

# An Introduction to COMTURE for Institutional Investors

## COMTURE CORPORATION



May 10, 2024

Chihiro Sawada  
President

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# About COMPTURE



# 1-1 Company Overview



Name	COMTURE CORPORATION
Representative director	Chihiro Sawada, President Osamu Noma, Senior Executive Vice President
Address	9F/15F East Tower, Gate City Osaki, 1-11-2, Osaki, Shinagawa-ku, Tokyo Japan
Established	January 18, 1985
Businesses	Consulting, plans, installation and operation of systems, primarily using the cloud, for companies
Capital	1,022 million yen (as of the end of March 2024)
Group companies	COMTURE NETWORK, EDIFIST LEARNING INC., TAKT SYSTEMS, INC., COMTURE MARKETING, COMTURE DATA SCIENCE
Net sales	34,185 million yen (FY3/24) <b>37,700 million yen</b> (Forecast for FY3/25)
Ordinary profit	4,597 million yen (FY3/24) <b>4,900 million yen</b> (Forecast for FY3/25)
Employees	1,912 (as of April 1, 2024)



# 1-3 COMTURE's Evolution - How we continued to grow -

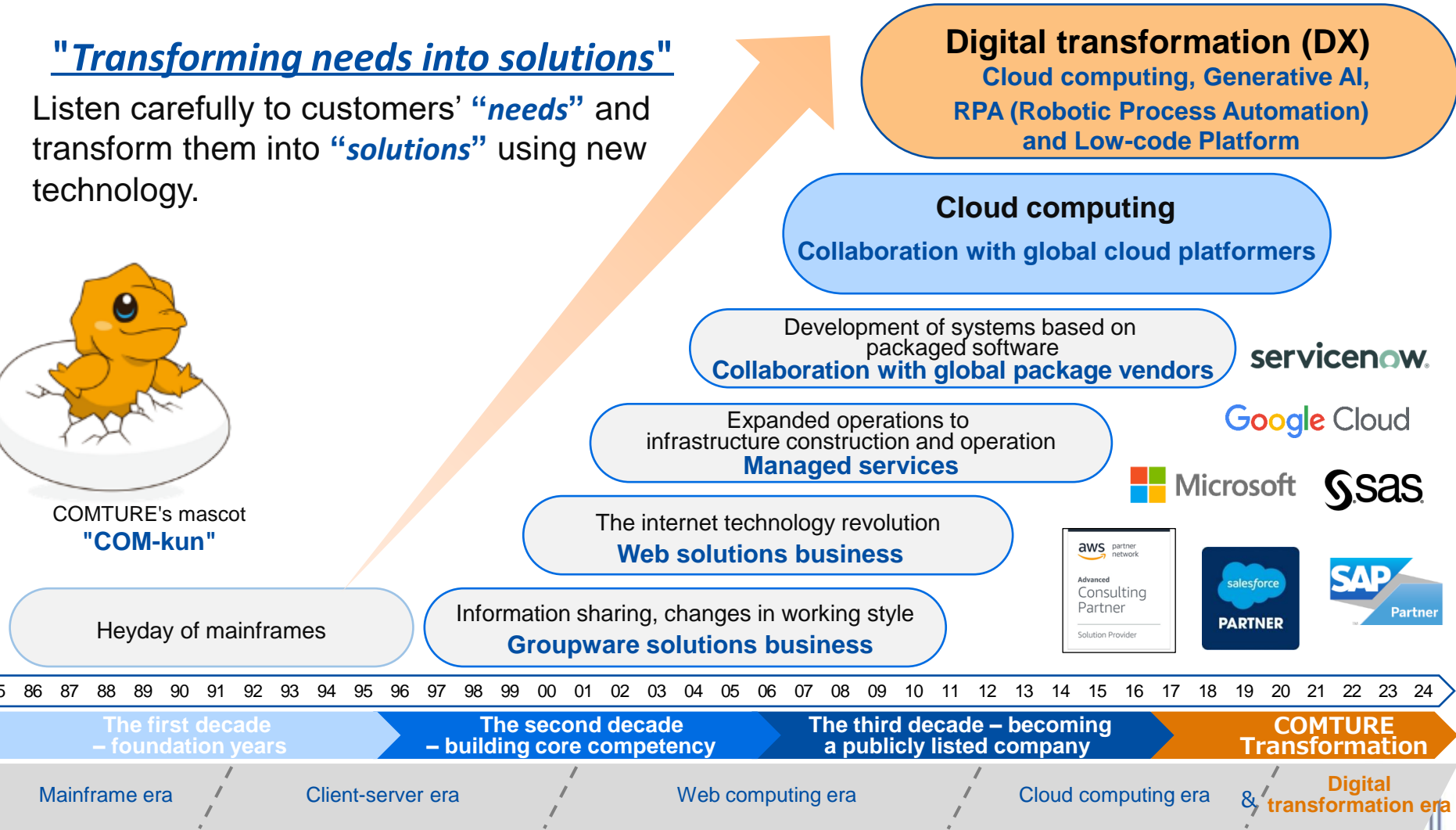
## As a result of ceaseless innovation

### "Transforming needs into solutions"

Listen carefully to customers' **"needs"** and transform them into **"solutions"** using new technology.



COMTURE's mascot  
**"COM-kun"**



# 1-4 Five Interlinked Business Domains

Proposals and support for IT at large companies centered on  
Cloud Solutions and Digital Solutions

Client companies

## Cloud Solutions

Solutions that use the cloud

## Digital Solutions

Data Analytics (Big Data · AI),  
RPA

## Business Solutions

ERP (SAP), Fintech,  
Human Resources Solutions

## Platform, Operation Services

Cloud infrastructure foundation,  
operation, management service

## Digital Learning

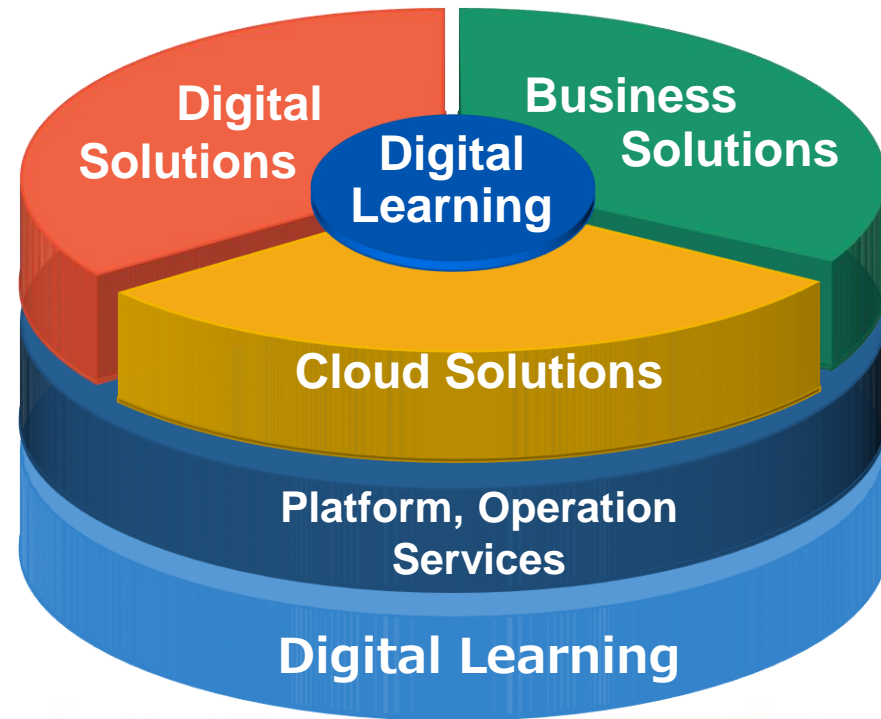
E-learning for employee IT  
training programs

Ideas for  
consulting and  
solutions

Solution  
systems

Maintenance  
and operation  
services

Education  
services



# 1-5 Strategy for Collaboration with Vendors

## Collaborations with global platformers and tool vendors

### Cloud Solutions

- Collaboration using alliances with global SaaS vendors, consulting and integration services for the installation and use of CRM and other cloud services, and other activities

### Digital Solutions

- Construction of data infrastructures by working with global AI vendors, provision of data analysis solutions by working with global data analysis vendors, and other activities

### Business Solutions

- Construction, operation and modernization concerning accounting, personnel, fintech and other core IT systems using collaborations with SAP, SuccessFactors and other global ERP package vendors

### Platform, Operation Services

- Hybrid cloud environments using virtualization software, design, construction and operation of virtual networks, IT system remote surveillance at COMTURE Group's service centers using global tools, help desk operations, and other activities

### Digital Learning

- Education services with cooperation of global vendors for acquiring vendor certifications and IT education services to give people skills needed to perform DX jobs.



Business Partner



kubernetes



# 1-6 Major Customers

We serve **1,042** large companies covering a broad spectrum of industries

SMBC Trust Bank, NTT DOCOMO Group, OBAYASHI CORPORATION, ORIX, Olympus, Canon Group, KYOCERA Group, Cleanup, Credit Saison, Keio Corporation, Kobe Steel, KONICA MINOLTA, Sankei Shimbun, GMO Aozora Net Bank, SUZUKI Group, Sony Group, SoftBank Group, Solaseed Air, The Dai-ichi Life Group, Taisho Pharmaceutical, Daicel Corporation, Daiwa Securities Group, THK, The Tokyo Star Bank, TOSHIBA Group, TOYOTA GROUP, Nikkei, NIHON TECHNO CO. LTD., JAPAN POST HOLDINGS, Nomura Research Institute, Pasona Group, Honda Motor, Marubeni, Mitsui Chemicals, Sumitomo Mitsui Bank, Sumitomo Mitsui Trust Bank, Mitsubishi Heavy Industries, Mitsubishi Corporation, MITSUBISHI ESTATE, Mitsubishi Electric, MetLife Insurance, Morinaga Milk Industry, MORI Building, YAMAHA, MEGMILK SNOW BRAND, Rakuten Card, LIXIL, Recruit Group, Ricoh Japan

(Order of the Japanese syllabary. As of the end of March 2024)





# 2

## Our Business

# 2-1 Major Examples

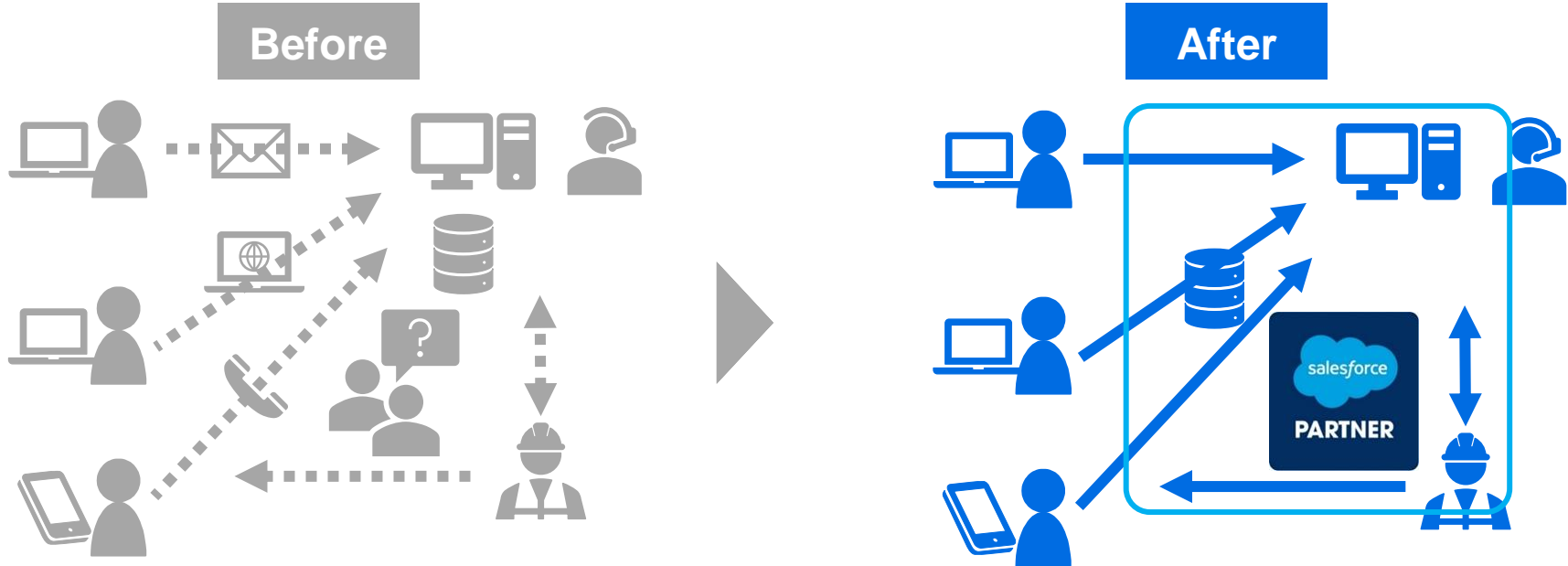
—Konica Minolta Japan, Inc.—

Example of cloud use – 1

## Better customer satisfaction by centralizing inquiry/response records

**Stores on the cloud previously dispersed data, from requests to repair work**

Centralized management and visualization of the entire repair process improves efficiency and customer satisfaction.



Separate management of responses for each product and department

Centralized management of the entire work process on the cloud for easy visualization

# 2-2 Major Examples

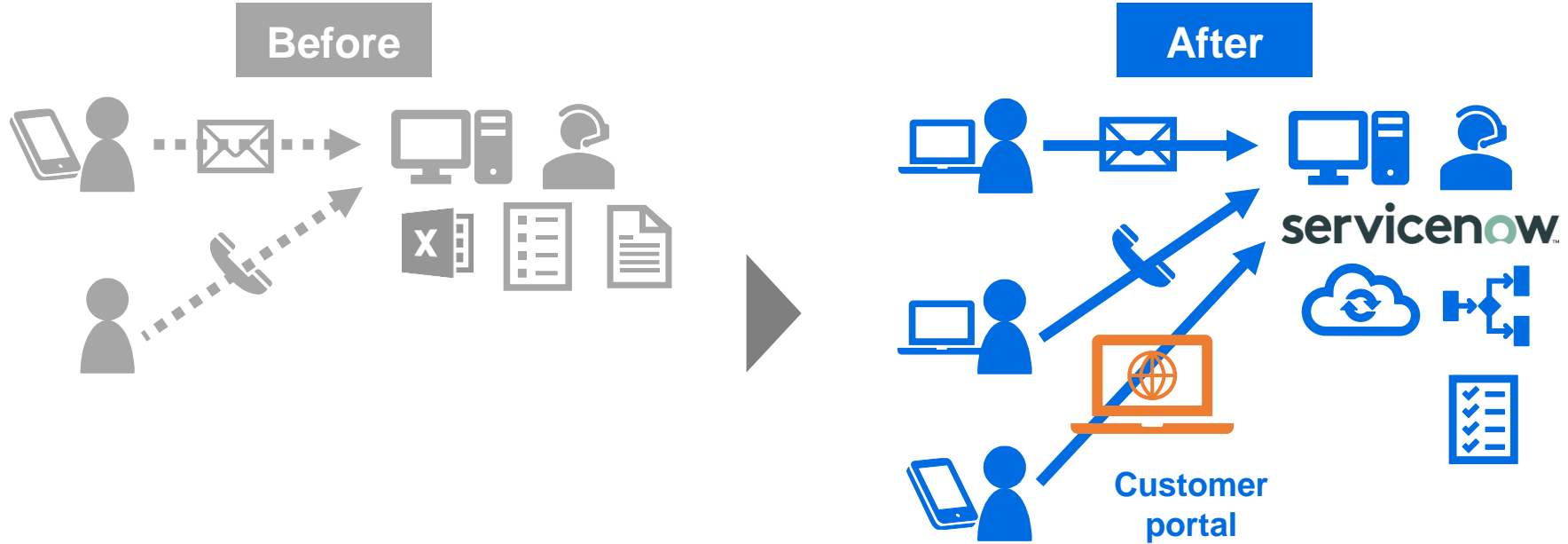
–Operator of a diversified retail facility–

Example of cloud use – 2

## Omnichannel application procedures for convenience and better business processes

**Established a portal for parking facility use applications to make this process more convenient and reduce the volume of work required**

The customer portal makes applications easier and simplifies steps for progress management after an application is received.



Previously used e-mail and telephone for applications and a manual management process

Applications and processing are done on the portal, providing automated management and visualization

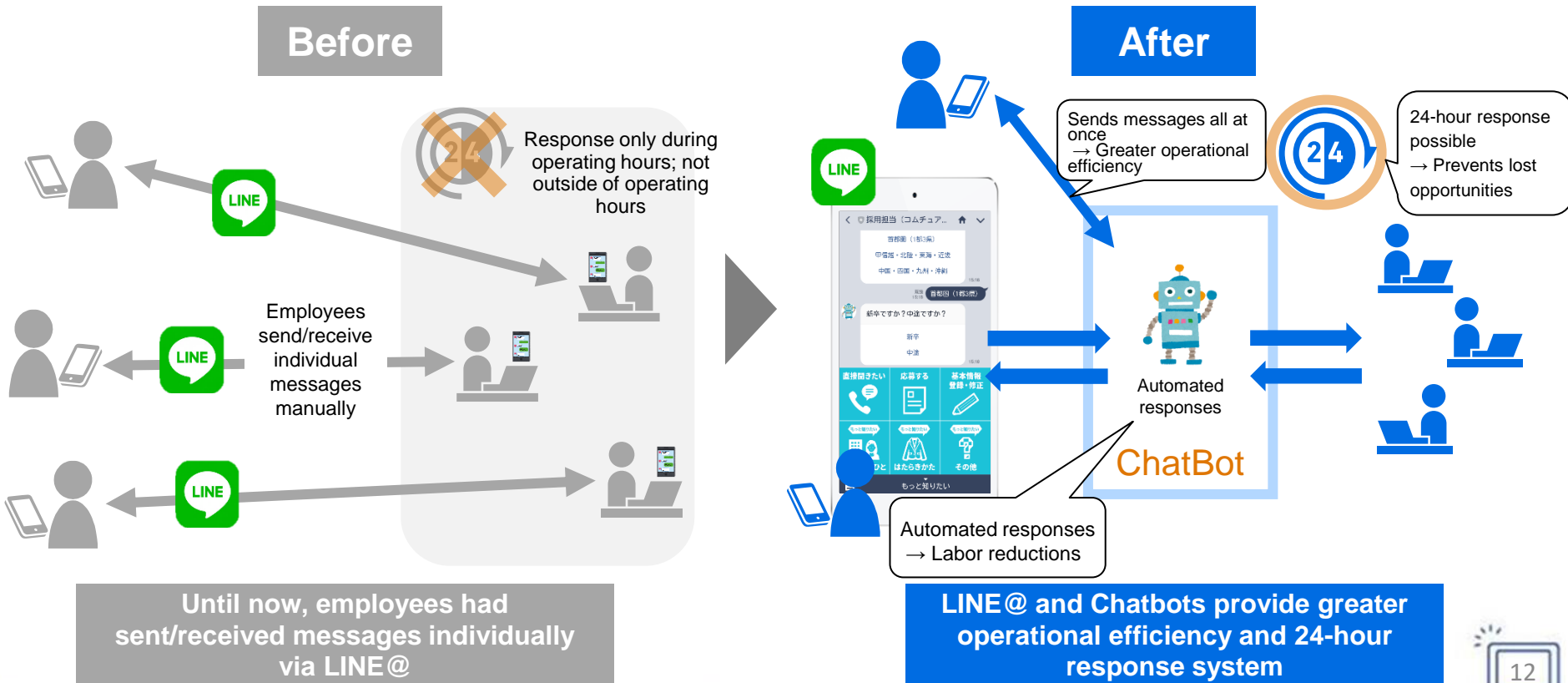
# 2-3 Major Examples

–Japan Nursery Service Inc.–

## Example of cloud use – 3 Automated response via Chatbot

**Working with Chatbots (automated response robots) to support improved operational efficiency and strengthened response capabilities**

When communicating with applicants for nursery school teacher positions, automated response improves operational efficiency and enables 24-hour response



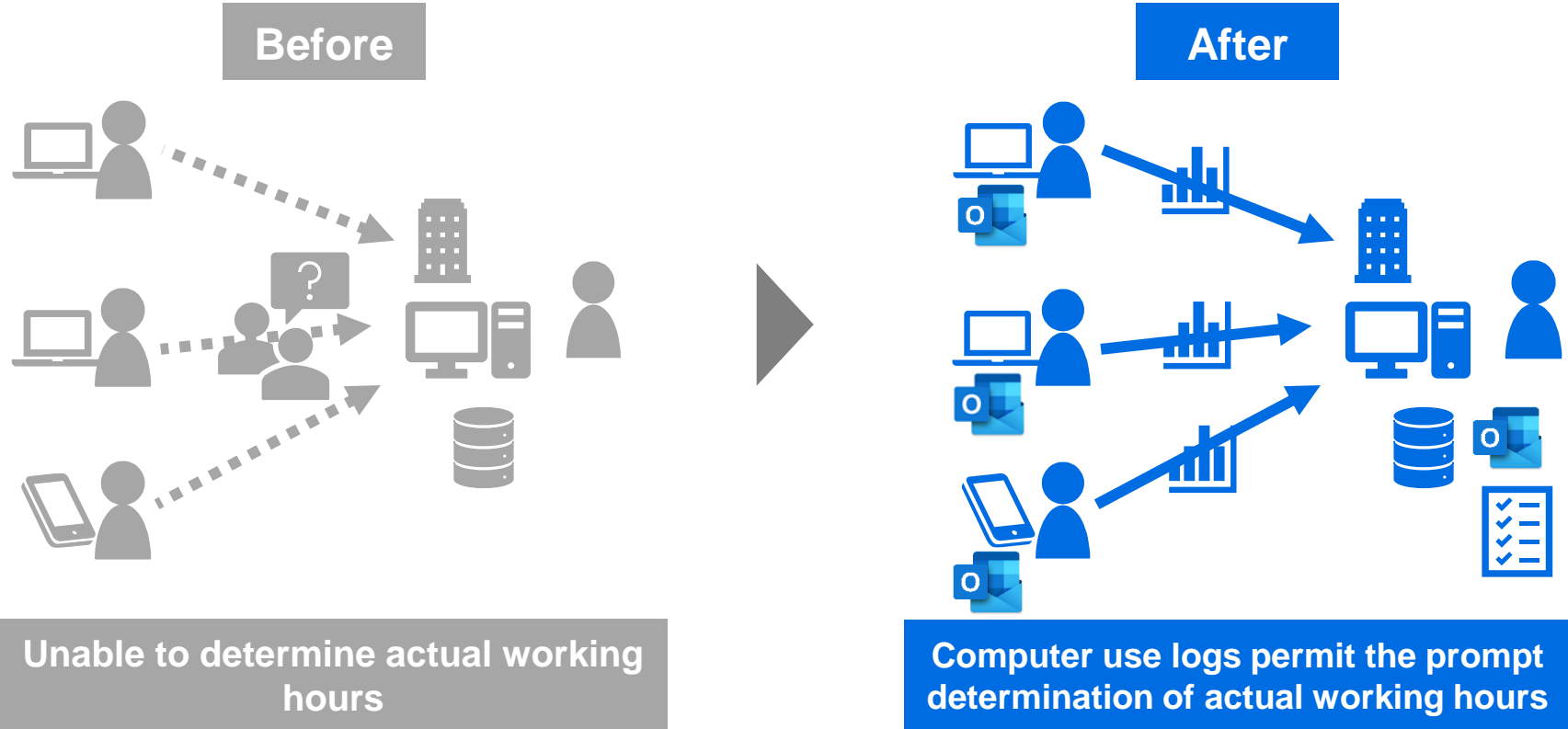
# 2-4 Major Examples –Large financial institution–

Example of cloud use – 4

## Use of Office 365 to reveal the facts about “hidden overtime”

### Logs for Office 365 use provide data about actual working hours

The use of log data increases the ability to identify improper overtime work by employees.



# 2-5 Major Examples

–Large manufacturing company–

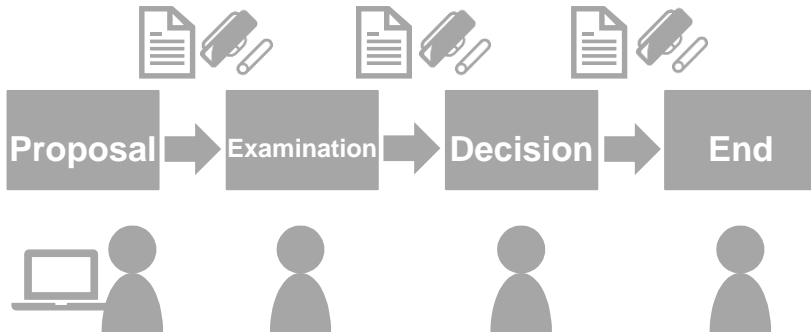
Example of cloud use – 5

## Electronic approval documents for a more efficient approval process

**An e-document system for decisions makes approvals easy even for telework**

Moving approvals to the cloud eliminates paper documents and personal seals, thereby preventing delays and omissions in approval procedures.

Before

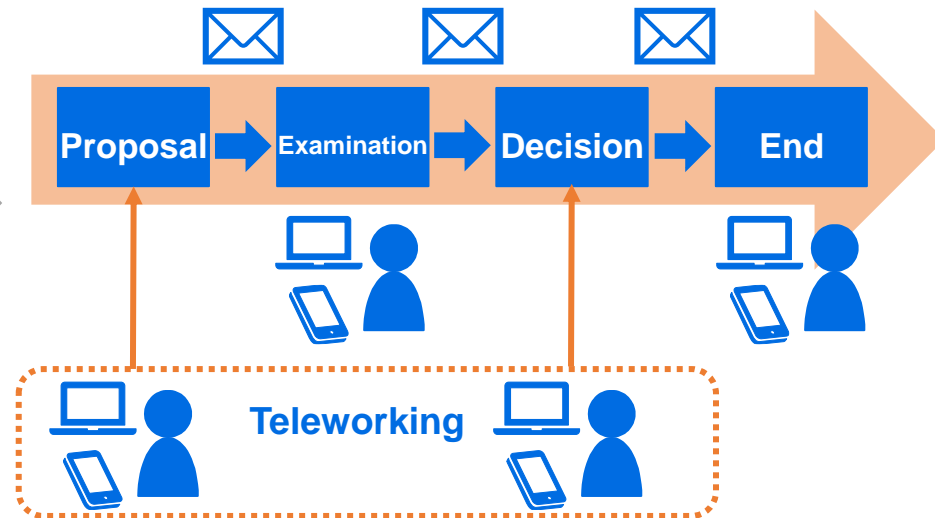


Time-consuming activities are required to advance from proposals to decisions



Authorized Partner

After



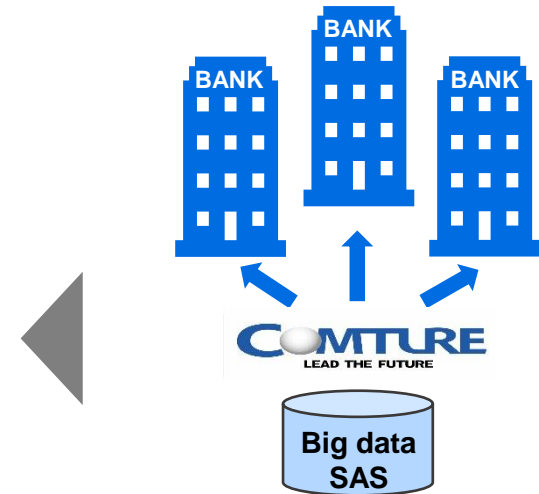
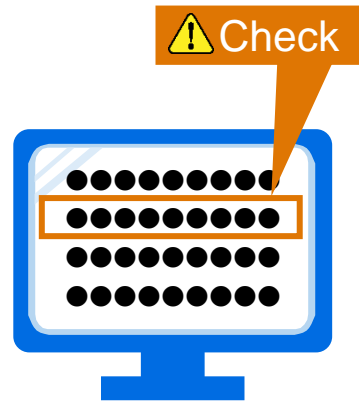
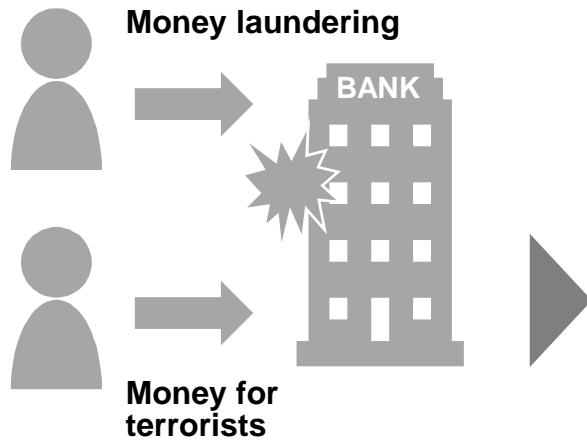
Approvals are possible at any time and location, resulting in faster decisions

# 2-6 Major Examples –Large bank–

## Example using big data and AI solutions – 1 Solution for detecting accounts linked to criminal activity

### Collection and analysis of transaction data (big data) to facilitate automatic detection of illegal transactions

A big-data-based transaction monitoring system can be used to collect and analyze day-to-day transaction information and automatically detect suspicious activity.



Risk involving money laundering, terrorism, smuggling and other transactions for criminal activity is growing

With big data, financial institutions can quickly detect and report transactions involving criminal activity

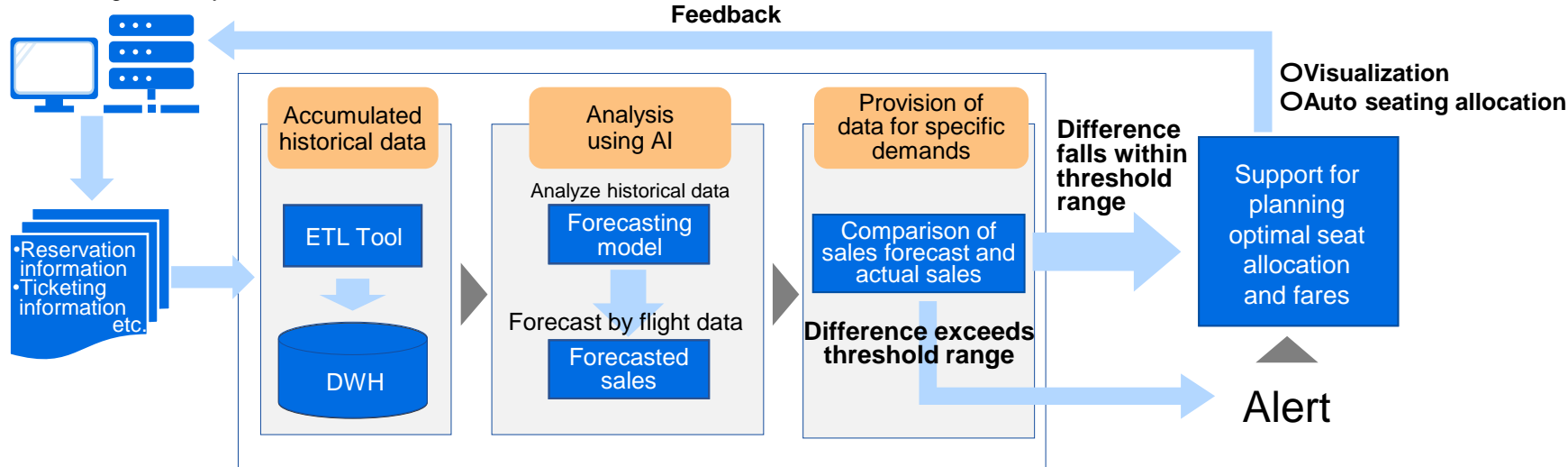
# 2-7 Major Examples –Solaseed Air Inc.–

## Example using big data and AI solutions – 2 Revenue management system

### Use of AI for analysis of large amounts of flight ticket sales data (big data) accumulated from the past

Forecasting future demand and comparing it with actual sales, AI optimizes pricing that minimizes seat vacancy rate, which ultimately leads to maximizing profit.

Reservation Management System



In the past, fares were determined based on the forecasted demand by human instinct and experience



Expansive historical sales data are analyzed using AI for demand forecasting. Optimal pricing is derived based on the past sales



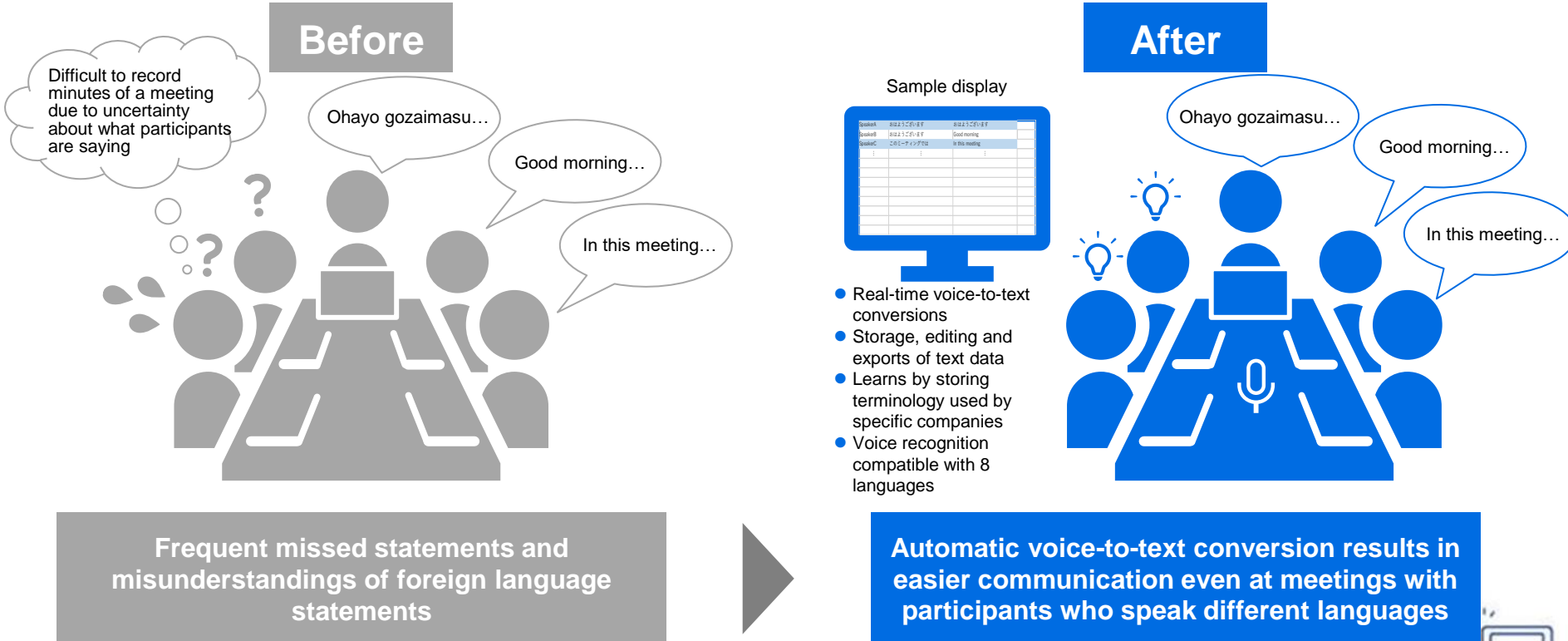
# 2-8 Major Examples

–Large non-ferrous metals manufacturer–

## Example using big data and AI solutions – 3 Improvement of communication quality using voice-to-text conversion and automatic translation

### Reduces rechecking statements and misunderstandings of foreign languages at meetings

Real-time conversion using AI of statements to text and immediate translations raise the quality of communications. Also optimizes the vocabulary to match specific companies and industries by using terminology/voice data learning and a dictionary function.



# 2-9 Major Examples

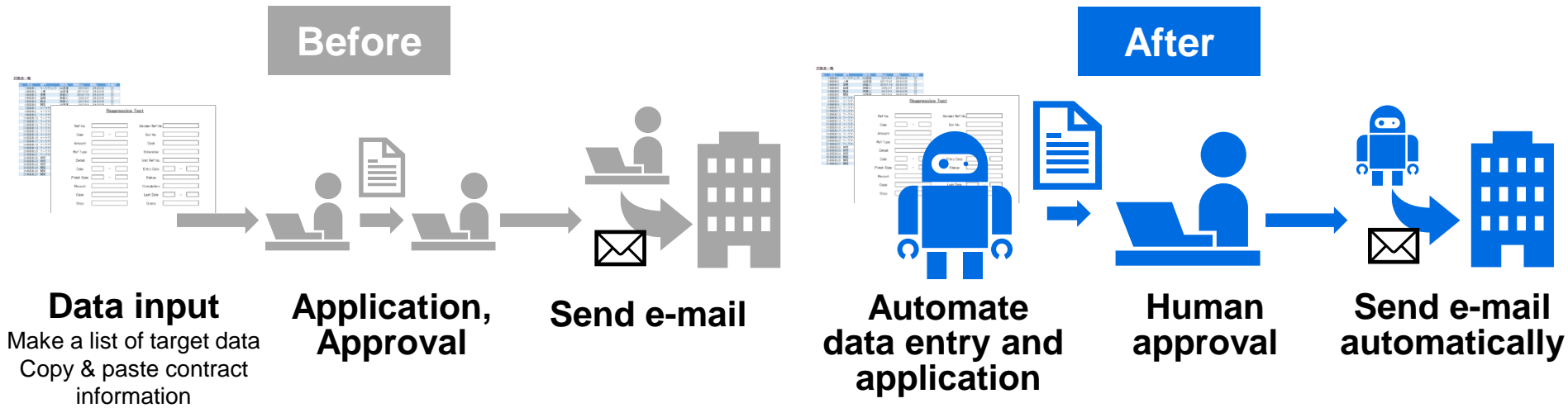
–Large manufacturing company–

Example using RPA (Robotic Process Automation)

## Automation of contract creation / approval / sending work

**Automation of manual tasks to reduce work times and eliminate input/entry errors**

RPA automates almost all excess labor related to outsourcing contracts, which reduces costs and improves overall quality



Manual tasks to extend outsourcing contracts  
(Preparation of approval documents,  
application by workflow,  
send e-mail to outsourcing service provider)

**RPA automates almost all operations**

- Working time reduction rate 80%
- Eliminate input errors and erroneous mail transmissions

# 2-10 Major Examples

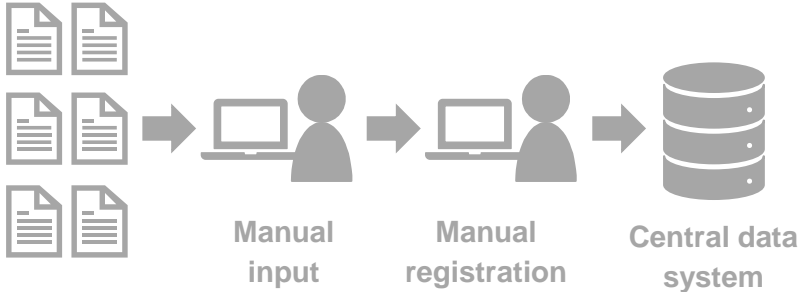
Example using AI and RPA (Robotic Process Automation)

Use of AI-OCR for automation of benefit procedures at local governments and other organizations

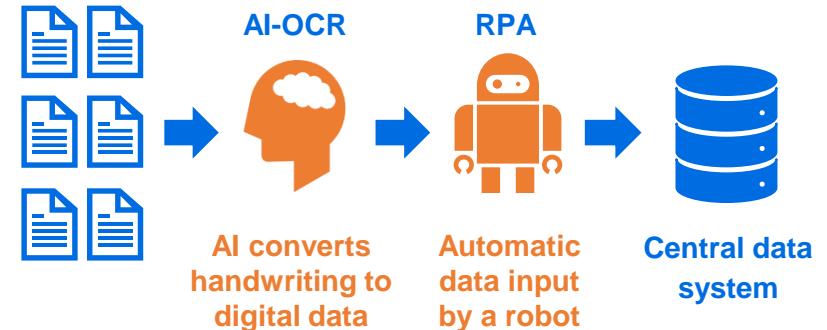
**Fully automated, from using AI to read paper documents to using RPA for system input**  
Improves efficiency and facilitates working style reforms by greatly reducing time-consuming paper document data input

Before

Enormous volume of government and other paper applications



After



Manual data input is time consuming and results in many mistakes

Automation from reading documents to data input eliminates mistakes and improves efficiency

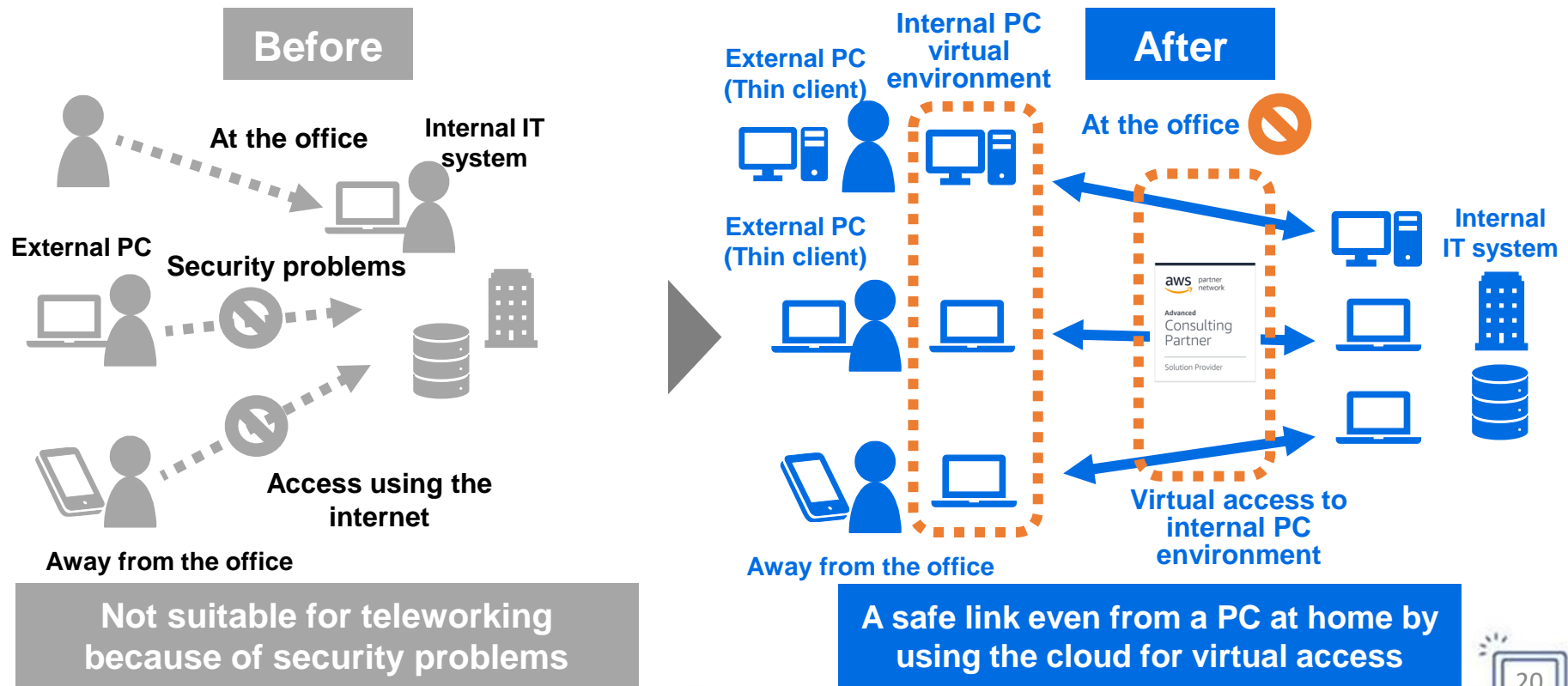
# 2-11 Major Examples

Example using cloud and platform

## Using the cloud for creating a simple and safe teleworking environment

### Safe access to internal IT systems by using a virtual desktop infrastructure (VDI)

Allowing access to an internal IT system from external PCs creates an environment for working style reforms using teleworking



# 3

# Business Strategies

# 3-1 High Added-value Strategy

– Top priority policy–

Virtuous cycle of growth and sharing profits  
based on high added-value management

## High added-value

### Improvement of employee satisfaction

- Better workplace environment, more education/training programs
- Support for appropriate work-life balance

### Up-front investments

- Investments in new technologies and equipment
- Better and more efficient processes for higher productivity

### Improvement of shareholder satisfaction

- Growth strategy and risk management for corporate value growth
- Policy of maintaining a high dividend

Corporate branding

Consulting and  
better proposal skills

Improvement in quality  
of services

Increased productivity

Add domains where  
COMTURE can be  
competitive

Utilization of digital  
technologies

# 3-2 The Sales Process Strategy

**Sales leads = Three times higher than orders received**  
– Leading indicators for achieving the target for new orders

Share know-how to achieve order plan

Identify targets for sales activities

Both deepen and widen scope of existing customers



Expand new customer targets

Customer visits (strengthen connections)

Horizontal expansion in sales by providing solution menus

Inquiries via web pages

Collaborative sales with platform vendors

SFDC  
Sales report

Company-wide visualization of sales information

Share know-how across the company and the team

Creating proposals

Becoming a project

Three times higher than orders received  
Sales leads

Probability C

Probability B

Probability A

New orders

Priority KPI to achieve results

Account plan

(PDCA cycle on a daily, weekly, and monthly basis)

Activities to receive inquiries from prospective customers  
(Five times higher than sales leads)

Business activity to conclude contracts  
(Pipeline management)

# Closing “Our Slogan”

Be a source of  
“*excitement*”  
for customers and  
“*dreams*”  
for employees



# Precautions

- This presentation was prepared to provide information about COMTURE and is not a solicitation to invest in COMTURE.
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