



It was not so long ago when telecommunications companies simply supplied products and services to buyers, and the industry grew. Products and services became commoditized, only to be replaced by another homogenous enhancement or offering, and the industry continued to boom. It is no surprise then that there was something of an unwritten rule: “Build it, they will come,” otherwise known as product first, customer second.

Over the last five years or so, the industry has been somewhat forced – by new entrants from higher up the chain and by customers themselves – to stop pushing boxes and cables and start adding value. Consequently, in liberated markets at least, we have seen a shift toward solutions and solution-based selling by incumbents and global providers with scale, stability and financial strength on their side.

Customers have benefited from the change, but are once again telling providers that they have to work harder and better for their business. After all, if they’ve had to adopt their business models to survive and grow, why shouldn’t their suppliers? So, for the telecommunications industry, it’s the “moment of truth” time again.

What can the industry do to delight multinational customers? Margins are already squeezed, so there’s little room (or sense) in cutting costs further; and few products or features are unique nowadays. Perhaps it’s time we took a leaf out of many of our customers’ books. It’s arguably long overdue, but perhaps now is the time to begin servicing our customers rather than just giving them products and services.

John Pluthero, CEO of Cable & Wireless, recently upset a few people by declaring what business customers have been saying for a long time – telecoms is a crappy industry. So it’s time we looked beyond Service Level Agreements and network reliability as measurements of good service. Other indices of service today could include:

Upsetting the Status Quo:

From Services to Customer Serving

- The depth with which we understand our customers’ business challenges and goals, and help the CIO align IT management with those business objectives.
- Products, services and solutions that are relevant, tailored to meet their needs; timely and fully supported by us as the provider.
- Delivering what we say we will, when we say we will, at the cost we say we will.
- Taking the blame when something is our fault and fixing it quickly.
- Putting the back-office systems in place that ensure customer information is available to whoever needs it, when they need it, in order that inquiries and faults can be processed quickly and professionally.
- Training staff to handle customer calls in a friendly manner, just as we would expect if we were talking to our bank, credit company or utility company at home.
- Aligning resources where the greatest value can be added for the customer and ourselves as providers, even when that means phasing out legacy services used by a few – generating little revenue, but consuming a great deal of resource.

The customer benefits are easy to see. The rewards to us as service providers are better utilization of resources; happier customers; deeper, longer and more trusted customer relationships; differentiation from each other; and, ultimately, lower costs and better ROI.

It shouldn’t be enough to be the best of a bad bunch – though it is a starting point. The industry as a whole needs to go through a quantum shift, and make great service a characteristic that is synonymous with telecoms. I believe shareholders would like the rewards it brings. I think our staff would enjoy working for a company that embraces it. I know customers would love it.

David May, Manager

Cable & Wireless Services – North Asia



Enterprise Resource Planning

Epicor Software Japan, K.K. Software (ERP) Provider

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Epicor is a global leader dedicated to providing integrated enterprise resource planning (ERP), customer-relationship management (CRM), supply-chain management (SCM), and professional service automation (PSA) software solutions to midmarket companies and divisions of the Global 1000.

Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages. Employing innovative service-oriented architecture (SOA) and Web-services technology, Epicor delivers end-to-end, industry-specific solutions for manufacturing, distribution, retail, hospitality; and services that enable companies to drive increased efficiency, improve performance, and build competitive advantage. Epicor solutions provide the scalability and flexibility to meet today's business challenges, while empowering enterprises for even greater success tomorrow. Epicor offers a comprehensive range of services with its solutions, providing a single point of accountability to promote rapid return on investment and low total cost of ownership for Japanese companies overseas and multi-national companies operating in Japan.

Oracle Corporation Japan

Oracle Direct: 0120-155-096

www.oracle.co.jp

www.oracle.com

Oracle Corporation officially launched Oracle Information Systems Ltd. (OIS) in Tokyo on June 1, 2006. OIS combines the strengths of Oracle Corp. with those of two companies acquired last year,

Japan PeopleSoft Ltd. and Siebel Japan. Dick Wolven, senior vice president – applications, is in charge of establishing and driving the combined applications sales operations here to a new world-class standard.

Oracle Corporation Japan was established in 1985 as the Japanese subsidiary of Oracle Corporation. Oracle is dedicated to providing Enterprise software products, solutions, consulting, support services, and training for IT-system development to the Japan Market. With over 1,502 employees, Oracle Corporation Japan has been listed on the OTC market since 1999 and on the Tokyo Stock Exchange Tier 1 since 2000.

Oracle's applications strategy focuses on three key elements: Protect, Extend, Evolve. Our number-one goal is to preserve our customers' investments. The core of this vision is to evolve the functionality of products from Oracle, PeopleSoft, JD Edwards, Siebel and others. Our technologies and applications will evolve and, more importantly, provide a path for our customers to update to new industry-leading technologies and applications at their own pace.

IT Solutions

Computec Engineering, Ltd.

Tel: 03-3511-8190 **Fax:** 03-3511-8198

www.computec.co.jp

Computec Engineering, Ltd. is a leading provider of enterprise-level IT global solutions in Japan and the world. Since 1991, we have developed close working relationships with over 70% of multinational law firms here, over 400 multinationals, and many Fortune 500 companies, from manufacturers to securities firms and banks.

Computec's LAN/WAN and network-security development and implementation have been at the vanguard in implementing VPN, VOIP, IP clustering and firewall security.

Computec is proud to be one of Cisco Systems, Inc.'s largest IP telephone-system vendors. Computec is one of the few companies with bilingual Cisco-certified IP

telephone engineers. Our strength in security systems and aggressive pricing allows us to be the top in our field.

Computec is leading the way with the use of virtual systems in Japan. We are VMware certified and certified partners with many other VMware-compliant hardware and software companies. In addition, our teams have experience using and designing Sun and various Open Source virtualization solutions. This, along with our certified team's advanced knowledge of Sun, Microsoft, and Linux clustering and blade configurations, allows us to help our clients make highly redundant systems.

Software projects are based on Visual Basic, J2EE, Access, SQL, Oracle (back end) and Web programming, including many leading Hollywood films' Web sites plus database systems for large financial institutions and e-commerce systems.

For further information, please e-mail us at sales@computec.co.jp.

EIRE Systems, K.K.

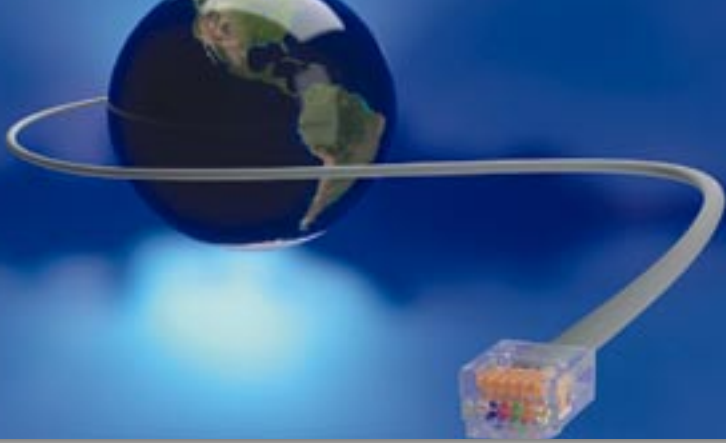
Tel: 03-5484-7935 **Fax:** 03-5484-7934

www.eire.co.jp

EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia-Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing hundreds of assignments since its establishment in 1996. We provide professional IT services in four main areas:

- IT Project Management and Design Services
- IT Consulting Services
- Managed Services
- Outsourcing

Our Infrastructure Project Management services have been a key component in the timely delivery of many complex and time-constrained infrastructure and data-center projects. With proven expertise in these areas, we are strongly positioned to deliver your infrastructure projects on time, on budget, and to specification.



With over 10 years experience in outsourcing with a track record for delivering results, in addition to competitive pricing and a commitment to cost reduction, EIRE Systems is positioned to provide your business with a broad set of technical and project-management skills – at an affordable price.

With offices in Tokyo, Hong Kong, Singapore and Dublin, and with our global partner CS Technology based in New York and London (www.cstechnology.com), EIRE Systems is in a position to provide local, regional, and global IT strategy and technology solutions to its multinational clients.

Forefront Technologies K.K.

Tel: 03-3568-4300 **Fax:** 03-3568-4477
www.4tech.com

Forefront Technologies was established in 1994 by Mark Navin to provide quality IT solutions for small to medium-sized companies working in a multilingual environment and to assist with specialized expertise for larger companies. Since then, Forefront Technologies has evolved to meet changing needs and new information technologies, building a reputation for providing complete network solutions that integrate hardware and software with onsite and off-site maintenance services. Today, Mark heads a company that combines management and technical expertise, with a user-centered approach to "Making technology work for you" with proven expertise.

Located in Kamiyacho, Forefront Technologies offers a wide range of services that span IT forensic analysis; planning, implementation, management and maintenance of an organization's network outsourcing, and technology requirements. As a licensed outsourcing firm, Forefront Technologies recruits and places IT and specialist personnel with the skills and expertise for specific projects that can't be filled by clients in-house.

Forefront Technologies is also the Japan headquarters for Vanco, a UK-based global Virtual Network Operator whose services

cover the design, implementation, security and management of global corporate data networks. Forefront Technologies is the master distributor and reseller of a number of special softwares, like Brookstone Technologies, Gfi, and Solarwinds.

IPC Information Systems (Japan) K.K.

Tel: 03-5776-6888
E-mail: ipc-info.japan@ipc.com
www.ipc.com

IPC is a leading provider of mission-critical communications solutions to global enterprises. With more than 30 years of expertise, IPC provides systems and services to the world's largest financial-services firms, as well as to government, public-safety, power, energy and utilities companies, and transportation organizations. IPC offers customers a suite of products and enhanced services that includes advanced Voice-over-IP technology, and integrated-network and management services to 50 countries. Headquartered in New York, IPC has over 900 employees throughout the Americas, Europe and the Asia-Pacific region, which has offices in Tokyo, Hong Kong, Singapore, Sydney, Melbourne, Kuala Lumpur, Shanghai, Beijing and Jakarta.

For more information, visit www.ipc.com

ISFnet, Inc.

Tel: 03-5786-2300 **Fax:** 03-5786-2309
www.isfnet.co.jp

Since 2000, ISFnet has been creating base-infrastructure solutions, such as the set-up and deployment of PCs, servers, and network apparatus – from the most basic file server to a sophisticated and geographically dispersed Voice-over-IP system. From our 13 branches nationwide overseen by the Tokyo head office, we offer onsite setup anywhere in Japan of from one to thousands of PCs at a fixed cost-effective rate.

With expert, bilingual help-desk and call-center support, and as a total network solution provider, ISFnet offers operation, monitoring and maintenance 24hrs a day, 365 days a year.

Our secret for success? ISFnet places the highest priority on humanity and the building of personal relationships – *ningensei* in Japanese. By emphasizing the importance of strong moral values, courtesy and a businesslike manner at our unique Education Department, we train engineers in core IT technologies, and outsource experienced trainers to clients who need staff with the highest ethical standards, motivation, and high level of technical skill.

Our exciting future plans include increasing domestic outlets to 141 in all 47 prefectures; and adding to branches in South Korea and China to create a strong global network of subsidiaries in 31 countries within five to seven years.

Marvel Computer

Tel: 03-5774-9559 **Fax:** 03-5774-9549
www.marvel.co.jp

We construct company computer systems:

Business Units – We develop all kinds of business-management systems, including inventory control, income management, accounts-receivable management, accounts-payable management, scheduled income sheets, financing, head-office and branch management, consigned-goods management, dispatch of accepted orders management, POS register, financial management, salary-calculation management and others. Compatible with Windows and Macintosh systems, our Network is constructed in your head office and at branch offices. (Virtual networks such as VPN, L2, etc.)

Sales Point – There is no need for expensive ERP (Enterprise Resource Planning). Using an advanced 4D-database that is totally secure, we will construct business systems for your company.

Actual Results – We have always succeeded, however complicated the business-management system. Since 1985, we have



produced business results in areas such as the apparel business, miscellaneous goods, electronics and electrical goods, metals and machines, manufacturing, trading and the like.

We only develop software. Our company does not deal in hardware. This is because computers can be bought anywhere. Our company solely develops software for Windows and Macintosh systems. Please feel free to ask us anything.

PTS Consulting Japan K.K.

Tel: 03-5765-7131 **Fax:** 03-5765-7133

www.pts-consulting.jp

Founded in 1995, PTS Consulting Japan K.K. provides world-class, end-to-end corporate business solutions in the full business cycle in the Facility and IT Sectors to some of the world's biggest names. Our services encompass every stage, including:

Management Consultancy: Includes Service Management, Business-Continuity Management, Program and Portfolio Management, and Performance Improvement.

Infrastructure Services: Includes Relocation Management, Data-Center Services, Infrastructure and Cabling Design Solutions, Voice and Network Solutions, Enterprise Solutions, Trading Systems, and Market-Data Managed Services.

Managed Services: Includes Service Desk, Moves, Adds and Changes (MAC), Data-Center Management, Facility Management.

PTS Consulting Group, plc, since its foundation in 1983, has built a strong reputation for substance over style. We are renowned for our impartial, vendor-independent advice; the quality of our processes; and, above all, the friendly expertise of our staff. Our reach is global. We have worked in over 40 different countries in over 50 cities; and employ more than 250 employees in North America, Europe and Asia.

PTS has enjoyed enormous success; and continues to expand into new markets to give clients quality solutions backed by a name they can trust.

Please contact Steve Paulachak at 03-5765-7131; info@pts-consulting.jp

Management Consulting

ABeam Consulting

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www.abeam.com/ (English)

www.abeam.com/jp/index.html (Japanese)

ABeam Consulting is a leading business-consulting firm, providing professional services in the areas of strategy, research, business-process design, information-technology enablement, project-management solutions and outsourcing through our global network centering on Asia. We have more than 2,400 consultants serving companies in a wide range of industries, such as manufacturing, financial services, consumer business, energy, telecommunications and media, as well as the public sector.

We offer the highest quality service with pragmatic solutions, allowing clients to overcome the various stumbling blocks when driving operational transformation for optimal performance. With offices in Tokyo, Osaka, Taipei, Shanghai, Seoul, Singapore, Bangkok, Kuala Lumpur, New York, Los Angeles, Toronto, Amsterdam, Frankfurt, Brussels, and Zurich, and alliances worldwide, our services cover an extensive area. Our highly experienced bilingual and bicultural consultants have a wide range of international projects. They specialize in helping Japanese, North American and Europe-based multinationals with management-strategy formulation, business-process reengineering, business-systems development and integration, and revitalization programs for human capital and the organization.

We do not simply transfer global "best practices" from a "top-down" perspective, but work to discover the true needs of our clients by providing successful solutions involving change and incorporating different levels of the organization to deliver sustainable business results.

Network Services

Comverse Japan, Ltd.

Tel: 03-5324-9180

Fax: 03-5324-9112

E-mail japan.info@comverse.com

www.comverse.com

Comverse is the world's leading provider of software and systems that enable multimedia network-based enhanced services. More than 450 communications service providers in more than 125 countries use Comverse call completion, messaging, content and billing solutions to increase revenues, strengthen customer loyalty, and improve operational efficiency.

Comverse's Total Communications Portfolio helps service providers meet their customers' lifestyle needs. Comverse Total Communication solutions support IMS, converged networks and hybrid environments – providing a smooth bridge between existing and emerging networks. Our scalable end-to-end solutions support flexible deployment models, including in-network, hosted, and managed services, to meet each service provider's unique marketing technology and business requirements.

Our Vision:

Comverse envisions a world of Total CommunicationSM where people are free to communicate and use services in the way that is most appropriate, effective and convenient. Our mission is to be the first choice of service providers for solutions that enhance the Total Communication experience.

Benefits to Service Providers:

Comverse Total Communication solutions support IMS, converged networks and hybrid environments – providing a smooth bridge between existing and emerging networks. Our scalable end-to-end solutions support flexible deployment models, including in-network, hosted, and managed services, to meet each service provider's unique marketing, billing, technology and business requirements.



FUSION GOL

Toll Free: 0120-987-800 (from within Japan)

Tel: 03-3239-6813 (from outside Japan)

www.gol.com/english

FUSION GOL as an Internet Service Provider (ISP) has been bringing reliability to the @gol.com brand and taking quality seriously since its foundation in 1994, when the Japanese Internet industry was just getting started. With the nationwide expansion of stable, high-speed connections; the development of new Web-hosting technologies, and excellent bilingual support, FUSION GOL continues its strong commitment to serving corporate and personal clients of Japan's international community. Whether starting a new company in Japan or already well-established, FUSION GOL's range of Web-hosting and Business-Grade Broadband services provides the stable, flexible and scalable foundation needed for the success of your online-business operations. GOL also brings the world's best Internet connections to your home with a full line-up of High-Speed Optical Fiber and ADSL service offerings.

FUSION GOL – making Internet-for-Everyone a reality.

Optical Fiber Cable Manufacturers

Advanced Cable Systems Corp.

Tel: 03-3438-2510 **Fax:** 03-3438-2783

www.advanced-cable.co.jp

Advanced Cable Systems (ACS) was established in 2002 as an optical-cable manufacturing company in an equal partnership between Corning Cable Systems, the world's largest optical-fiber cable manufacturer, and Hitachi Cable, Ltd., one of the largest comprehensive cable manufacturers in Japan. In April 2006, to reinforce the overall business in optical-fiber cable, all operations – including development, design, manufacture and sales of optical hardware, equipment and optical-fiber cable – were integrated into an expanded ACS.

Recruiting Specialists

Executive Search International

Tel: 03-3479-0918 **Fax:** 03-3479-0858

www.esijpn.com

In this increasingly competitive environment, finding and securing the right personnel to ensure the success of a business venture can be a daunting task. For foreign start-ups, choosing the right executive search firm is imperative.

ESI is a management-consulting firm specializing in executive search and selection. We have been serving the business community in Japan since 1969.

Our Tokyo office employs both English- and Japanese-speaking consultants to ensure your requests will be clearly understood. Professionalism and integrity of a search firm are critical factors to evaluate together with experience, ability and delivery. Experienced in both retained and contingency search, our specially trained consultants, through our overseas affiliates, can assist both foreign and Japanese management in locating and recruiting vital personnel virtually anywhere in the world.

Our consultants are leaders in their chosen specialties, which include:

- Information Technology
- Technology Finance
- Investment Banking
- Financial Services
- Securities
- Heavy Industry and Manufacturing
- Consumer Goods and Retail
- Pharmaceuticals

Our dual personalized approach ensures that we meet and exceed the requirements of both the Client and the Candidate.

For more information, please contact Peter Scott, Managing Director, at peter@esijpn.com or call 03-3479-0918.

Slate Consulting, K.K.

Tel: 03-5414-2505

www.slate.co.jp

For more than 40 years, Slate has been a presence in the Executive-Search field. In 2003, we established our first Asian office in Tokyo.

We marry decades of experience and foresight in the Human Capital field with sophisticated management and technology solutions to provide one of the premier global recruiting solutions.

Our mission is to be a purpose-before-profit global leader in the Human Resources Consulting Business. As such, we establish and nurture excellent relationships with global client corporations in multiple locations and consistently provide them with service at the highest level of honesty, integrity, innovation, tenacity, focus and mutual benefit.

We provide equal opportunities to all of our employees, regardless of race, religion or creed, and are building a community that spans the globe. We tie regions of the globe together using an innovative spectrum of technology that creates a unified global workplace.

We focus our team's strengths and passions on the things that they want to do and are best at. We prosper as an organization, and provide outstanding service because we pursue our daily objectives with passion and a commitment for results.

Telecommunications Services

Avaya Japan Ltd.

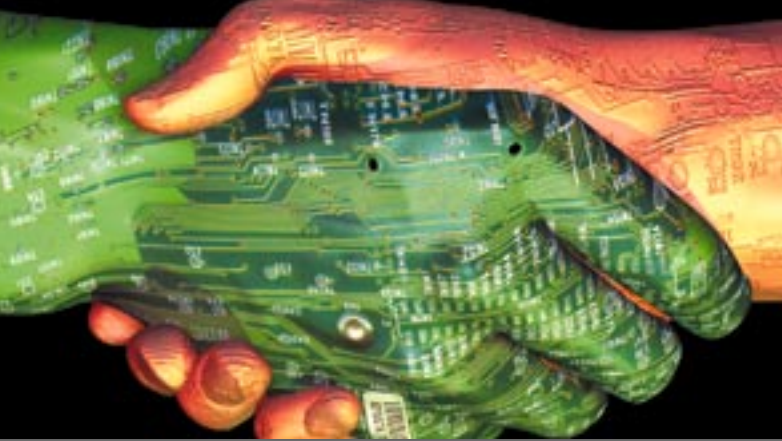
Toll Free: 0120-223-911

www.avaya.com

www.avaya.co.jp

Avaya is a leading global provider of business-communications applications, systems and services focused entirely on serving the needs of large to small businesses.

Our unique combination of communications applications, systems and services



help simplify complex communications, and work with existing technologies from other vendors, enabling customers to unlock value and potential from their network. By embedding communications into the very business processes of an enterprise, we help to improve the way organizations work – making people more productive, processes more intelligent and customers more satisfied.

Drawing on a rich heritage of enterprise telephony and mastery of IP-based technologies, we help customers to grow revenue, lower risk, reduce costs and achieve superior business results.

As a leader in IP telephony, we help customers realize business value and create competitive advantages by driving the integration of communications and business applications across any network and device.

Through our innovative technology and services, customers can integrate IP-telephony solutions with existing communications investments to enhance and evolve their networks and communications applications along their own path and at their own pace.

Cable & Wireless, plc

Tel: 03-5219-1200 **Fax:** 03-5219-1201

www.cwasia.com

www.cw.com

Cable & Wireless, plc is one of the world's leading international communications companies. It operates through two standalone business units – International and the UK.

The International unit operates integrated telecommunications companies in 33 countries, offering mobile, broadband, domestic and international fixed-line services to residential and business customers, with principal operations in the Caribbean, Panama, Macau, Monaco and the Channel Islands.

The UK unit provides enterprise and carrier solutions to the largest users of telecoms services across the UK, the U.S., continental Europe and Asia. In Asia, its principal operations are in Hong Kong, China, Japan, Singapore, India and Australia – with Japan a major network hub.

Cable & Wireless' intercontinental network

is the fourth-largest for international voice, and the fifth-largest for data – carrying traffic across more than 160 countries totaling 2.5 billion minutes a month. Backed by industry-leading Service Level Agreements that, in most cases, extend to the local loop, Cable & Wireless is focused upon providing high-quality Managed IP services.

For 130 years, Cable & Wireless has constantly reinvented itself to embrace the latest technological advances to serve its customers' needs. Today, it is a business intent on changing the industry – delivering a great customer-service experience consistently and continuously.

dit Co., Ltd.

Tel: 03-5634-7651 **Fax:** 03-3699-7048

E-mail: info@dit.co.jp

www.dit.co.jp

Say good-bye to time wasted returning endless missed calls from customers and staff. dit Co., Ltd.'s solution, the Wireless VoIP Starter Kit, effectively, efficiently and reliably realizes a secure and simple wireless network for your critical voice and data communications to save you valuable time. Our product meets today's need for small to medium-sized branches to keep in touch with staff hustling in and out of the office. Our Wireless VoIP Starter Kit enables mobile, multi-functional cellular phones to uniquely work as IP phones inside the office with extension numbers and, as usual, outside, resulting in any phone call from the customer never being missed regardless of where you are. This provides incomparable accessibility to your customers, sustaining the close and immediate communications solution you seek for carrying out solid sales and customer services. Such efficiency also improves the bottom line, enabling cost savings over fixed-telephone installation and lower communications expense, which adds up to greater flexibility in office relocations or changes in office layout as your business grows.

As experts in this field, dit also offers a number of other services for a secure, smart and comfortable network environment. After all, a smart office supports smart business and smart management.

KDDI Corporation

E-mail: networks@kddi.com

www.kddi.com/english/business/

KDDI provides a wide range of telecommunications and IT services to individuals and businesses throughout Japan and around the world. A Fortune Global 500 company, KDDI is much more than simply a mobile-phone company, although our "au" mobile service is extremely well known. KDDI provides everything from mobile phones to data centers, Internet to satellite services, local to international phone services, and data networks to IT solutions.

Our customers range from individuals using our home-phone services, through to the largest corporations relying on us for high-performance data networks in Japan and internationally. To meet the bandwidth needs of business, KDDI boasts, for example, the number-one share in the emerging Ethernet networks market (with 99.9991% availability).

Our commitment to high-quality performance applies equally to our international services. With a history stretching back over 50 years in the international arena, we have offices in 22 countries and 37 cities around the world assisting our corporate customers in all their IT and telecommunications needs – everything from procuring telecommunication circuits to installing in-house data networks and IT infrastructure.

Let us help you untangle your network – for more information please contact us at networks@kddi.com

KVH Co., Ltd.

Tel: 03-5772-5818 **Fax:** 03-5772-5685

E-mail: sales@kvh.co.jp

KVH Co., Ltd. is a leading integrated communications and IT management service provider established in Tokyo in 1999 by Fidelity Investments, the world's largest independent financial-services company. Through its facility-based optical-fiber networks and data centers, KVH offers data networking, Internet access, voice and managed solutions.



As its customers' IT Service Bureau, KVH provides comprehensive IT management solutions – developing and managing network and IT infrastructure through the entire planning, consulting, design, implementation and operations processes. KVH serves as a single point of contact and ownership for fully managed regional network operations, which have been extended throughout the Asia-Pacific region, including a local presence through affiliates in China and India.

KVH solutions are implemented in an efficient operational structure using the latest technology incorporating global best practices, and are monitored 24 hours a day, 365 days a year. In addition, KVH's bilingual Service Desk associates respond to customer needs and inquiries on a 24/7 basis, ensuring immediate corrective actions are taken in the event of service problems.

KVH serves over 1,300 corporate customers in a variety of industry segments, including financial services, manufacturing, pharmaceutical, media and e-commerce, meeting the operational needs of local and global MNC clients in the region.

NTT Communications Corporation

Tel: Toll-free (only in Japan) 0120-506-506
www.ntt.com

NTT Communications is the global data and IP services arm of the Fortune Global 500 telecommunications leader: Nippon Telegraph & Telephone Corporation (NTT). Combining the company's expertise in private networks, MPLS IP-VPN, Internet access, security, dedicated hosting, application hosting, and professional services for diverse managed-service offerings, NTT Communications provides multinational corporations with strong IT infrastructure to support their business growth with improved operational efficiencies. Armed with its commitment to deliver quality and technical prowess powered by our industry-leading customer service, NTT Communications provides local accountability with global reach to its customers through a single point of contact. The company was proud to be named recipient of the World

Communications Awards Best Customer Care in 2005. Headquartered in Tokyo, NTT Communications Group consists of over 30 companies worldwide; and is connecting 144 countries and regions with the most extensive Asia-Pacific coverage and a Global Tier-1 IP backbone network.

Contact Center Outsourcing

Nippon TP Co., Ltd.

Tel: 042-340-5225

www.nippontp.com

www.teleperformance.com

Teleperformance – operating in Japan as Nippon TP Co., Ltd. – is the world's second-largest contact-center outsourcing company, with 2005 revenues of about \$1.5 billion. Established in 1978, we are publicly traded on the Euronext exchange (symbol 5180). Teleperformance holds an industry-best 5A1 Dunn & Bradstreet rating and has been consistently profitable every year since its inception. We are proud to call many of the world's largest and most successful companies our clients.

Teleperformance is recognized as the most-experienced outsourcer of global Customer Relationship Management solutions and has the largest worldwide footprint. For Teleperformance, a presence in each country is essential to our understanding of local markets, thereby strengthening our unique ability to service the global needs of our clients.

We operate about 46,000 computerized workstations with more than 60,000 employees (full-time equivalents) across 267 contact centers in 41 countries. This includes 102 contact centers directly managed on clients' premises. Teleperformance provides a full spectrum of contact-center services in over 50 languages and in all major industries.

Teleperformance is pleased to announce the implementation of Nippon TP to provide high-quality services for your local-market contact-center requirements.

Translation Services

Honyaku Center, Inc.

Tel: 03-6403-9951 **Fax:** 03-6403-9961

E-mail: bud@honyakuctr.co.jp

www.honyakuctr.com

Optimal language solutions at competitive prices! We aim to serve.

Presently, there are an estimated 2,000-3,000 enterprises involved in commercial translation throughout Japan. The majority of these companies are small to medium-sized enterprises; and few approach the quality standards and scale of market leader, Honyaku Center, Inc. Established in 1986, the corporation is consistently upgrading its technological and skill base to ensure high-quality work. Naturally, it is one of the most highly regarded firms in the sector in Japan.

As Japan increasingly embraces information technology (IT), such as wireless and broadband Internet technology or ubiquitous computing, Honyaku Center, Inc. takes pride in providing an essential service to overcome the often-formidable barrier of language: a full range of translation, localization and ancillary work – for overseas-based clients and for Japan-based clients globalizing their operations.

With our extensive domestic branch network, we have our finger on the pulse of the nation's economy and can ensure optimal access to high-caliber information and technology sources, as well as the Japanese markets.

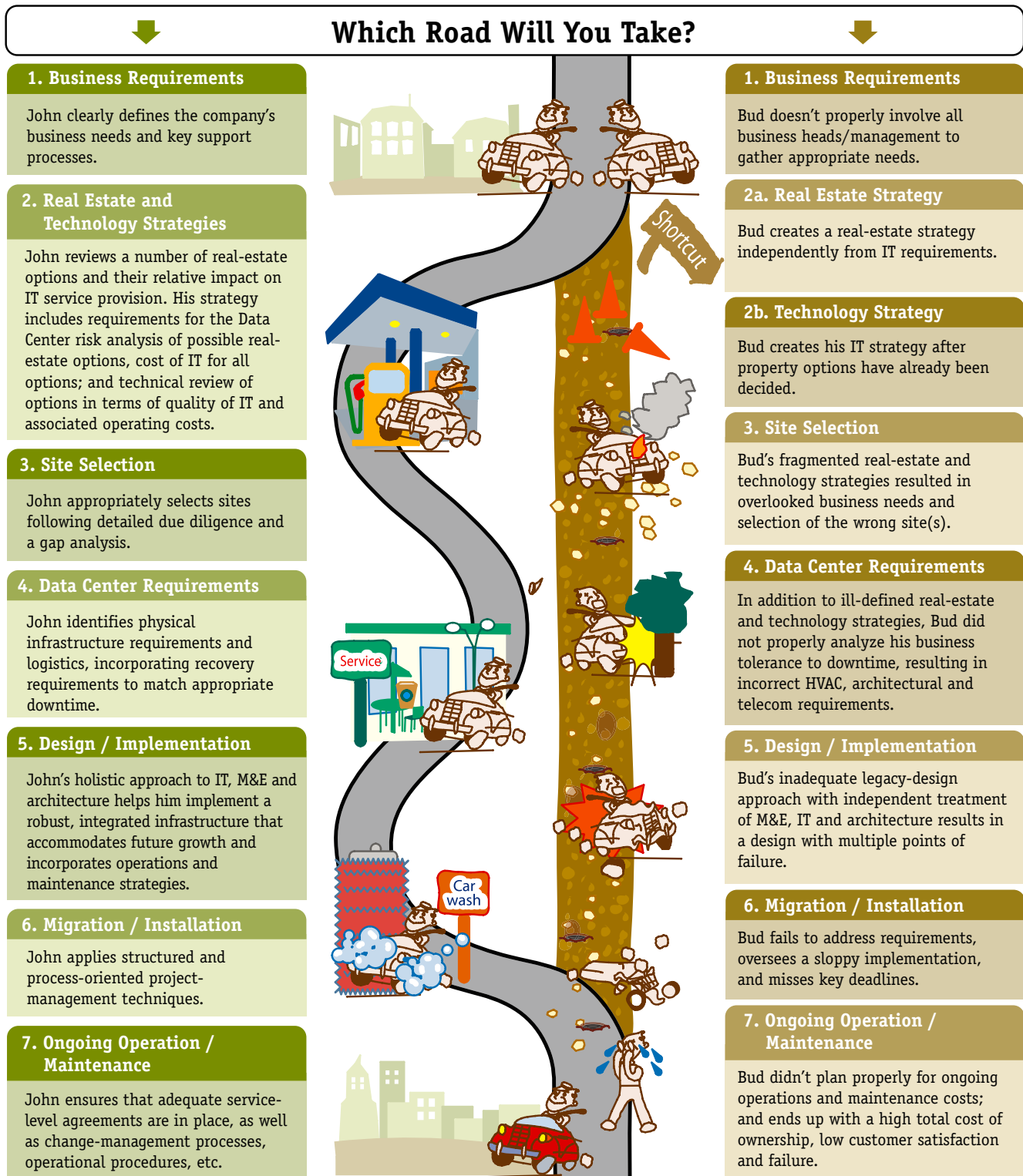
When speed is of the essence, when the jargon or technical field is so obscure that others capitulate, Honyaku Center, Inc. holds the key to deciphering troublesome documents.

We look forward to serving you.

Roadmap for Your Corporate Data Center

A Best Practice Methodology

It is essential to adopt a holistic, step-by-step approach in your company's Data Center strategy. To secure and maintain your company's data, you need full integration among business needs, real estate, IT, Mechanical and Electrical Engineering (M&E), architecture/structure, installation and ongoing operation/maintenance. The strategy needs to provide access to your data and facilitate your company's growth, along with your business-continuity and disaster-recovery plans. A well thought-out and proven methodology is the key to staying on the right road and ending up in the right place.



Alain Wenckebach, Managing Director
PTS Consulting Japan K.K.