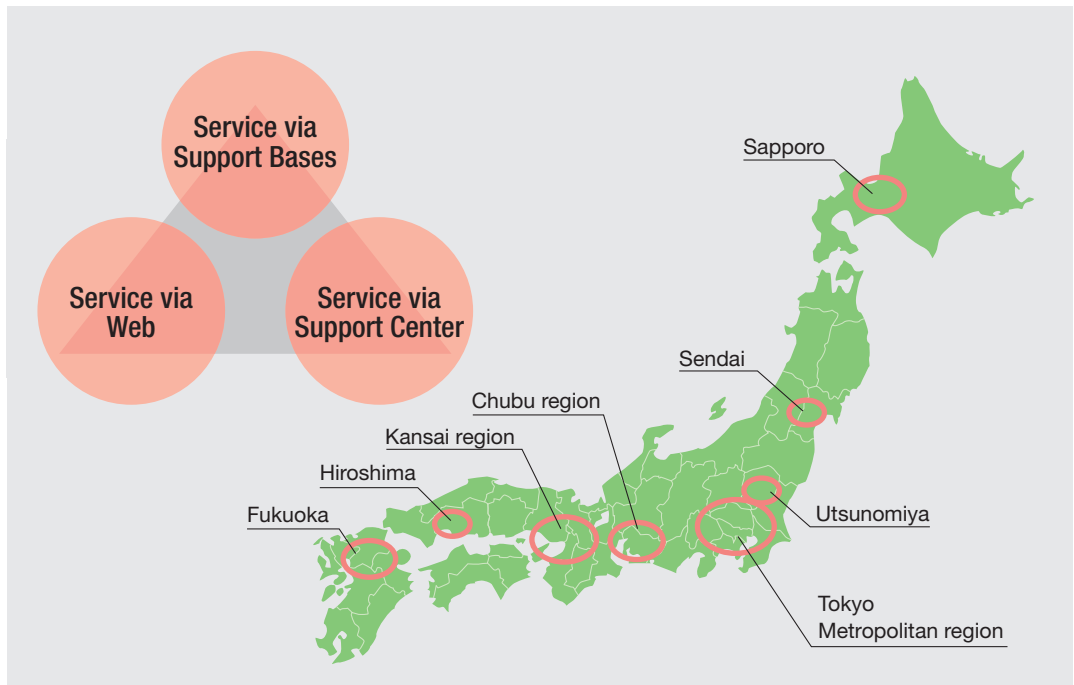


We reassure customers can rely on through advanced technology and quick response.

Our Service & Support (S&S) Business offers total support to ensure the stable operation of systems that have been introduced by our customers, providing a consistent sense of confidence and security in their operation at all times. In each and every phase, during periodic inspections and regular inquiries about operational methods as well as when problems arise, we deploy the latest technology and accumulated expertise in user support to provide solutions through a collaborative effort between our telephone support center, support bases that dispatch staff to our customers, and our website. A quick response to ensure customer confidence has been a hallmark of the S&S business since the founding of our company.



● Office Supply Mail-Order Service Business **tanomail**

An office supply business for prompt delivery of such products as copier paper, toner, stationery and daily necessities. Along with a broad range of environment-friendly products, we offer a wide variety of daily supplies through an alliance with Ito-Yokado Co., Ltd. We meet the varied needs of our customers by offering the Internet-based “tanomail” for general customers and “MA tanomail” for large companies, as well as “TPS-SHOP” for purchase agents.



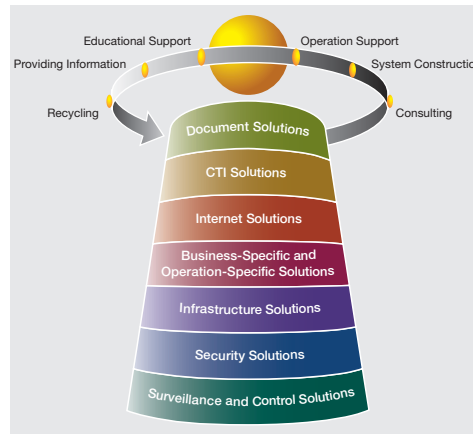
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Internet “tanomail”
<http://www.tanomail.com>

● **Total Serviceware**
Total α Support 21

“Total α Support 21” is a comprehensive, membership-based serviceware that we pioneered in 1990 by systemizing and further developing a paid support service for hardware and software. The service encompasses all our products and corresponds to a multi-vendor environment in which products from various makers freely co-exist. This is the major identifying feature and value of “Total α Support 21.”



● **Telephone Support Center, One of the Largest in Japan**
Total α Support Center

Our self-operated telephone support center ranks among the largest in Japan. Specialized technical teams and support staff covering copiers, facsimile machines, PCs, CAD systems, operational software, licensing management, asset management, and data recovery are gathered at the center to provide one-stop service for our customers. Multi-vendor response is a major characteristic of the Support Center as well. In cases where the Support Center cannot solve a problem, on-site help is provided at the customer’s office in collaboration with other support bases, ensuring fast, effective solutions.

The Support Center received the “Best Helpdesk of the Year 2002 Incentive Award” from the Japan Institute of Office Automation.



● **Round the Clock Web Support**
QQ-Web

This information site for “Total α Support 21” members provides access to a general troubleshooting database gathered daily from compiled records on failures and responses, along with e-mailed responses to individual problems. The site is available 24-hours/365-days a year, and it provides quick solutions at higher efficiency.

