

JTP headquarters is just two minutes by foot from the JR Shinagawa Station.



For more information, please contact:

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World-Class Tech Support



Japan Third Party Co., Ltd.

*“We stay on top of
the latest technologies
to keep you competitive.”*



To succeed in the international market, you need a reliable partner. Since 1987, JTP has made it our business to help leading high-tech companies prosper in the Asia-Pacific region. And today, business is better than ever.

By outsourcing your technical support operations to JTP, you become free to concentrate on your core business—sales, marketing, manufacturing, and product development. Our professional team of engineers delivers world-class expertise in computers, networking, and IT-based equipment such as medical, chemical, semiconductor, and imaging devices. Every department in our company earns ISO9000 certifications, and every engineer maintains internationally acknowledged IT vendor licenses. We stay on top of the latest technologies to keep you competitive.

JTP stands for Japan Third Party, because we built our reputation by helping leading global IT companies like yours work effectively with Japanese and other Asian customers. Together, we're putting the “world” in world-class tech support. We look forward to helping your company succeed.

Kazuaki Mori
President
Japan Third Party Co., Ltd.
JASDAQ 2488

*JTP is your solid partner in the fast-moving
Asia-Pacific IT market.*



The JTP Difference

JTP supports every phase of your business's life cycle.

- In the **pre-launch phase**, we provide comprehensive technical planning and services that enable you to launch new businesses with high speed and low cost.
- In the **growth phase**, we help increase your revenue and market share by improving operational efficiency and customer satisfaction. When you outsource your time-consuming tech support to JTP, you can focus your top talent where it pays off: R&D, sales, and marketing.
- In the **maturation phase**, we maximize your profits by skillfully retiring end-of-life products and services. That helps existing customers transition to your newer products while freeing you from unprofitable support commitments. For more extensive restructuring, we also specialize in mergers and acquisitions. By facilitating your smooth exit from declining businesses, JTP enables you to bring greater strength to your next challenge.

Outsourcing to JTP brings you three tremendous benefits: **cost**, **quality**, and **agility**. Our clients have:

- Saved dramatically on their support expenses
- Enjoyed remarkable gains in customer satisfaction
- Gained the ability to respond immediately to customer demands

JTP's headquarters are conveniently located near Tokyo's Shinagawa shinkansen (bullet train) station.



Services

Multilingual Technical Call Center

Our Tokyo call center operates 24 hours a day, seven days a week to handle your customers' complicated technical questions by phone, Web, and email. When we identify a hardware failure, we dispatch our field engineers promptly. For software problems, we analyze the cause and then either solve them or—if necessary—escalate the problem to the manufacturer.

Because JTP specializes in the Asia-Pacific region, our engineers are fluent in Japanese, English, Mandarin, Cantonese, Korean, and other Southeast Asian languages. That enables us to cover the world's second-largest technology market, Japan, as well as the rest of the exploding Asian IT scene. Instead of trying to coordinate a number of regional service providers, you can deal with one high-level company.

Service Offerings

- Remote diagnosis and monitoring
- Hardware and software troubleshooting
- “Engineering Path” knowledge-management database
- Escalation
- Remote bug fixes

Supported Technologies (partial list)

- UNIX systems
- Linux systems
- Windows systems
- Web-based systems
- Networks
- SAN systems
- Server/client systems
- Wireless

JTP Call Center engineers offer hands-on technical expertise in multiple languages.



Technical Center

JTP's cutting-edge Technical Center, conveniently located near the Tokyo International Airport, is on call 24 hours a day, 365 days a year. At this 22,000 square-foot facility, we accept products from abroad for testing, aging, customization, integration, and many other pre-production services.

Our Technical Center also offers comprehensive repair and modification services, including:

- Incoming inspection
- Failure analysis and verification
- Component-level and module-level repair
- Overseas return shipping (when manufacturer repair is necessary)
- Customization and integration

By using the JTP Technical Center, you can get your products repaired and inspected without sending them back overseas each time. That substantially reduces turnaround time and the number of parts you need to stock. It also produces a remarkable improvement in customer satisfaction.

Service Expertise (partial list)

- Computers
- Networks
- Storage
- 4PL
- Peripheral devices
- IT-based medical, semiconductor, imaging, and chemical devices

JTP's up-to-the-minute Technical Center supports your customers 24/7.



IT Field Engineering Support

JTP operates more than 20 service centers throughout Japan. Our team of expert field engineers can deliver onsite support anywhere in the country—24 hours a day, 365 days a year—within two hours of receiving a client call. (We also offer next-business-day service plans.)

Our custom Geographic Information System (GIS) technology provides up-to-the-minute information on our engineers' locations. We then assign the most appropriate engineer to the case by searching our database by service location, type of failure, and engineer skills. In addition, we are one of the few field-service providers to specialize in IT-based equipment support.

Service Offerings

- Installation
- Maintenance
- Scheduled onsite support
- Emergency onsite support

Service Expertise

- IT systems
- UNIX systems
- Web-based systems
- Network systems
- SAN systems
- IT-based medical, chemical, semiconductor, and imaging equipment



With more than 20 service centers in Japan and around the Pacific Rim, JTP provides fast, comprehensive support.

† = planned

Software Development and Support

JTP's software development team prides itself on delivering high-quality, custom software on time and on budget. Our original development method also allows us to incorporate open-source code and Java technology, substantially reducing programming time and cost.

As a company dedicated to delivering world-class tech support, JTP also realizes the critical importance of keeping our customers' software operating reliably and efficiently. To facilitate that, we have the unique advantage of being able to coordinate all of our services—including field engineering, remote solutions, and education—to ensure superior software support.

Development Services

- Java and open-source integration
- Web applications and control systems

Support Services

- Software maintenance
- Software localization

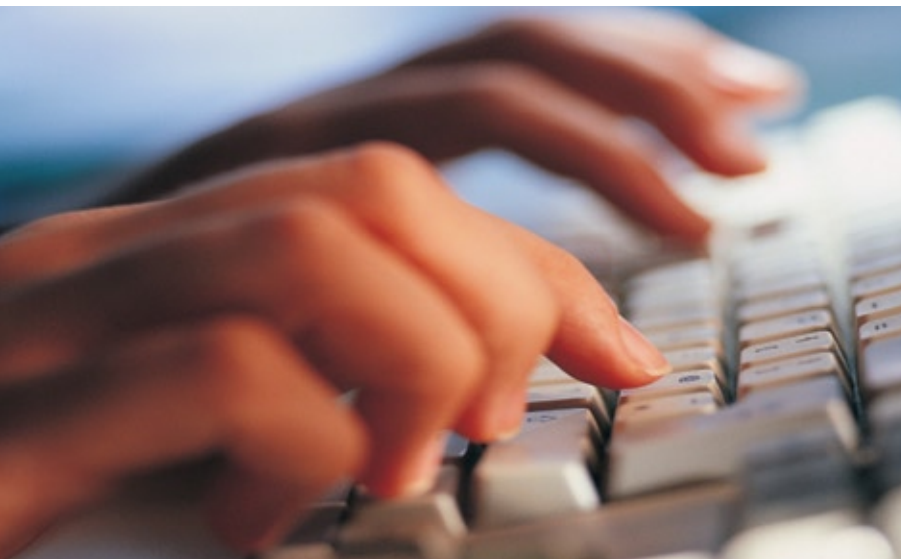
Software Verification and Support

Even high-integrity foreign software requires customization for the Japanese market. To be successful in a business environment, software must have Japanese support functions, usability testing, and compatibility with standard Japanese devices and interfaces.

JTP is your one-stop solution for these services. From Windows servers to high-end UNIX servers, we support every verification environment with a comprehensive array of operating systems, network hardware, and I/O devices.

We can also perform throughput verification by combining those systems and devices. Then our experienced engineers implement or recommend appropriate adjustments for the Japanese business environment.

JTP can also prepare Japanese installation manuals and perform Japanese software version control and library management.



From custom programming to bulletproof localization, JTP Software Support delivers efficient, reliable applications.

Engineering Education

JTP offers a wide variety of training in partnership with world-leading IT vendors. Thanks to our rigorous standards and vendor-certified, professionally active instructors, our programs are consistently ranked among the top in the country for quality. JTP became the industry's first ISO9001-certified training provider in 1998.

We own several training facilities in Japan, including two—in Shinagawa and Shin-Osaka—with easy access to the bullet train. All our facilities are equipped with world-class server, storage, and network products.

JTP provides total education services, from planning and management (curriculum design, training material creation, localization, and more) to certification-study assistance and after-class support. We also offer customized on-site education, so students can practice hands-on with the latest equipment.

Course Offerings

- UNIX
- Linux
- Java
- SAN/NAS
- ERP
- Networking
- Security
- VoIP
- E-learning/e-lab

JTP's China operations extend our world-class service to this exploding new market.

Operations in Korea & China

JTP has a strong and growing presence in Korea and China through our Pacific Rim division, JTP Korea Co., Ltd., and JTP Shanghai Co., Ltd. We also partner with leading service providers in Singapore and other Asian countries to extend the JTP standard of world-class tech support.

Some of the innovations we're bringing to Korea and China include:

Multimedia Helpdesk

In addition to standard telephone support, we offer customers support through IP phones, email, Virtual Private Networks, and the Web—extremely helpful in areas where the telecom infrastructure is still evolving.

Multilingual Support

Whether your customers speak English, Japanese, Mandarin, Cantonese, Korean, or other languages, they'll find reliable tech support fast at JTP's Korea and China helpdesks. We handle everything from simple hardware questions to complex software ones.



JTP Success: Case Studies

Asia-Pacific Call Center

The world's leading workstation and server manufacturer, based in the U.S., was looking for a service provider in Asia. The manufacturer wanted a partner it could count on to offer reliable field engineering support and handle difficult technical questions from users—in multiple languages.

JTP was the perfect partner because we offer technical support 24/7 in Japanese, English, Korean, Cantonese, Mandarin, and other languages, and can dispatch expert field engineers anywhere in the country within two hours of receiving a support request. First-resolution rate and customer satisfaction both increased dramatically, while the manufacturer's expenses plunged.



Service Acquisition

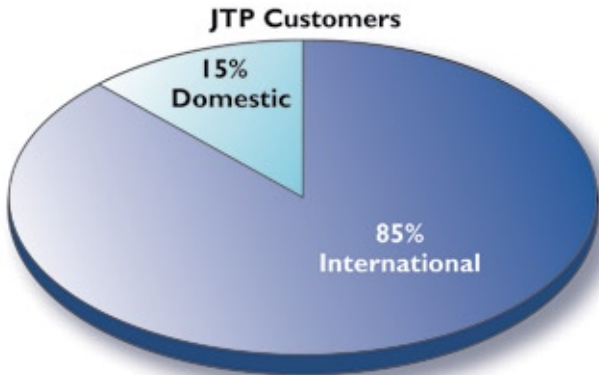
A top international imaging company, based in Europe, was unable to manage its core business in Japan due to the burden of service tasks. The company was trying to maintain a call center, field service, technical-center engineers, and spare parts. Because the company could not profit by keeping them, JTP acquired the entire service division. Now the company's Japanese branch concentrates on its primary business—including development, manufacturing, and distribution—to deliver better products to its customers. And JTP keeps the company informed of customer comments and suggestions from the field, offering real-world feedback.

EOSL Support

JTP's expertise in End of Service Life (EOSL) support turned this company's liability into an advantage. The company was able to refocus its top talent on innovating while continuing to harvest constructive input from its loyal customers.



Company Profile



JTP specializes in supporting overseas manufacturers: Fully 85 percent of our customers are international.

Customer Industries

- Workstations (USA)
- Server/Client Computers (USA)
- Input/Output Devices (USA, Germany, and Israel)
- Storage Devices (USA)
- Network Devices (USA)
- Peripherals (USA and Europe)
- Medical Equipment (USA, Canada, and Europe)
- Semiconductor Equipment (USA)
- Laboratory Equipment (USA)
- Imaging Equipment (USA and Europe)

APAC Presence

- JTP Korea
- JTP Shanghai

Global Service Partners

- ServiceTec (England, Germany, Holland, USA), www.servicetec.com
- Computer college in China: China-Japan International Computer College (Tianjin), <http://cjicc.online.tj.cn>

Annual Income from Technical Services



Business is better than ever: JTP's revenues grow every year as more companies take advantage of our world-class support.

Certifications

JTP engineers earn vendor certifications including:

- Cisco CCNA, CCDA, CCNP, and CCIE
- Hewlett-Packard HP-HA, HP-UX, and Open View
- Linux LPI Level 1, 2, and Turbo-CE
- Microsoft MCP, MCSA, MCSE, and MCDBA
- Oracle Silver, Gold, and Platinum
- SAP ABAPworkbench
- Sun SJC-WC, SJC-D, SJC-P, SCNA, and SCSA
- VERITAS FSE, BES, DPA, DPS, HAS, and Data Protection
- Certified Ethical Hacker (CEH)

Staff Engineers



Expanding Expertise: To maintain our technical lead, JTP continually reinvests profits where it counts: Hiring top-notch engineering staff.