

# Company Introduction

January 2024



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One  
Stop  
Solution



Total  
Customer  
Support

# Company Outline

Establishment	March 2006	(Address Tsusho Co., Ltd. Jun 1959)
Number of Employment	1,190	(Consolidated: 2,024)
CEO	Tadashi Takeo	
Location of Head Office	17-9, Shinoda, Togane-shi, Chiba 283-0013 Japan	
Capital	310 Million Yen	
Number of Branches	11 Branches	
Business	<ul style="list-style-type: none"> <li>- <b>Repair Service</b></li> <li>- <b>Call Service</b></li> <li>- <b>Logistics Service</b></li> <li>- Contract Manufacturing</li> <li>- Engineering Service</li> <li>- Data Analysis, Reliability Test</li> <li>- Data Analysis &amp; Product Reliability Testing</li> <li>- Video Contents Planning &amp; Production</li> <li>- EC Site Development &amp; Operation</li> <li>- Temporary Staffing</li> </ul>	
Group Company	Address Tsusho Co., Ltd. 3-6-6 Rinkai-cho, Edogawa-ku, Tokyo 134-8588 Japan Mailing Service, Logistic Service, Staffing Service	

Address Service Co., Ltd.

Head Office



Bldg. A and B 9,900m2

Togane Service Center



13,000m2

Address Tsusho Co., Ltd.



# Office Locations



- Osaka Office
- Higashi Osaka Office



Higashi Osaka Office

Appx. 2,500m<sup>2</sup>



Chiba Office



- |                         |  |
|-------------------------|--|
| • Head Office           | • Media Solution Chiba Center(MS Chiba Center)                     |
| • Togane Service Center | • Kisarazu Office  |
| • Kemigawa Office       | • Higashi Chiba Communication Operation Center (Higashi Chiba COC) |
| • Chiba Office          | • Tokyo Design Development Center                                  |

# Company Policy

Quality First

Total Solution

Best Security

We catch the diverse needs of society and offer the high value services that aim at our customers' delight.





# Security Policy

## Privacy Mark (JISQ15001: 2006) in Feb, 2003

Enacted ADS Privacy Management System in Mar 2006

Information management	Education
Network management	Document Management
Entry and exit management	Audit
Outsourcing management	Corrective and preventive
Emergency response plan	



## Information Security Guideline in Oct, 2009

Guideline for general computer network

Guideline for password

Guideline for anti-virus

Guideline for software

Guideline for Laptop PC usage

Guideline for file-sharing software

Guideline for data exchange



# Business Activity

## User Support

Centralized repair service  
On site repair service  
Market defect analysis  
Refurbishment  
Board repair service  
Contact center  
NPS analysis  
Introduction, installation service

## Contents Production

Support contents  
Movie production  
CM, PV, DTP production  
Web production

## E-Commerce, Sales

E-Commerce Site Development  
Order Shipment  
Product inventory management

## System Development

CRM, WMS, RMS

## Quality Evaluation and Design Support

Reliability test  
Service evaluation  
Prototype support  
design evaluation  
Mold design

FMEA evaluation  
Design support  
Mass production

## Materials Procurement Storage, Delivery

Products and material storage  
Material procurement  
Parts procurement  
Logistics  
Inspection, Sorting  
As an agency:  
Importing/exporting  
Custom clearance  
Product rental

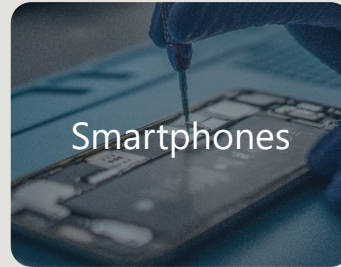
## Manufacturing Assembly, Bundling

Manufacturing and assembly  
Kitting  
Localization  
Bundling  
Configuration

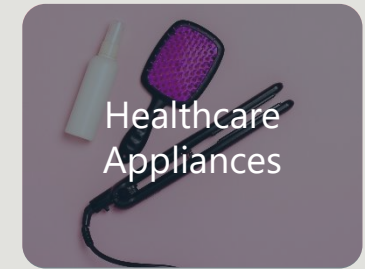


# Product Categories for Repair Service

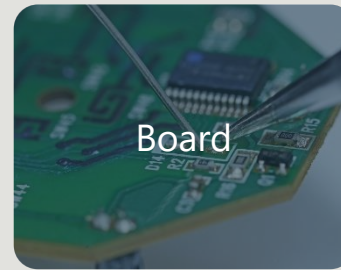
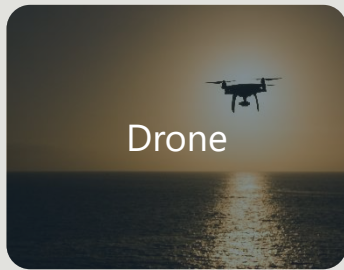
## Electronics



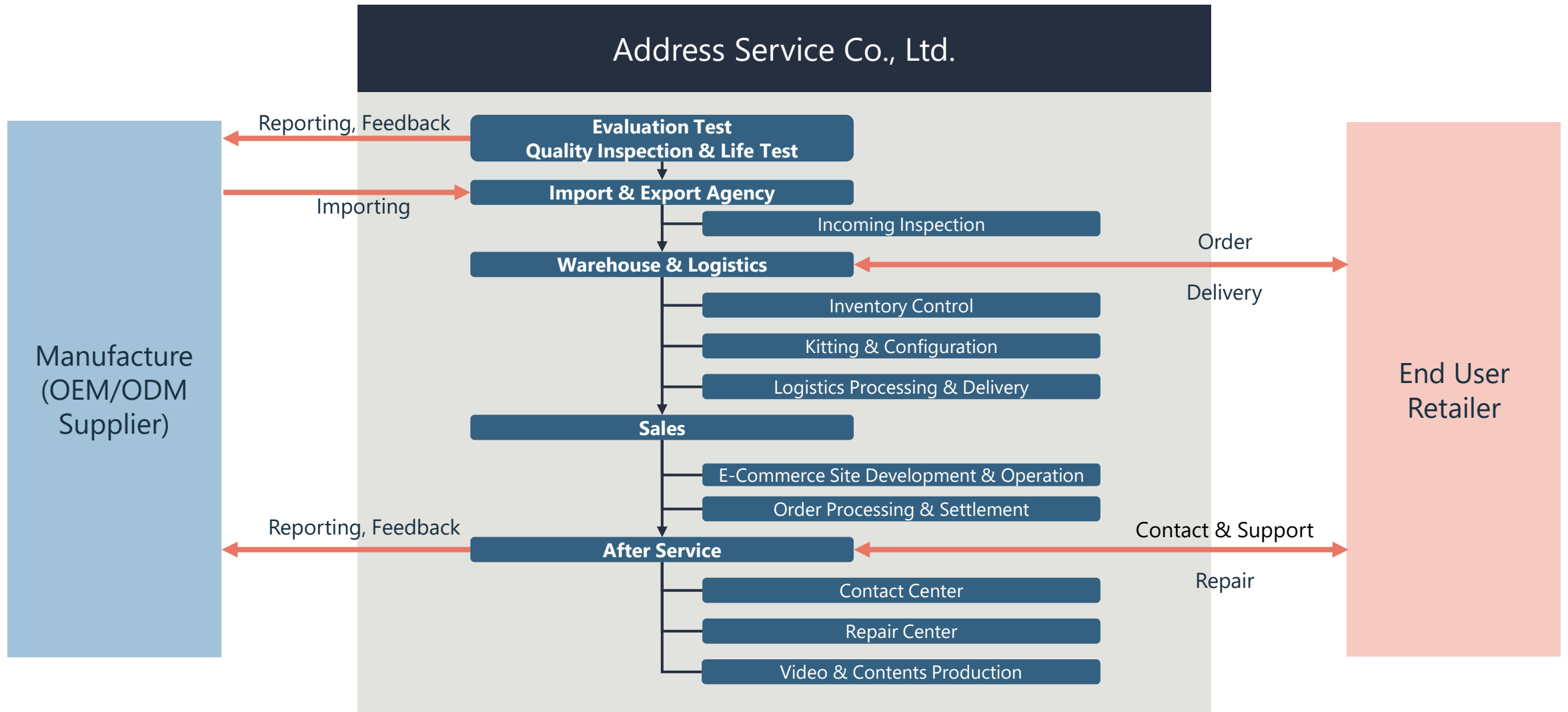
## Appliance



## Others



# Scheme for One Stop Solution





# Flow from Inquiry to Launch



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# Thank you and Feel Free to Contact Us at Anytime!



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