Special Issue on "Achievements through Co-Creation with Clients in Solving Social Issues and Supporting Future Society"

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1 Global Trends and Environmental Changes During Medium-Term Business Plan (FY2023-FY2025)

From 2023 to 2025, the world has undergone major changes. Initiatives toward SDGs are expanding, and environmental awareness, such as the importance of carbon neutrality and circular economy, is growing in all areas of life and business. Furthermore, the impacts of declining population and aging society are becoming apparent not only in Japan but around the world, making productivity improvement, regional revitalization, and the enhancement of healthcare and welfare urgent issues.

The digital society is also accelerating rapidly, and the fruition of a smart society supported by AI, IoT, robotics, 5G/6G communications, and cloud technology is dramatically transforming lifestyles and industrial structures. Regional revitalization and the digitalization of cities and regions are being fully promoted. Collaboration between governments and businesses is also progressing through cloud services and data utilization. It is now necessary to shift to a new social model based on "safety and security," "connected society," "resilience," and "inclusiveness."

To address these social issues, momentum is building for businesses, local governments, and local residents to work together to build a sustainable growth model. In particular, importance is increasing for efficient energy use, disaster prevention/mitigation, addressing the super-aging society, digitalizing local infrastructure, and creating a society where diverse people can coexist. Moreover, the need to address new issues such as the socially vulnerable, declining birthrates, and loneliness is rising, making it essential to solve these issues through "co-creation" in a wide range of fields.

Various technologies are being developed to support the future society, including AI-based process automation and predictive analysis, IoT-based real-time data utilization, digital twin optimization of real space, regionally specialized services using local 5G, and enhanced security and privacy protection. These efforts are not simply about efficiency; they are expected to be technological innovations that "enhance the well-being of both individuals and society," contributing to improved quality of life, social inclusion, and the realization of resilient social infrastructure.

In a social environment that grows more complex by the day, nurturing the next generation of talents, respecting diversity, and promoting open innovation are also extremely important. Co-creation that transcends the boundaries of companies and individuals is the foundation of future society, and it is starting to function as a driving force for the creation of new values.

2 OKI's Co-Creation Philosophy and Implementation

Under the corporate key message "Delivering OK! to your life," OKI is taking on the challenges of solving social issues and fostering the society of tomorrow. At the core of this effort is the "co-creation" initiative. OKI does not stop at developing technology independently, but also promotes "co-creation innovation" through collaboration with a variety of partners, including local governments, companies, research institutions, startups, and local residents, to provide new values to society.

In recent years, OKI has been accelerating its efforts to strengthen co-creation with clients in local regions. One example, as announced in a 2024 press release, is OKI's collaboration with local governments and telecommunications carriers in the development and operation of an IP Broadcast System for CATV. The resulting system serves as a platform that supports local information transmission and disaster prevention/mitigation services providing communities with "peace of mind." Furthermore, through press releases, OKI has been actively publicizing its partnerships in the fields of medical digital transformation, monitoring and nursing care, cloud service platforms for businesses, smart

building technologies, and environmental impact reduction solutions (decarbonization).

In these collaborations with external organizations, OKI does not limit co-creation to mere project collaborations; instead, it places emphasis on "addressing purpose and social issues together then returning the achievements to society." OKI provides one-stop service for product development, service implementation, and platform operation for field trials. Moreover, OKI incorporates the voices of local communities and social needs into its technological innovations.

At the core of these efforts is OKI's advanced technological capabilities, as well as its "co-creation culture" built on open innovation. OKI's offices, business divisions, and promotion departments work together not only to undertake contract development, but "create new social models," "develop services with social impact," and "develop products from the user's perspective." From 2025 onward, OKI aims to further enhance its operation through the expansion of co-creation bases (OKI Innovation Hub), the continuation of regional demonstration projects, and even take on the challenges of full-scale social implementations.

OKI's co-creation management, including external communications, media coverage, and award-winning examples, serves as the foundation for achieving both increased corporate value and social contribution. OKI will go forward with accelerating value creation that supports the future of society as a whole, working with local communities and society to achieve what is important.

3 Examples of Specific Achievements

This special issue presents a wide range of achievements, which OKI's divisions and partners have co-created to solve social issues and support future society.

The latest technologies and services developed by OKI's divisions are described, including IP broadcasting systems for CATV, support for digital transformation in the manufacturing industry, customer support solutions, and in-vehicle sensor technologies. Approaches that respond to the needs of the times are also presented, such as remote robot control technologies, AI-based error resolutions, healthcare technologies, advanced function migration services, and industry-specific solutions. Throughout the issue, OKI Group's cutting-edge technologies and services covering communications, manufacturing, IT, healthcare, and public infrastructure are systematically introduced.

OKI will continue to contribute to society by leveraging the full power of its technologies, services, and co-creations toward creating social values and solving problems. ◆◆

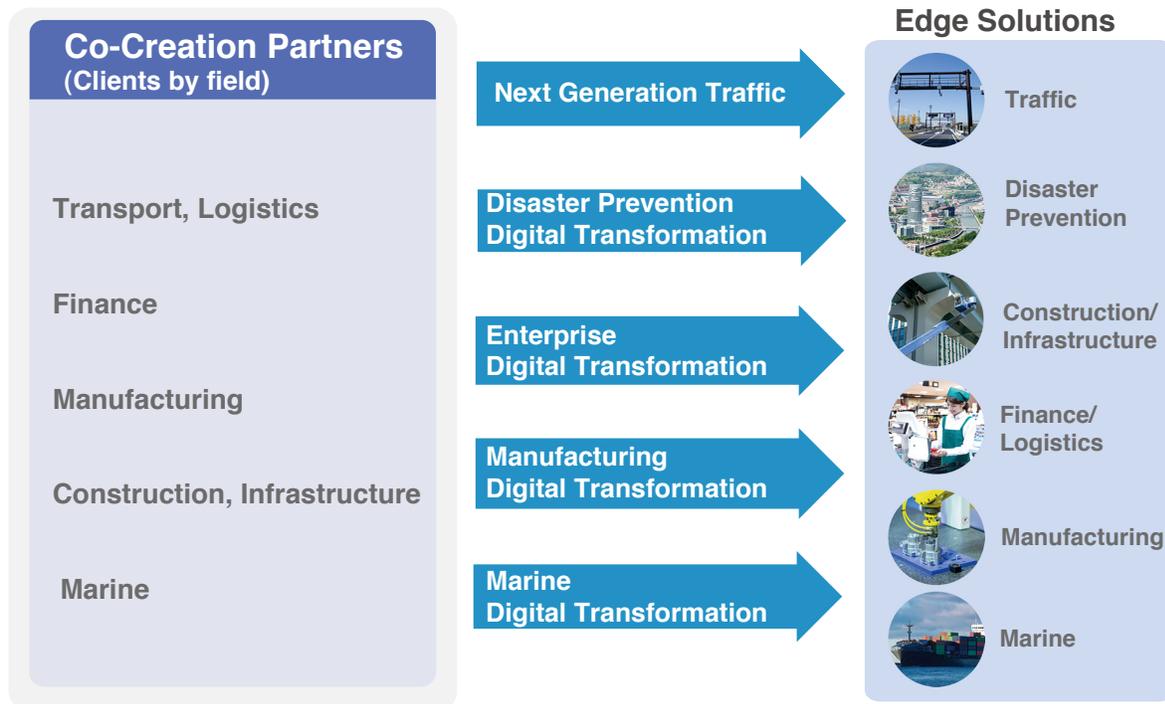**OKI provides edge (on-site) solutions through collaboration with co-creation partners (clients by field).**

Figure 1. Collaboration with Co-Creation Partners