

# FUJISOFT SERVICE BUREAU



**FUJISOFT SERVICE BUREAU INCORPORATED**

**URL** <https://www.fsisb.co.jp>

FUJISOFT Building 9F,  
2-19-7 Kotobashi, Sumida-ku, Tokyo 130-0022  
Tel: +81-3-5600-1731 (Main line)  
Fax: +81-3-5600-1730





## Aiming to be the best partner trusted by our customers!

Since the founding of our company, we have made “Aiming to be the best partner trusted by our customers!” our basic policy.

In recent years, the base of outsourcing services has been expanding due to the diversification of communication methods and the increasing sophistication of services provided by new IT-based technologies such as IoT, artificial intelligence, automation and mechanization for business operations, and big data.

To meet customer needs, we have started providing services using such new technologies in addition to the know-how we have accumulated.



### Security measures

We consider protecting information assets acquired from our customers as our social responsibility and are therefore addressing the maintenance and management of information security.

## We aim to be the best partner of our customers through total outsourcing services.

FUJISOFT SERVICE BUREAU INCORPORATED was founded in 1984 as a company providing services centered on data entry.

Currently, we are expanding our services as a “total outsourcing company” that provides services utilizing IT, with a contact center service and a BPO (business process outsourcing) service as our two main pillars.

In order to accurately meet customer needs, we are expanding and strengthening our services including contact centers, BPO, office support, web content and system support and developing them into a total outsourcing service that links them together, as well as expanding into new areas swiftly and flexibly in accordance with the services we provide.

We also provide 24/7/365 support based on low-cost, high-quality, robust information security.

Aiming to be the best partner trusted by our customers, we will continue to expand our services. We hope that you will continue to look forward to our efforts in the future.



President and Representative Director: **Satoshi Sato**



# Establishing a business style for the new era

The total outsourcing service FUJISOFT SERVICE BUREAU offers is a full package of more specialized and extensive BPO services by linking five service packages we have developed over the years to meet the sophisticated needs of our customers.

Through the complete outsourcing of our customers' increasingly complex and sophisticated business processes, we are confident that we can make great strides toward establishing a business style for the new era.



CRM

## Total Outsourcing Service



High added value BPO



# Offer new value to corporate business strategies

For customers' general IT and management operations, we combine our many years of IT/management know-how (proposals for analysis and rebuilding) to contribute to the development of centralization and standardization of core operations regarding management resources.

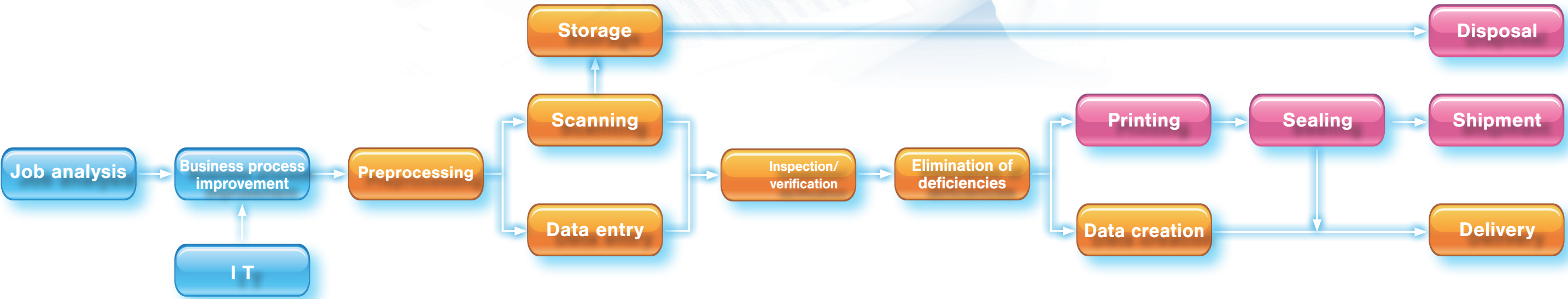
We also provide both inbound and outbound support to boost competitiveness among businesses.

## Security



We have standardized high-level information security management that conforms to Privacy Mark and ISO/IEC27001 (ISMS) and strive to completely protect personal information. Because we recognize that employee awareness and education are of paramount importance, we maintain a high level of security by focusing on rule formation, education and evaluation. We also use the latest technology, including biometric identification and monitoring cameras to manage entering and exiting our facilities.

## Our high added value BPO service



## Service menus

### Office work operations



Operations processed in multiple processes are consolidated through consistent outsourcing, allowing you to streamline business operations and contribute to faster processing.

P.O. box receipt / Contact desk operation / Opening and checking contents / Scanning service / Data entry service / Compensation for and elimination of deficiencies / Storing original copies / Disposal

### Data entry service



We set up dedicated machines for data entry equipped with measures for preventing information leaks to ensure quick and high-quality data entry work.

Reception / Content inspection (checking written content) / Image entry processing / Data check / Elimination of deficiencies / Media creation

### Scanning service



We use multiple types of scanners according to the state of each copy to achieve effective computerization.

Organizing paperwork / Scanning / File name processing / Search data generation / Storing original copies / Disposal

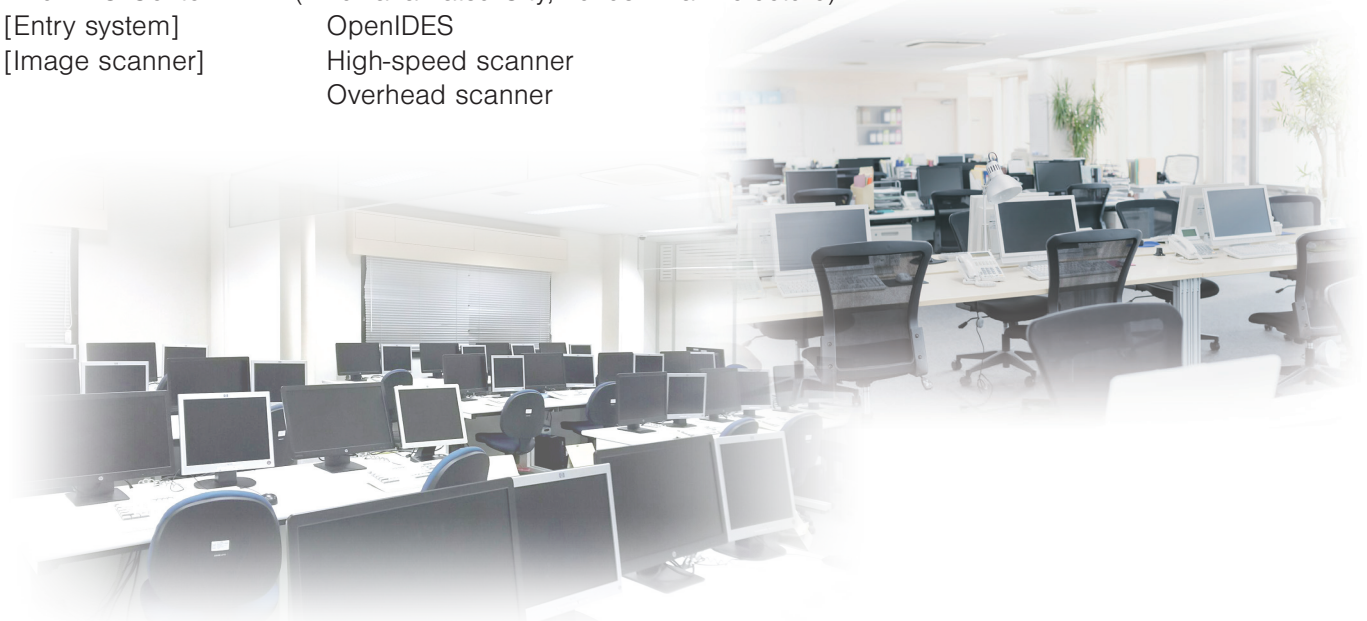
### Human resource service



Staffing (general office work) / Human resources placement / BPO operation and telephone service (operation design, SV, operator) / IT-related services (personnel for development and operation)

## BPO centers

Tokyo BPO Center	(Sumida-ku, Tokyo)
Koriyama BPO Center	(Koriyama City, Fukushima Prefecture)
Aizu BPO Center	(Aizuwakamatsu City, Fukushima Prefecture)
[Entry system]	OpenIDES
[Image scanner]	High-speed scanner
	Overhead scanner





# Toward achieving customer satisfaction improvement

A call center, which used to be only a telephone response point, has evolved into a contact center or customer center and now is drawing attention as a strategic point for a company's business action. Because traditional business management, which was sales promotion and market share-centered, is shifting to a focus on customer retention, customer satisfaction improvement and customer share, communication with each and every customer is an extremely important point. The key to a successful CRM (Customer Relationship Management) strategy lies in how to create an environment in which to contact with customers. The role played by a contact center is very important to strengthen customer relationship building.

Using cutting-edge IT technologies as a backbone, FUJISOFT SERVICE BUREAU provides an optimum service to further facilitate communication with customers in order to meet a wide variety of needs of all companies.

## Contact Center Service

### Inbound service



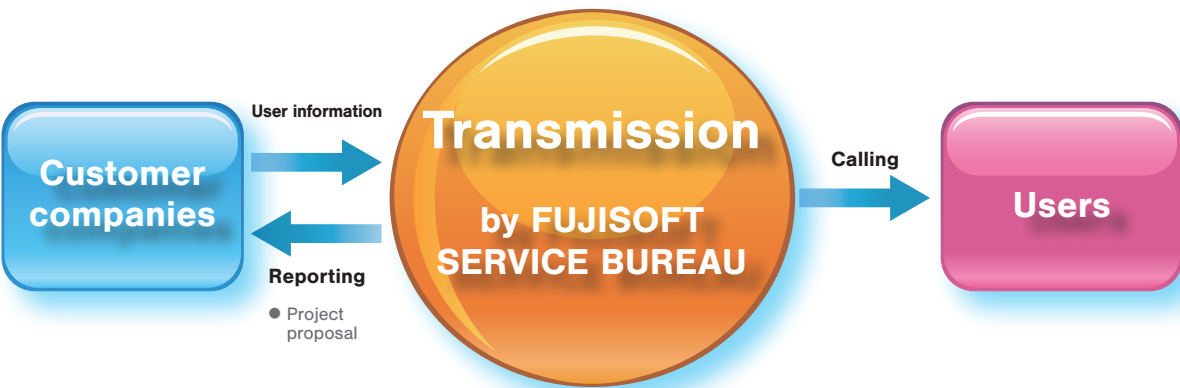
- Using our equipment and systems, we provide an inbound service for a wide variety of products.  
Examples: Technical support, product order processing, customer service, sales promotions, etc.
- We can take care of many different operations, including 24/7/365 services, customer DBs and omnichannel to meet customer needs.



## Service menus

VOC analysis	Inbound service	Outbound service	Recall/emergency response
We collect and accumulate customer feedback from various channels and link it to CS improvement, sales increase and cost reduction using various analysis techniques.	We provide a call center service that deals empathetically with questions and inquiries from customers. We are also good at building help desks that respond to technologically difficult questions, for example, those regarding hardware, software or networks.	We provide efficient transmission operations, such as services for introducing and recommending new products and various reminder services, according to your purpose.	We set up call centers that promptly respond to emergency situations that can occur suddenly, such as recalls.

### Outbound service



- Using our equipment and systems, we provide an outbound service for a wide variety of products.  
Examples: Promotion, research, follow-up calls, reminder services, etc.

## Advantages of our company

### Advantage

- We do business with many companies and government offices and have won their trust. We have many workers who are highly proficient at dealing with phone calling operations and back-office operations.
- We make use of our considerable business experience to propose business improvements and operational efficiencies.
- We are ISO9001 and ISO27001 certified, so you can trust us with your business with peace of mind.
- We have received a Grade A rating in the unification qualifications of all ministries and government offices.



# Everything is for customers

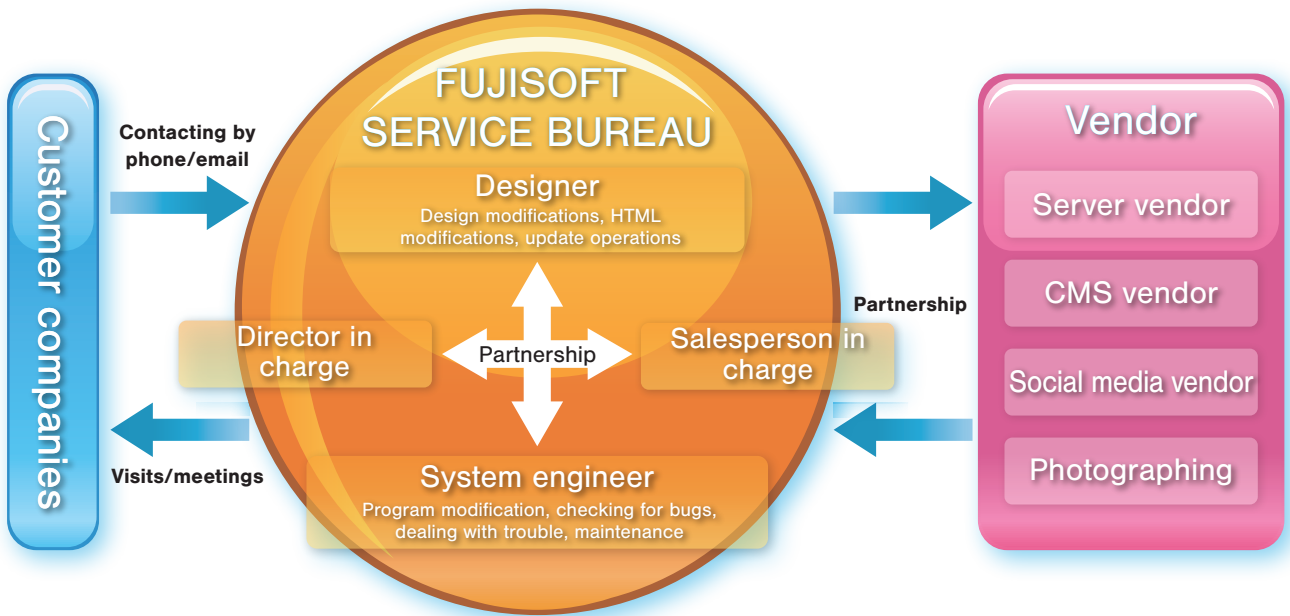
## Painstakingly pursue customer satisfaction using IT

IT should contribute to a company's development.

To meet differing customer needs such as improving operation effectiveness, reducing costs and increasing sales, FUJISOFT SERVICE BUREAU provides the most suitable services including the introducing of cutting-edge IT technologies, the creating of websites and the building of business systems, so that we can contribute to our customers' business development.

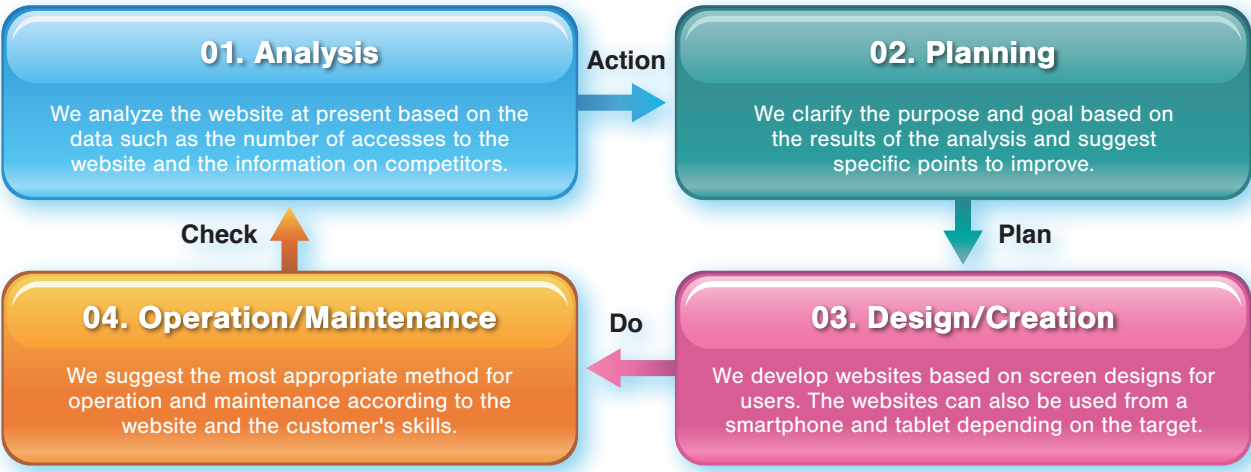
### Redesigning websites

We offer a one-stop service related to creating websites that usually involves interaction with multiple vendors and the operation of a number of services.



### Support for operation improvement

We need to study the influx of data to and separation of data from websites and analyze characteristics and conversion of the superior contents to clarify issues and problems. We provide a series of these operations as well as a PDCA cycle that includes setting goals, extracting points to be improved and preparing a workflow.



### Service menus

#### Redesigning a website



We offer a one-stop service that covers building a web server, setting up a CMS, SEO measures and smartphone measures.

#### Operating a website



We take care of regular update operations of websites. We suggest PDCA cycles from the extraction of current issues to improvement.

#### System development



In addition to website development, we are also good at developing business systems.

#### Dispatching web staff and engineers



We dispatch resident web directors, designers and coders as well as engineers of built-in and general-purpose machines.



## Company Outline

Company Name	FUJISOFT SERVICE BUREAU INCORPORATED
Corporate Number	1010601027646
Address	FUJISOFT Building 9F 2-19-7 Kotobashi, Sumida-ku, Tokyo 130-0022
TEL	+81-3-5600-1731 (Main line)
FAX	03-5600-1730
URL	<a href="https://www.fsisb.co.jp">https://www.fsisb.co.jp</a>
Founded	October 1984
Capital Stock	354.1 million yen
Corporate Executives	President and Representative Director Satoshi Sato Senior Managing Director Joji Aoki Executive Director Masanari Miruno Director (Part-time) Yoshimasa Yamamoto Operating Officer Kumi Suzuki Operating Officer Takeshi Kubo Operating Officer Takayuki Hata Operating Officer Kaori Kosaka Operating Officer Masahiro Sagara Operating Officer Hiroyuki Sakaguchi Operating Officer Miho Inomaki Operating Officer Hideaki Hokari Auditor Hiromi Arakawa
Employees	5,627 (as of December 2024)
Affiliated Group	FUJISOFT Group
Member Organizations	Call Center Association of Japan Japan Staffing Services Association



## Certification

## ■ ISO9001

Certification registration No.: C741148

Scope of registration: BPO Service Division 1, Sales Department 1  
(Sales Sections 2 and 3)  
BPO Center (Tokyo, Aizu, Koriyama)  
/ Internal Audit Office / Engineering Division

## ■ ISMS (ISO (JISQ) 27001)

Certification registration No.: 02338-2009-AIS-KOB-ISMS-AC

## ■ Privacy Mark

Certification No.: 10820404

## ■ Eruboshi Certification

Received 3rd stage accreditation, which is the highest grade of Eruboshi Certification, a certification that is given to outstanding companies from the standpoint of the Act on Promotion of Women's Participation and Advancement in the Workplace by the Minister of Health, Labour and Welfare on October 18, 2017.

## ■ Platinum Eruboshi Certification

Received Platinum Eruboshi Certification, which is given only to Eruboshi-certified companies that are particularly outstanding in their efforts to promote active female participation and meet a higher level of requirements on November 9, 2021.

## ■ Kurumin Certification

Received Kurumin Certification as a childcare support company based on the Act on Advancement of Measures to Support Raising Next-Generation Children from the Minister of Health, Labour and Welfare on October 1, 2019.

## Business Registration

Employment agency registration number: Ha 13-120015

Paid work agency registration number: 13-Yu-300778



BPO Service Division 1, Sales Department 1  
(Sales Sections 2 and 3)  
BPO Center (Tokyo, Aizu, Koriyama) /  
Internal Audit Office / Engineering Division



## Company History

October	1984	OFFICE ADVANCE INCORPORATED (current name: FUJISOFT SERVICE BUREAU INCORPORATED) established Capital stock: 40 million yen
June	1987	Changes the company name to ABC SERVICE BUREAU INCORPORATED
February	1996	Increases the capital stock to 50 million yen
October	1996	Becomes a subsidiary of FUJISOFT INCORPORATED through the merger of FUJISOFT INCORPORATED and ABC Corporation and changes the company name to FUJISOFT ABC SERVICE BUREAU INCORPORATED
February	2001	Relocates the headquarters to 2-19-7 Kotobashi, Sumida-ku, Tokyo
September	2004	Starts providing BPO services
March	2005	Receives Personal Information Protection Management Systems (JIS Q15001) certification
July	2006	Changes the company name to FUJISOFT SERVICE BUREAU INCORPORATED
January	2007	Receives Information Security Management System (ISO27001) certification
December	2009	Receives Quality Management System (ISO9001) certification Increases the capital stock to 200 million yen
October	2012	Merges with FUJISOFT SSS INCORPORATED
March	2016	Becomes listed on the JASDAQ exchange (Standard) Increases the capital stock to 354 million yen
October	2017	Receives 3rd stage accreditation, which is the highest grade of Eruboshi Certification, a certification that is given to outstanding companies from the standpoint of the Act on Promotion of Women's Participation and Advancement in the Workplace
October	2018	Changes to the Second Section of the Tokyo Stock Exchange
October	2019	Receives Kurumin Certification as a childcare support company based on the Act on Advancement of Measures to Support Raising Next-Generation Children
November	2021	Receives Platinum Eruboshi Certification, which is given only to companies that are particularly outstanding in promoting active female participation and meet a higher level of requirements
February	2024	Delists because the company is a wholly owned subsidiary of FUJI SOFT INCORPORATED



## Domestic Bases

### Aizu Contact Center

Aizuwakamatsu City,  
Fukushima Prefecture

### Aizu BPO Center

Aizuwakamatsu City,  
Fukushima Prefecture

### Koriyama BPO Center

Koriyama City, Fukushima  
Prefecture

### Niigata Contact Center

Chuo-ku, Niigata City, Niigata  
Prefecture

### Sapporo Office

Keiwa Odori Building 30 4F  
8-2-24 Odori-nishi, Chuo-ku,  
Sapporo City, Hokkaido  
060-0042  
Tel: +81-11-219-3590

### Tennodai Contact Center

Abiko City, Chiba Prefecture

### Headquarters

FUJISOFT Building 9F  
2-19-7 Kotobashi, Sumida-ku,  
Tokyo 130-0022  
Tel: +81-3-5600-1731 (Main  
line)  
Fax: +81-3-5600-1730

### Tokyo BPO Center

Sumida-ku, Tokyo

### Kinshicho Contact Center

Sumida-ku, Tokyo

### Saitama Office

TS-3 Building 4F  
2-18 Shimocho, Omiya-  
ku, Saitama City, Saitama  
Prefecture 330-0844  
Tel: +81-48-782-5000

### Nagoya Office

FUJISOFT Building 9F  
1-6-26 Nishiki, Naka-ku,  
Nagoya City, Aichi Prefecture  
460-0003  
Tel: +81-52-218-2610

### Nagoya Contact Center

Naka-ku, Nagoya City, Aichi  
Prefecture

### Osaka Office

EDGE Esaka 6F  
9-1 Toyotsu-cho, Suita City,  
Osaka 564-0051  
Tel: +81-6-6368-7778

### Osaka BPO Center

Suita City, Osaka

### Fukuoka Office

Hakata-Ekimae Center  
Building 5F  
1-14-16 Hakata-Ekimae,  
Hakata-ku, Fukuoka City,  
Fukuoka Prefecture 812-0011  
Tel: +81-92-432-0066

### Nagasaki Office

Dejima Asahi-Seimei Aoki  
Building 2F  
1-14 Dejima-machi, Nagasaki  
City, Nagasaki Prefecture  
850-0862  
Tel: +81-95-811-0337

## Group Companies

FUJISOFT INCORPORATED / Cybernet Systems Co., Ltd. / VINX CORP. / Cyber Com Co., Ltd. /

Tosho Computer Systems Co., Ltd. / OA LABORATORY CO., LTD. / iDEA Consulting Inc. /

FUJISOFT CHINA Corp. / FUJISOFT America, Inc. / FIJISOFT KIKAKU Ltd. / Nihon Business Soft Incorporation