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

Setsuo Shibahara
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, 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.

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
- Advanced managed services
  - 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.
- Security-risk management 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.

Network and Security operations centers
Our experts in cyber security protecting customers' information

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
- 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.

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
- Installation services
  - We provide maintenance services not only for Hitachi products but also for IT products from other Japanese and overseas vendors. Our services extend to even non-IT equipment, such as photovoltaic panels, farm equipment, robots (collaborative robots), and drones.

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
- 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 recordings of inquiries available to customers so that they can use them for preventive maintenance.
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**

**Maintenance system for social infrastructures**
We provide maintenance support for roads and water supply and sewage systems. Preventive maintenance reduces overall maintenance and repair costs and extends asset life.

**Facility monitoring services**
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.

**Support for field inspection**
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.

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

**Resident-information management system**
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.

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

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

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.
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.

- **Integrated management service for drone operation**
  
  The service makes use of cloud platforms and service sites throughout Japan to provide drone operation and photography services, as well as analysis and processing of the images taken by drones, and the storage and management of data. This service also provides support for linking this data with business systems.

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**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.

**Wholesaling and retailing**

- **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.

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

We help small and midsize manufacturers, wholesalers, and retailers drive a competitive advantage through our end-to-end support services.
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.
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 Southeast Asia, India, 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 cultures.

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 Southeast Asia, and India 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.

Network Operations Center Security Operations Center
These centers monitor customers’ networks and systems 24/7 to keep them running smoothly.

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

Sales offices
We work with Hitachi Systems Group companies in expanding into the global market and grow their business.

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

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.
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’ Sustainability 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.

Sustainability 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.

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 customers

<table>
<thead>
<tr>
<th>Action</th>
<th>Do</th>
<th>Performing the measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan</td>
<td>Using customer feedback to further improve services</td>
<td></td>
</tr>
</tbody>
</table>

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.

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.
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.

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**History**

**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.

**The new, integrated security operations center (SOC) known as the SHIELD Integrated SOC is now operational**

The SHIELD Integrated SOC is a security operations center established in October 2017. The SHIELD Integrated SOC expands the monitoring services of security operations provided by the Hitachi Systems SOC. The services, which previously applied only to the IT field, now also cover the OT and IOT fields. This allows the Integrated SOC to support the increasingly diverse business environments of customers. The SHIELD INTEGRATED SOC also utilizes our company’s unique security information collaborative network to support the speedy resolution of customers’ security incidents. The network includes organizations such as the globally positioned Hitachi Systems Group SOC, the Hitachi Group, and external agencies.

**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, Shinagawaku, Tokyo
Representative: Setsuo Shibahara, 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: 9,823 (as of March 31, 2019, non-consolidated) 18,608 (as of March 31, 2019, consolidated)
Approved Licenses and Certifications: ISO9001
Sales (in millions of yen)

<table>
<thead>
<tr>
<th>Year</th>
<th>non-consolidated</th>
<th>consolidated</th>
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<tbody>
<tr>
<td>2016</td>
<td>381,762</td>
<td>455,516</td>
</tr>
<tr>
<td>2017</td>
<td>393,294</td>
<td>478,764</td>
</tr>
<tr>
<td>2018</td>
<td>403,271</td>
<td>499,527</td>
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</tbody>
</table>

Sales by line of business (non-consolidated, unit: million yen)

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2018</th>
<th>FY2017</th>
<th>FY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility services, etc.</td>
<td>30.0%</td>
<td>30.4%</td>
<td>30.0%</td>
</tr>
<tr>
<td>System Integration</td>
<td>16.8%</td>
<td>17.2%</td>
<td>16.8%</td>
</tr>
<tr>
<td>System operation</td>
<td>43.6%</td>
<td>43.8%</td>
<td>43.6%</td>
</tr>
</tbody>
</table>

Organization Chart

As of April 1, 2020

Positioning of Hitachi Systems within the Hitachi Group

Major Qualification Holders

As of March 31, 2019

Professional engineer (excluding assistant): 36
IT strategy: 37
Network specialist: 47
ISO/IEC Certified System Security Specialist: 618
Information technology: 1,786
First-class electrical engineers: 5
First-class mechanical engineers: 37
First-class building operation and management engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
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First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128
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First-class electrical and mechanical engineers: 128
First-class electrical and mechanical engineers: 128

Notes:
- 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.
- For fiscal year ended April 30, 2021 (as of March 31, 2021)
- The names of the licenses and certifications have been translated in-house, and are not official.
**Directors and Executive Officers**

- President and Chief Executive Officer: Setsuo Shibahara
- Executive Vice President and Executive Officer: Hiroyuki Uigawa
- Senior Vice President and Executive Officer: Yashinori Okami
- Senior Vice President and Executive Officer: Hiroshi Kitahara
- Senior Vice President and Executive Officer: Taichi Shiozawa
- Vice President and Executive Officer: Masahiro Amano
- Director (part time): Kenichi Akino
- Director (part time): Masayoshi Ima
- Director (part time): Naoki Ono
- Director (part time): Akira Sakai
- Director (part time): Takahiro Yoda
- Director (part time): Yasushi Yoshida
- Auditor: Ryoji Sasaki
- Auditor: Kazuhiro Nishijima
- Auditor (part time): Kenichiro Kosugi
- Vice President and Executive Officer: Masayoshi Ogawa
- Vice President and Executive Officer: Toshio Kuwahara
- Vice President and Executive Officer: Yasunori Tashiro
- Executive: Sadahiro Ishikawa
- Executive: Nobuaki Satoh
- Executive: Shintaro Suzuki
- Executive: Kenji Tatsumi
- Executive: Hirotoshi Terao
- Executive: Munehiro Hashimoto
- Executive: Takashi Maeda
- Executive: Tatsuya Mizoguchi
- Executive: Masaki Yamaoka
- Executive: Keizo Watanabe

As of April 1, 2020

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**Lumada**

Lumada is Hitachi’s advanced digital solutions, services, and technologies for turning data into insights to drive digital innovation. 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.

**Lumada turns data into insights to drive digital innovation**

**Customers**

**OT Assets**

Co-creation

Domain expertise

Platform products and technologies

**IT Assets**

Building on Hitachi’s expertise in IT, OT, and business/consumer products

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To learn more about subjects discussed on each page, access the information from the QR code shown at the bottom of each page.

Scan the QR code with your smartphone or tablet and you will be automatically taken to a website that provides additional information about the subject.

(You must have a QR reader application installed in your device to read a QR code.)

**How to read a QR Code**

Launch a QR reader application on your smartphone or tablet and hold the device horizontally 10 to 15 cm above the QR code for 2 to 3 seconds. With a ring and vibration, the application will notify you that it has read the data and will take you to the website.