The Support Services Which OCA Provides

The support services, which OCA provides, are comprised of the categories shown in Figure 1. Each category can be further divided according to a menu of individual services, and here we will explain these, primarily focusing on our efforts to develop new businesses.

Consulting service
The consulting service, which OCA provides, mainly consists of services for small customers (LAN configuration.)

We provide network design and configuration consulting services where we conduct surveys / analyses of customers’ work and data volumes, and design / configure networks accordingly. In the future, we plan to expand our configuration consulting to include both network and IT systems.

Configuration / introduction service
This service handles all the work related to the introduction of IT-related systems from plan development, process control and configuration of additional facilities (such as laying communication lines, actual construction of LAN’s / WAN’s, building power supplies, etc.) to direct (hands on) work such as equipment installation, dismantling old facilities, equipment moving, etc.

HISTORY OF OCA

March, 1957: Established Oki Business Machine Sales Co., Ltd. (abbreviated OBM)
April, 1967: OBM was merged into Oki Electric Industry Co., Ltd. and the Data Processing Service Division was established.
February, 1968: A night call center was set up and capability for 24 hour reception of trouble calls was established.
July, 1992: Kounosu Repair Center established; system for handling returned products improved and expanded.
February, 1992: Electronic mail system introduced.
August, 1992: Oki Customer Adtech Co., Ltd. (OCA) created as a separate, independent company by the Service Department of Oki Electric Industry Co., Ltd.
April, 1997: Completed a nationwide network [in Japan] for managing the work of call reception.
April, 1998: Established OCA Tokai region Training Center; established a Network Division and began selling OCA support services.
March, 1999: Established customer support center
March, 2000: Completed the provision of portable terminals for all customer engineers (CEs).
August, 2000: Established a ‘Housing Room.’
Consequently, the workload burden for customers in regard to system introduction is significantly lightened.

**Operations maintenance service**
A complete service menu related to maintenance is included. The services can be classified into three large categories: basic service, extended service, and multi-vendor service.

**Basic service**
This is a service we provide to customers with whom we have concluded maintenance agreements, and the fees, etc. are established according to the contracted service terms as reflected in a Service Level Agreement (SLA). All of the maintenance agreements one enters into when buying products sold by Oki Electric involve this level of service.

**Extended service**
This service class is an extended version of the basic service and includes provision of service on holidays and outside normal hours; on-site, in-person service on specified days; and other added-value services for customers who require high availability.

**Multi-vendor service**
This service provides maintenance for hardware other than Oki products. We offer this service through alliances with other equipment makers and/or service vendors.

**Operation support service**
Operation support service results in reduced TCO for system administrators at the customer side and also for customers who are in the position of an end-user. It includes technical advice, by means of telephone or electronic mail, problem resolution and restoration support when trouble occurs, reviews of improvements in operating systems, etc. At present, at customer support centers, we provide support services covering: PC help desk, CStage answering, server operation support, server supervision, network supervision, etc. To implement these services, we stationed highly-skilled support engineers and have them handle the service function on a standby basis, 24 hours/day, 365 days/year. By combining various support services, we can offer support which is optimized for each customer’s system. Figure 2 shows the entire operation support service, including the flow from receipt of inquiry to response.

Below, we introduce the various support services in summary form.

**PC help desk**
This is a service whereby we provide telephone support regarding such things as how to run OS and general purpose applications on the PC. Customers are companies with whom we have contracted, and the areas we support are as follows:

- Equipment type: DOS-V PC
- OS: Windows 95 / 98 / Me / NT-Workstation / 2000 / Professional
- General purpose applications: MS Office products, etc.

**CTstage answering**
This service provides technical support to systems administrators who operate CTstage and system development engineers who develop software on CTstage. The service is provided by telephone, FAX or E-mail and covers questions about how to operate CTstage, how to set it up, and about software packages.

**Server operation support**
This service is designed to achieve continuous, stable operation of customer systems, primarily UNIX servers, PC servers, and CTstage servers. To accomplish this, support engineers who understand the customer’s configuration and operating situation are put in place to provide the customer’s system administrator with support in resolving problems. When trouble occurs, the support engineers play

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1. CTstage is a registered trademark of Oki Electric Industry Co., Ltd.
2. Windows 95 / 98 / Me / NT-Workstation / 2000 / Professional, and MS-Office are trademarks of Microsoft Corporation which are registered in the US and other countries.
3. UNIX is a trademark registered in the US and other countries which is licensed exclusively by X/Open Co., Ltd.
the key role in accomplishing fast problem solving and restoration of operation. In addition, through periodic operations reviews, provision of information on patches, etc., the intention is to prevent problems before they occur. This contributes to higher system utilization.

In the future, we plan to offer support service for the following servers as well:
- OKITAC-S (SUN) server
- Linux server

**Server supervision**

This service, using supervision equipment placed in the supervision room inside the customer support center, continually supervises (by remote) the operating condition of the UNIX servers, PC servers, CT stage servers, and related equipment running on the customer’s system. For customers who have entered into the above-mentioned server operation support contracts, when trouble occurs, the support engineer analyzes the content of the trouble reports generated by the supervision system and seeks the cause of the trouble. He also identifies the specific equipment having the fault and works to find a solution quickly. Finally, if the need arises, he will contact the customer engineer (CE) group and direct them to dispatch someone to the site.

The hardware, etc. which can be supervised is as follows:
- Hardware
  - OKITAC 9000 server
  - ifServer
  - PC servers made by other companies
  - CT stage servers
  - Storage equipment, etc. connected to the above
- Software
  - The OS installed on each server
  - “Middle software” such as data base software
  - Application software (optional)

In addition, written reports are made periodically to customers, reviewing the supervised situation. Also, as in the case of the server operation support service, in the future we are planning to support OKITAC-S (SUN) servers and Linux servers as well.

**Network supervision**

This service, using supervision equipment placed in the supervision room inside the customer support center, continually supervises (by remote) the operating condition of the network equipment and circuits (cabling) of the customer’s system. When trouble occurs, the support engineer analyzes the content of the trouble reports generated by the supervision system and seeks the cause of the trouble. He also identifies the specific equipment having the fault and works to find a solution quickly. For customers who have entered into hardware maintenance agreements, if the need arises, he will contact the customer engineer (CE) group and direct them to dispatch someone to the site.

The kinds of equipment to which this service applies are:
- SNMP (Simple Network Management Protocol) compatible equipment
- Cisco routers
- Motorola multi-service routers, etc.
- ATM (Asynchronous Transfer Mode) switching equip.
• FR (Frame Relay) switching equipment

In addition, written reports are made periodically to customers, reviewing the supervised situation.

As for our existing “operation support service” product, in the future we plan to [a] expand the scope of the equipment and products the service covers and [b] increase the lineup of the support products (services) we offer. In addition, one of our urgent projects is to develop a new product—an integrated operation management service that would include performance management, security management, configuration management, asset management, etc. We want to extend our support product coverage from operation support services to operations management services. It is our plan to offer high quality support services that match user needs.

Outsourcing

The term, outsourcing service, refers to quite a broad scope of businesses, but here we will discuss OCA’s housing service, whereby we physically take charge of a customer system and operate it. As more and more companies attempt to slim down their management and devote their energies to their core business, the need for outsourcing is increasing across a broad front. As part of OCA’s growing activity in outsourcing, in August of last year, we set up a “housing room” inside our customer support center and launched this service. Today the normal pattern is for housing service providers to be ISP’s or firms affiliated with communication carriers. However, at OCA, we have created a product which is a “housing service different from those of other companies” (Photo 1.) The key element that makes it different from competitors is “support service,” which is the greatest strength of OCA.

In addition, the racks, which accommodate equipment such as servers, have a specially designed structure that enables easy expandability and “maintainability” and is also earthquake resistant. The housing room has space to accommodate a maximum of 60 racks. Finally, the most effective (beneficial) feature is the total support that is offered. OCA handles all aspects of configuring and introducing a system, thoroughly and in detail, from racking design and preparation of auxiliary equipment / facilities to equipment setup / testing and customer education. (See Figure 3.)

During the operation phase, a full range of support is provided: basic support (hardware maintenance), operations support / supervision service, multi-vendor support, etc. To respond to all customer needs, support engineers are on standby, 24 hours/day, 365 days/year, ready to handle any troubles that occur.

In addition, considering system operation, we have put in place various operation services, such as system administration and performance of all system operations work by proxy. In this way, founded on a support environment...
which marks us as superior to other housing services, we are offering customers an optimal operating environment. (See Figure 4.)

Functions That Sustain Our Support Services

Customer support center

In April, 1999, the customer support center, which had been established on the third floor of the main office of OCA, gathered into one location the functions which until then had been spread out among support centers in many regions. The center has become the messaging center for customer support, which is the backbone of OCA’s support services.

In the past, when centers were spread out in many regions, it was not a structure where customers could come and look at the operations, due to safety and other considerations. Both looking in from the outside and entering the physical center were strictly controlled.

However as the scale of customers’ IT investments became large, it became natural for service firms to be compensated for supervision activities. And equally naturally, customers wanted to confirm for themselves the service content, so an urgent project for us was to create a structure to make that possible.

In that context, OCA, with the intent of enabling customers to see the actual image of support service (which is otherwise an invisible product), established the OCA Customer Support Center.

This involved a 180 degree change in our traditional thinking about how a supervision service should be run. We created a new layout based on the concept that customers should be able to see for themselves, with their own eyes, what the services that we provide really involve. It melds a showroom format with actual daily work and, while maintaining strict security, emphasizes an “open” image.

The major feature of the Customer Support Center is that we have prepared an observation tour route. It starts from the lobby, as soon as one enters the center, and enables observers to view the center through glass walls. The center is laid out so that the work areas of each support service team radiate off from the central observation area, so observers looking through glass panels can watch all the activities.

The menu of supporting functions is as follows.

- Basic support
- Escalation support
- System supervision support
- Desktop support
- Expansion support (24-hour support / multi-vendor support)
- Disaster countermeasures support
- Housing support

As security countermeasures, we have put in place the following functions.

- Equipment for iris pass system (for determining identity by an individual’s iris pattern)
  - entrance to the center
  - network supervision room
  - housing room

As a plan for dealing with disasters, we have put in place the following functions and have established effective countermeasures for each kind of disaster.

- Earthquake resistant floor structure
OCA Support Service

• A countermeasure for electrical failures, by means of private (in-house) electrical generating equipment
• Full complement of special fire extinguishing apparatus to deal with fires.

As described above, the customer support center is equipped with a full support structure, including leading-edge equipment, carefully planned measures for disaster prevention and security, etc. This results in a structure which can solidly back up the operation and management of customer systems.

Moreover, from the end of May 1999, when we opened the center to customer viewing, until the end of December 2000, we have had 3400 customer personnel come to tour the installation.

The various support functions are explained below.

Basic Support
Provides centralized reception for inquiries and failure reports from customers. Classification of failures and making arrangements with the CE group is done using the “MAIND system” developed by OCA (See Figure 6.)

Escalation Support
In response to technical inquiries or requests for problem solution from maintenance dealers, self-maintaining customers, or the CE group, support engineers provide support to achieve prompt restoration of operation. (See Figure 7.)

System Supervision Support
(Network support, server support)
A specially assigned engineering support staff provides supervision and technical assistance of customer networks and servers.

Whenever troubles occur, notification is promptly made to one of 300 CE bases around the country (where support engineers with a wealth of experience are stationed) and support is provided by swiftly starting recovery work. (See Figure 8.)

Desktop Support
Introduces CTI and provides message reception and technical assistance in regard to the various kinds of servers (UNIX and Windows NT) and the POS system, according to an SLA.

In addition, it provides a CTstage answering service and a PC help desk. It accepts requests (via telephone, FAX or e-mail) for technical assistance regarding customer system equipment and responds to solve the problem. (See Figure 9.)

Extended support
• 24 hour support
Based on requests from customers, we provide a 24 hours/day, 365 days/year standby support structure, a key element of which is a 24 hours/day call center.
• Multi-vendor support
This support is for the PC’s, printers, and network equipment of other vendors. It manages the process from dispatching a vendor CE to completion of work. (See Figure 10.)

Disaster countermeasures support
When disasters occur, a “headquarters for disaster countermeasures (disaster handling)” is established in one of the presentation rooms inside our Customer Support Center. Information on the damage situation is gathered and digested and appropriate methods of dealing with the crisis are developed. The support extends to actual speedy resto-

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Table: Disaster Countermeasures Support

<table>
<thead>
<tr>
<th>Period of dealing with the disaster</th>
<th>Total number of staff dispatched</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kobe (earthquake) 1/17 ~ 3/15/1995</td>
<td>800</td>
</tr>
<tr>
<td>Niigata (heavy rains) 8/4 ~ 8/7/1998</td>
<td>90</td>
</tr>
<tr>
<td>Kagoshima (heavy rains) 8/27 ~ 9/2/1998</td>
<td>60</td>
</tr>
<tr>
<td>Kochi (heavy rains) 9/25 ~ 10/1/1998</td>
<td>90</td>
</tr>
<tr>
<td>Western Japan (heavy rains) 6/29 ~ 6/30/1999</td>
<td>70</td>
</tr>
<tr>
<td>Tokai (heavy rains) 9/11 ~ 9/18/2000</td>
<td>200</td>
</tr>
</tbody>
</table>

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Figure 11: Disaster countermeasures support
 ration of the customer’s systems and networks (See Figure
11).

**Housing Support**
With this service, we install a customer’s server and other equipment in a special room and provide 24 hour management of equipment operation using specially-assigned support staff.

The OCA housing room has taken measures to provide uninterruptible power, combining a UPS (uninterruptible power supply) and private (in-house) power-generating facilities. In addition, from the security standpoint, coordinating with the overall management of the Customer Support Center, we have adopted surveillance cameras and the iris pass system (for determining identity by an individual’s iris pattern.) Thus, we apply a severe, two-level security check. If, by chance, trouble occurs, responsive action can be taken quickly. With this kind of a system, we can provide customers with stable operation 24 hours/day, 365 days/year.

**Employee education system / certification**
In order to provide support services that will satisfy customers, the most important task is training and developing support engineers. To be able to anticipate our clients many and varied needs and respond to rapid technological innovation, OCA offers 600 educational courses each year, which are taken by a total of 6000 employees. These are primarily offered at our Tokai Training Center which is equipped with the latest facilities.

OCA’s educational program is made up of the following curricula.

**Standard education for support engineers**
- Training related to individual equipment types, essential for maintenance
- Training on systems
- CS education and Communication for Customer Satisfaction (CCS) education
- Basic education on general purpose OS / UNIX / LAN
- SE training
- Training on operations technology

**New employee education**
Technical education begins the day after joining the company. By completing the below-listed training content in six months, an employee builds the foundation needed to become a customer engineer.

- Basic education
- CS education (CCS education)
- OJT
- Training in a specific equipment category, depending on what group the employee is assigned to.

**Training facilities**
Concerning the equipment training that supports our basic support service, the training center has three labs in which systems can be configured according to each customer’s environment. Training can be accomplished in an environment that is very close to the actual operating situation. In addition, as systems to support the lecture-style education,

<table>
<thead>
<tr>
<th>Vendor certification</th>
<th>Number of certified employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATM-SW</td>
<td>58</td>
</tr>
<tr>
<td>Cisco CCNA</td>
<td>19</td>
</tr>
<tr>
<td>Lotus (CLP)</td>
<td>33</td>
</tr>
<tr>
<td>NetWare (CNE)</td>
<td>26</td>
</tr>
<tr>
<td>ORACLE</td>
<td>23</td>
</tr>
<tr>
<td>MCSE</td>
<td>5</td>
</tr>
<tr>
<td>MCP/WindowsNT4.0</td>
<td>366</td>
</tr>
<tr>
<td>HP DCE</td>
<td>44</td>
</tr>
<tr>
<td>HP DSE</td>
<td>68</td>
</tr>
<tr>
<td>COMPAQ AFE</td>
<td>74</td>
</tr>
<tr>
<td>COMPAQ ASE</td>
<td>3</td>
</tr>
</tbody>
</table>

Table 2: Number of employees holding vendor certifications

there are “authoring system” classrooms that provide an environment in which each student, at his own pace, can learn by repetition, until he masters the material. Moreover, a part of the course content has been put on the company’s Intranet, so it can be reviewed at each work place.

**Education management system**
Through a “human resource development support system” (currently in operation), information on the training progress of each customer engineer can be displayed. This includes such data as his training history, records of the techniques he has mastered, and field experience (numbers of equipment worked on, number of times certain tasks performed. The system can also review the number of equipment units at each regional base, compared to the number of engineers and can plan appropriate training.

**Vendor certification**
One of the ways of measuring the technical level of customer engineers is through a variety of “qualifications” or certifications, which may be obtained. In this context, in addition to the official qualifications (licenses) which are required for work, since 1996 we have been actively encouraging employees to obtain vendor qualifications (certifications.)

As technologies become more open, the trend will be from hardware maintenance to system maintenance. For this reason, to improve the technical skills of customer engineers, we have been encouraging them to obtain certifications from each vendor-primarily Microsoft (MCP) and Novell (CNE). Today, however, to conduct support service business, such as network solutions and multi-vendor support, engineers need additional skills, so we have broadened that to include certifications from Cisco, Compaq (AFE), Hewlett Packard (DCE), etc. which directly relate to our new businesses.

**IT system**
At OCA, we operate the following IT systems, which are required for our support service business. (See Figure 12.)

**Front end IT system**
- Trouble call receipt/work management (MAIND)
  This system receives trouble calls at the Customer Sup-
OCA Support Service

Figure 12: Diagram of interconnection of IT systems

- System for remote diagnosis of ATM’s
  - The status of the customer’s ATM’s is diagnosed by connecting to the equipment using an ISDN line, etc.

- System for diagnosis of ATM’s
  - This system diagnoses the operating status of an ATM, from the (repair) work history of the equipment and from “pause” information provided from the customer’s host, etc., and instructs the engineer as to the repair work items and their urgency.

- System for remote diagnosis of ATM’s
  - The status of the customer’s ATM’s is diagnosed by connecting to the equipment using an ISDN line, etc.

- Service intranet
  - This Intranet enables support engineers to find, over the Web, most of the information which they need for daily service. This includes checking on progress of work, history of problems, schedules, electronic manuals, checking on parts inventory and the status of a customer’s automated equipment. Additional features are communication of service information via electronic bulletin boards, exchanging service information through “electronic conference rooms,” and facilitating communication between CE engineers via e-mail.

- CE portable terminals
  - All support engineers are provided with portable terminals that function as the consoles needed when doing service work at the customer site. Loaded on these terminals are the AP’s needed to diagnose equipment, LAN diagnosis tools, etc. In addition, engineers can connect to the service intranet via a portable phone, making it possible to access information available within the company (including bulletin boards, conference rooms, and e-mail) while at the customer site.

At the same time, to maintain security when the system is used at the customer site, access to information which service engineers don’t need on a daily basis is limited. This includes access to the sales accounting systems, etc., the Oki Group Intranet, the Internet, etc.

**Backend IT system**

- Service information system (SIS)
  - The work of planning periodic inspections, construction, etc. is given to the work management system. Periodic inspection plans are generated automatically from the inspection cycles outlined in the maintenance contracts. Schedules for construction work, etc. are created from the “orders received” information of the sales accounting system. In addition, all of the work results (information) obtained from the operation control system are used as follows:
  - Cost information is passed to the sales accounting system.
  - Quality information is accumulated in the data warehouse.
  - Operating information is used to create reports.
  - Sales accounting system
  - Manages customer maintenance contracts and work-to-order contracts and calculates costs for each.
  - Materials management system
  - Provides inventory management, repair management and ordering of consumable materials and spare parts for maintenance.
  - Engineer information system
  - Manages the records of education and training classes taken by engineers, the technical levels attained and qualifications / certifications held, and also plans education and training.

**Backup system**

At OCA, we have expanded and improved our logistics center and repair center as critical support structures to back up the support service. (Figure 13)
Logistic Center

This division performs the distribution and storage functions both for OCA internally and for customers. Originally, the CE groups themselves performed all the functions of procuring, storing and arranging for shipment of parts for maintenance of customer installations. However, because it was inefficient for all of these groups to perform these functions, we changed the structure and concentrated the functions in one division, giving it responsibility for all operations related to parts.

The functions the Logistic Center fulfills are listed below. In addition, at the CE group of each branch company, a logistics manager has been assigned. He/she is responsible for logistics management and operations at the branch company level.

- **Distribution management function**: Performs the operations management of all distribution work requested of shipping companies, including transport of products repaired, products sold, and intra-company mail, between customers, company headquarters, the various CE groups throughout the country and support groups.
- **Inventory management function**: None of the groups within OCA holds its own inventory. Instead, they order from the Logistic Center as the need arises. At the Logistic Center, items are drawn from the Center’s own warehouse and shipped to the party requesting them via a shipping company. The center handles operations management, including maintaining appropriate inventory levels, maintaining quality, etc.

Moreover, the Center keeps necessary stocks of parts at each branch company.

- **Order management function**: For items that should always be kept in inventory, monitors stock vs. the re-order point and generates orders as needed. Diligently seeks to achieve strong cost-performance, working to obtain lower purchase prices and always striving for efficient operations.

Repair Center

The Repair Center is responsible for repairing and overhauling the equipment, units (modules), PC boards, etc. which have been exchanged out, during support work (repairs, etc.) by a CE center or a subcontracted maintenance company. To be able to meet the requirements of the CE group, the Center works to assure reliable supply, both in terms of quantity and quality, and pursues high productivity and cleanliness, as well as high quality. To repair products efficiently, it is continually managing the manufacturing plan, delivery schedule and inventory levels.

The scale of the Center is:
- land area: 54,000 sq. ft., building: 3 story, building floor area: 72,000 sq. ft.

The main facilities are as follows:
- Automated, 3-dimensional* warehouse
  Storage capacity: 855 pallets,
- Automated parts warehouse — Storage capacity: 400 pallets,
- Automated transport carts — three
- Production control system
- Cleaning rooms — nine rooms
- Constant temperature tank or chamber

The production control system (CAR system) is a real time system for monitoring and controlling all the work on; equipment requiring repair, from when it is shipped in and stored in an automated warehouse until repairs are made in accordance with the schedule, a final inspection is completed, and it is shipped out.

Input is done utilizing a barcode system. Equipment or modules coming into the center are disassembled and cleaned in the cleaning room. Then required parts are drawn from the parts warehouse, “kitted,” and repairs are made, exchanging them for the old parts. Adjustment,
testing and shipping out, complete the process, and the repaired equipment / modules are handed over to the Logistic Center. They are returned to the customer via the CE group. 50% of the equipment, which is repaired, is ATM’s, but in addition, general information processing equipment, etc. is also handled.

In addition, to prevent environmental pollution, a recycling function is provided. In short, the Repair Center supports the customer’s business by striving to maintain stable operation of customer systems.

The Role OCA Aims to Play Through its Support Service

Today, the support services of OCA, which began with the inspection and repair of Oki products, are changing rapidly, with networks, solutions, etc. coming within the scope of our services. In consequence, the content of our work is also changing.

The technical revolution in both hardware and software is dramatic, and every day new products and new technologies are announced. In the IT service business also, customers demand the same pace of technical progress. As an IT service provider, OCA must consider the form it should take and the role it should play in the future.

The issue of cost reduction and our response

IT systems

One urgent matter is the creation of a service management system for handling network and solution service. However, no benefit comes from a service management system itself, so the issue of benefit vs. investment must be evaluated and emphasis must be placed on actual reduction of TCO.

Parts

As customer systems become more and more multi-vendor type systems, it becomes impossible to satisfy customer requirements using only Oki equipment.

In particular, for purchased parts, products of other vendors, and general off-the-shelf parts, the old system for parts provision had cost and delivery problems which could not be solved. As a result, moving ahead to form alliances with makers, vendors and other companies in this business, we must achieve an optimal SCM, including our handling of Oki products.

Quality

With the repair services of the past, control indices were based on the products, such as failure rate, MTTR (mean time to recovery), initial quality, etc. However in the scope covered by new services, those control indices have been replaced by new ones like down-time guarantees, availability (guarantees), TCO reduction, etc.

Service quality is expressed as SLA, and the most important subject now is achieving a level of service quality which matches the fee paid according to the contract.

Sales-related issues and our response

Education of engineers.

In the realm of repair service, the main factor was always overall technical capacity. However, now that the trend is to network and solution service, the know-how and knowledge of each individual CE engineer has become more important than simple technical capacity. Moreover, to make this visible to customers, it has become necessary to have engineers obtain official qualifications (licenses) and certifications from vendors. Thus we have increased our investment in employee education and training.

IT systems

In order to maximize the capacity of each CE engineer, it is essential to create a knowledge management system and an environment which promotes the sharing of knowledge. Such a system would integrate mutual communication between CE engineers and the sharing of common experience about problem solving (through email, bulletin boards, conference rooms, Intranets and databases.)

In addition, front-end systems-most importantly call-receiving systems, help desk systems, and CRM packages-are essential weapons in order to receive service orders and provide service effectively.

It is also important to invest in the systems, etc. for service provision itself, which include remote supervision, remote operation, portable terminals, etc.

As it becomes easier to apply portable phone and Internet technologies, it will be possible to provide very quickly the added value which customers require. To sell services to these customers, we are moving quickly to build the required systems, making strategic investments as needed.

Trends in IT support services

Entering the 21st century, demand for IT support service will increase even more. The globalization of technology
and speed of technical innovation is proceeding at a pace so fast that it is called a “dog year.” Today, it is no longer possible, simply through service focused on hardware and software, to say that you are providing the service required by customers.

In order to complement the IT skills of customers and contribute to their business, the skills which service companies must have are not narrowly defined technical skills. Instead, they must have consulting power and technology directed to business solutions, and it is critical that customers appreciate that capability.

To be highly regarded by customers, service companies must be able to offer a broad range of service, from high-level, advanced professional support to basic support that performs essential basic work.

In addition, with the trend toward multi-vendor systems, there has been a change from what was called “system integration” to a requirement for a new capability that is being called “service integration.” This concept includes both conventional services and new alliances among various vendors, service providers, etc.

Support service is something that is not apparent to the eye. Because the fees customers pay OCA are based on our reliability / trustworthiness, we must take good care of our OCA brand.

OCA, continuing to pay close attention to the business of our customers, aims to become an “integrated service provider” that can provide a broad range of IT support services with quick response. We will achieve that by continuing a program of self-innovation unceasingly.