- Serverworks has retained certification consistently since 2014

※ Iret, Inc. , ITOCHU Techno-Solutions Corporation, SCSK Corporation, NTT Data Corporation, Classmethod, Inc. , Serverworks Co., Ltd., TIS Inc. , NEC Corporation, Nomura Research Institute, Ltd., Fuji Soft Inc.

# Unique Strengths **2** Advanced Technical Capabilities

\* As of May 31, 2021

Employing **many highly skilled engineers with advanced expertise** backed by AWS certifications

(people)

**53 - Solution Architect Professional**

**31 - DevOps Engineer Professional**

**88 - Solution Architect Associate**

**54 - Developer Associate**

**60 - SysOps Associate**

(people)

**36 - Security Specialty**

**13 - Big Data Specialty**

**27 - Advanced Networking Specialty**

**8 - Machine Learning Specialty**

**20 - Alexa Skill Builder Specialty**

**13 - Database Specialty**

**7 - Data Analytics Specialty**

# Unique Strengths **2** Advanced Technical Capabilities

Receive various certifications from AWS for our high technical skills and our achievement in specific fields.

## AWS Managed Service (MSP) Partner

The partner who can provide total AWS cloud services from planning/designing to actual building/migrating as well as operation and optimization as a business solution to customers. Since we have received MSP partner certification in 2014 as a 1<sup>st</sup> partner in Japan, we have been **continuously receiving the certification**, meeting strict auditing standards released in 2019.

## AWS Migration Delivery Partner

The partner who can **assist customers at each stage of migrating existing applications to AWS** and provide staff, tools and education as part of **professional services**.

## AWS Digital Workplace Competency

A technical certification program for AWS partners with proficient technology and a proven track record of **leading customers successful** in specialized solution areas. Awarded to partners who have expertise in AWS desktop and application streaming solution projects and have a track record of providing those solutions to customers. We are **the 1<sup>st</sup> partner in Japan** to achieve completion of the program.

## AWS Well-Architected Partner Program

The partner who can appropriately evaluate customer's AWS architecture **by actively using AWS Well-Architected framework** backed by in-depth knowledge related to AWS implementation support as well as numerous actual project experiences.



# Unique Strengths ③ Solid Track Record

Track record of over 10,500 projects for over 910 companies\*, mainly medium-sized and large companies.

KOKUYO



J.フロントリテイリング

MIZUHO

みずほ銀行

AGC

pal\*system

Eat Well, Live Well.



BELSYSTEM24

CLAVIS  
Company

近鉄不動産

人・企業・社会の未来を創る  
Funai Soken Holdings

Hitz 日立造船株式会社  
Hitachi Zosen

intage  
THE INTELLIGENCE PROVIDER

IDOM Inc.

jutec

NTT SMILE ENERGY

Lancers

Marubeni

あしたがつてきに!  
東邦ガス

NIKKO CHEMICALS

JAM STUDIO  
音楽するみんなのたのしみオンライン音楽スタジオ

ひととき、輝く  
TOKYU SPORTS  
OASIS

TAKAMIYA

YOKOGAWA

snow peak  
outdoor lifestyle creator since 1958

集英社

MEINAN  
Meinan Consulting Network  
税理士法人名南経営

YAMAHA

NEVER SAY NEVER  
ロート製薬

アデランス

漢検

久原  
久原本家

ベルーナ

TV TOKYO COM

unicharm

琉球銀行

ワールドホールディングス

\*As of May 31, 2021

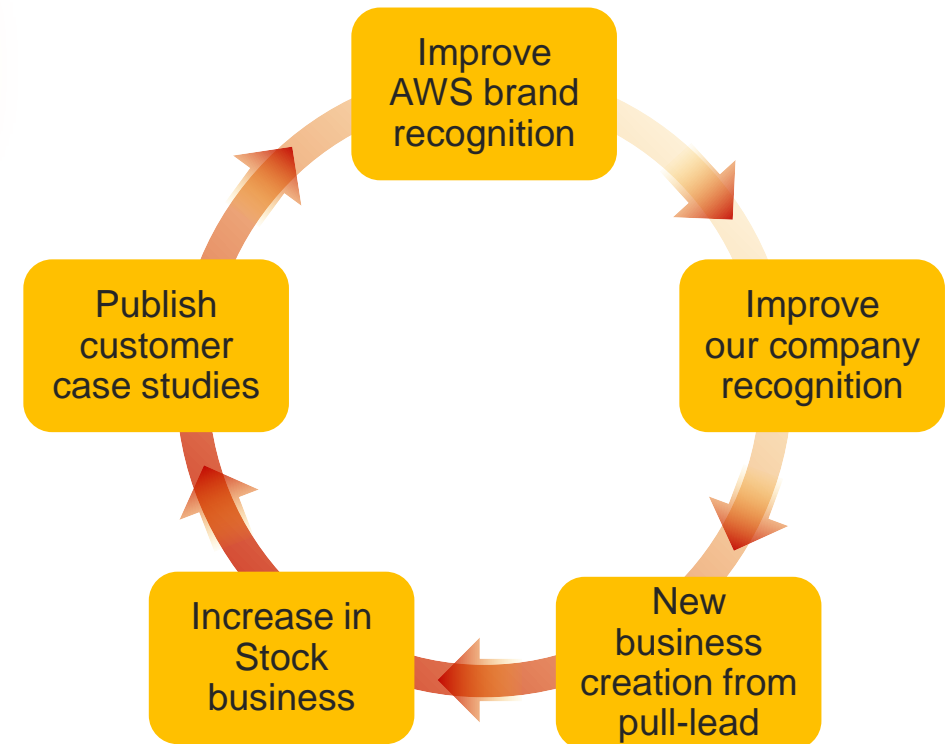
# Unique Strengths **4** Front Runner advantage

Maintaining and expanding the growth cycle of increasing stock businesses by leveraging our name recognition in the AWS industry as a leading company.

A virtuous cycle has been created in which **our business growth is further accelerated** by cooperation with AWS.

As AWS, led by a powerful Amazon brand, has grown by **40+%** compared to last year, **our company recognition** as the highest ranked AWS partner **has been continuously improving** as well. This situation leads to create pull-lead<sup>(\*)</sup> for receiving AWS implementation support project orders and leading to grow our stock businesses.

We publish more than 10 of these cases annually and this creates virtuous cycle that further raises AWS visibility in the enterprise market.



\* The situation that customers are coming to us, instead of aggressively reaching out to customers from us

# Unique Strengths **5** Our Original Service “Cloud Automator”

Based on our depth knowledge in AWS constructions and operations, we develop original AWS operation automation service and provide it to our customers.

Contribute to **both low-cost & high-quality operations** and increase in **Cloud Integration project orders**.



## Feature 1

(Job Automation feature)

### Automate AWS Operation



Automate AWS essential operations such as back-up, Instance start/stop, etc...

## Feature 2

(Configuration review feature)

### Automatic AWS Config check



Periodically review AWS resources to check whether it is configured based on designated rules



# Unique Strengths **5** Our Original Service “Cloud Automator” Examples:

**AGC**

We have a track record of evolving services and specifications in response to changes in AWS as well as user demands. We transfer our know-how and experiences to internal resources

**IDOM Inc.**

Implement Cloud Automator for addressing automation, standardization, simplification, efficiency, and risk elimination of AWS operations

**Marubeni**

To improve IT governance, we decided for full adoption of AWS  
By combination of using Cloud Automator, it enables to achieve both operation automation and operation efficiency at the same time

**YOKOGAWA** 

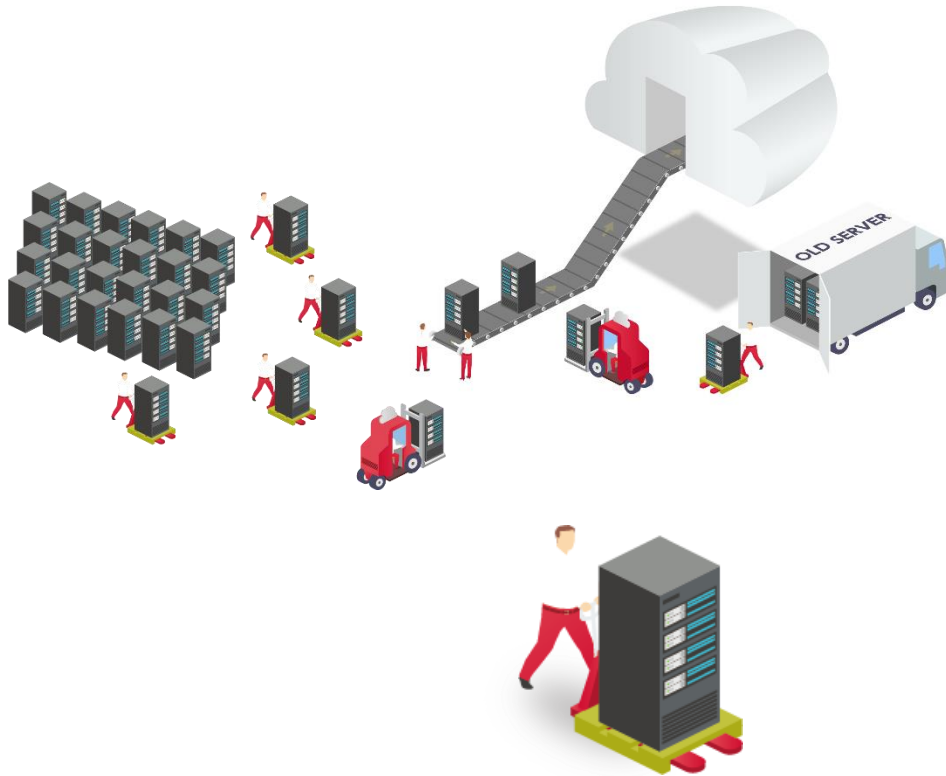
Optimizes costs by automatically switching to the DR site by automatically launches instances, only when needed, by using Cloud Automator

# Growth Strategy

---

# Growth Strategy: Winning Large Migration Projects

In Japanese market, more than half of the companies still do not use Cloud. We will continue to accelerate growth by acquiring large-scale cloud migration projects that have not yet been cultivated.



An advisor who has a track record of implementing AWS in the financial field will identify the issues and clarify the items and while providing practical cooperation as necessary, advisor will support the customers to make sure to enjoy the benefits, such as speeding up the businesses as well as mitigation of IT system operation load, based on implementing public cloud.

# Growth Strategy: Support to Establish New Normal Work Style



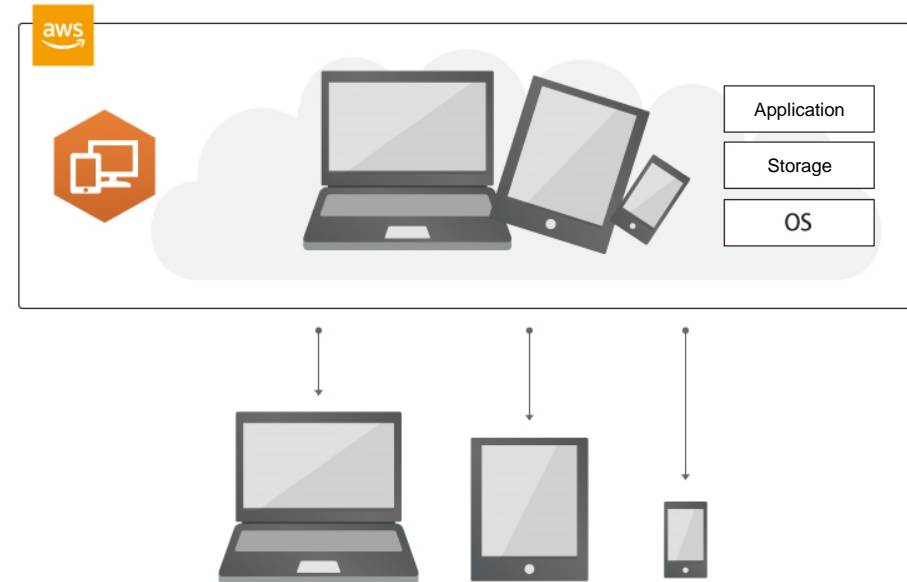
Leverage Amazon WorkSpaces, build company-wide telework environment in just 3 weeks



NTT Smile Energy Inc. Has built a company-wide telework environment in just three weeks by utilizing AWS Client VPN and Amazon WorkSpaces. In addition, the company implemented Amazon Connect to improve call center operations and transformed it to cloud based call center. Operators involved in telephone support operations can now work telework basis.



Implement more than 1,000 Amazon WorkSpaces for expanding telework environment



To expand the telework environment at Yokogawa Electric Corporation, we supported to build 1,400 Amazon WorkSpaces environment. Detailed design started in mid-March 2020, and 1,000 units were built by beginning of April, which was less than a month. After that, gradually built and supported the implementation and 1,400 Amazon WorkSpaces environment were established by mid-May.

# Growth Strategy: Provide New Services Using Cloud

pal\*system

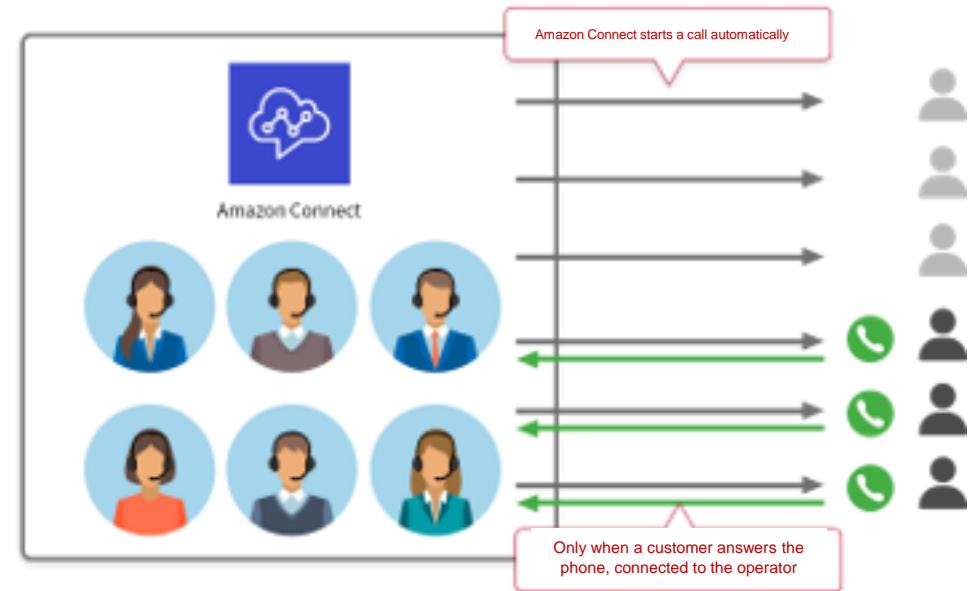
Build an automatic telephone order dialing system using IVR (Interactive voice response) provided by Amazon Connect



Built an automatic telephone order dialing system utilizing Amazon Connect for Pal System Co-op Federation. It greatly contributed to automate the response to support sudden increase of the order calls due to the request to refrain from going out caused by COVID-19 spread.

SHINSEI BANK

A trial is in progress to automate existing outbound call operations with Amazon Connect



A trial of Amazon Connect is in progress to improve number of outbound calls and dialogs. Enabled to reduce the routine burden on operators and create a follow-up system for customers.

# Caution for forward-looking statements

The materials and information provided in this announcement include so-called “forward-looking statements”. These are based on current expectations, projections and risky assumptions, and include uncertainties that could result in different result from these statements.

These risks and uncertainties include general industry and market conditions, and general domestic and international economic conditions such as interest rate and currency exchange fluctuations.

In the future, even if there is a new information and/or a future event, we are not obligated to update or modify the “forecast information” including in this announcement.



Serverworks