



Message from the President



Fusion of People and Technology Shaping the Future

Information Services International-Dentsu, Ltd. (ISID) started in 1975 as a joint venture between Dentsu Inc., and the US-based General Electric Company. For more than 40 years since its founding, ISID has provided a variety of IT solutions to resolve issues faced by customers and society.

Our strength lies in our deep understanding of client businesses, our knack for deriving optimal solutions using cutting-edge technologies, and our ability to provide human resources that support them.

In our recently updated ISID Group corporate philosophy, we have adopted a new vision, Humanology for the future: Bringing people and technology together to shape the future. It reflects our desire to make the future better through the fusion of people and technology.

I am confident that opportunities for society and companies to use technology will continue to expand. We are nearing the implementation of the UN Sustainable Development Goals and the realization of Society 5.0, the latter being Japan's effort—underpinned by a mandate for sustainability—to create a super smart society that will serve as a road map for the rest of the world.

Even as changes take place, ISID will continue meeting client expectations, remaining a trusted presence supporting clients and society.

As always, we thank you for your support.

Ryoichi Nawa

President, CEO & COO

Information Services International-Dentsu, Ltd.

Corporate Philosophy

Mission

Acting with sincerity, we contribute to progress and harmony among our customers, consumers, and society by exploring the unlimited potential of technology.

Vision

HUMANOLOGY for the future

Bringing people and technology together to shape the future.

Understanding human trends, anticipating society's evolution and exploring the full potential of technology, ISID Group is creating a better tomorrow through harmony between people and technology.

Action Principles

AHEAD

Be a pioneer.

Agile

Try it first.

Humor

Win through personality.

Explore

Venture into the unknown.

Ambitious

Have a dream.

Dialogue

Communicate ideas thoroughly.

Strengths

ISID's DNA is a combination of that of Dentsu and that of the US company GE, with the addition of a spirit of taking on challenges in new business areas.

We provide our clients with valuable solutions that leverage our strengths, nurtured by ideas, creativity, and advanced IT capabilities.

Business knowledge

+

IT implementation capabilities

Deep business knowledge and advanced skills in IT development, cultivated through direct dealing with top-ranked Japanese companies.

Global network

With a presence in four regions (North America, Europe, China and Southeast Asia), we collaborate with multiple global partners.

R&D capabilities

One step ahead of customer demand, we create new value to meet the needs of customers and society.

Synergy with the Dentsu Group

We leverage the marketing capabilities of the Dentsu Group to support the digital transformation of customers.

Mission

This declares the significance of the ISID Group and the role it should play. This is expressed using the keywords "sincerity" and "challenger," which have been important for us since our founding.

Vision

This depicts our "ideal form" as a corporation. Recognizing "human appeal" and "technological implementation capabilities" as the source of our strengths, our strong desire to further demonstrate these strengths are expressed in the neologism "Humanology," which is a combination of the words "Human" and "Technology."

Code of Conduct

This defines the values that should be used as evaluation criteria in daily activities. Using the word "AHEAD" to signify our desire to become pioneers in social and client transformation, the guiding principles connected to this are represented by five keywords whose first letters are A-H-E-A-D.

History

ISID was established in 1975 as a joint venture between Dentsu Inc., the world's largest independent advertising company, and General Electric Company (GE), one of the top blue-chip companies in the United States.

ISID was the first private computer time-sharing service (TSS) provider in Japan. Before personal computers and the internet, the aim of the project was to utilize GE's massive computer center over international networks to provide Japanese companies with innovative services.

Our TSS acquired the largest domestic market share, supported by leading companies in manufacturing and financial industries expanding overseas. The experience we gained by providing numerous leading-edge business applications on the TSS computer network is the foundation of the services we offer today, including product development solutions for the manufacturing industry and system development tools for the financial, retail, and service industries.



1975

Information Services International- Dentsu, Ltd. is set up as a joint venture between Dentsu and GE.

1984

Offers consolidated accounting system on MARK III.

1986

Opens first overseas office in London, United Kingdom.

1993

Starts 3D computer aided design service.



2000

Listed on the First Section of the Tokyo Stock Exchange.

2004

RiskTaker (currently BANK·R), a loan integration software, goes on the market.



2016

First FinTech base, FINOLAB, set up in Japan.

1976

Structural analysis system begins on MARK III.

1983

Begins offering Global Banking System (GBS), a back office system for overseas locations of Japanese financial institutions.

1994

- SCOPE II, a consolidated accounting software, goes in operation.
 - Offers STAFFBRAIN integrated human resources solution.
- STAFFBRAIN®**
- Markets product lifecycle management software.

2003

Markets STRAVIS, a consolidated accounting software.



2002

Markets POSITIVE, an integrated human capital management solution.



2011

• Establishes Open Innovation Laboratory (currently Open Innovation Lab).



• Establishes team DoIT!, the project team that provides Dentsu Group IT solutions.



2019

Medium-term management plan, ISID X (Cross) Innovation 2021 is launched.

2018

Ci*X Expense, an expense settlement system, is marketed.



1971

• The Time-sharing Service Division is set up in Dentsu's Tokyo headquarters.



• Offers first private computer time-sharing service, Mark I, for commercial use in Japan, in collaboration with GE.

1982

Establishes Computer Aided Engineering Technology Center.



1991

Engineering consulting services begin through alliance with US-based International TechneGroup Inc.

1989

Starts system development and operation services for Dentsu's internal corporate data system.

2001

Liquidity Management System (currently Stream-R) introduced for BOJ-Net.



2009

Markets iPRIME NAVI (currently iQUAVIS), a design/development support software.



2017

Dentsu Digital Marketing Technology Center set up with Dentsu Digital Inc.

Our Business

ISID supports digital transformation with solid technological and creative capabilities. We create new value that contributes to our clients' business through solutions cultivated in four business areas.

Financial Solutions

ISID provides financial institutions with solutions, including core banking systems, that support client's global businesses. We also offer market-based solutions that implement cutting-edge financial engineering; corporate finance solutions that optimize lending and leasing operations; as well as solutions that strengthen and expand customer contact in retail operations.

Further, by having leveraged our efforts in the fintech domain over the years, we support a wide range of financial service businesses in general operating companies, as well as business transformation in financial institutions.

Main Solutions

Core banking

- GBS II: back office system for overseas bank branches
- Stream-R: liquidity management system for BOJ-NET

Capital markets

- Capital market dealing systems
- Risk management systems

Corporate finance

- BANK-R: next-generation loan solution
- Lamp: lease and finance operation management package

Retail communications

- BANK-R Contact Center: integrated CRM system
- Salesforce: cloud business application



Business Solutions

ISID has supported the core operations of clients in various industries for many years.

Many companies have adopted our proprietary solutions, including STRAVIS, a consolidated accounting software; accounting and business management solutions such as Ci*X Expense, an expense settlement system as well as POSITIVE and STAFFBRAIN, for human capital management.

In addition, we provide one-stop solutions, from business consulting to operation and maintenance, including ERP global rollout and cloud utilization.

Through ISID's abundant experience and know-how related to these core operations, we promote the realization of Smart-Enterprises.

Main Solutions

Group management administration

- STRAVIS: consolidated accounting software
- Ci*X Expense: expense settlement system
- Ci*X Journalizer: automated journalizing system
- Oracle EPM, CCH Tagetik: company management solution
- Oracle E-Business Suite: integrated accounting solution

Human capital management

- POSITIVE: integrated HCM solution
- STAFFBRAIN: integrated HR solution

ERP

- SAP S/4HANA: ERP package
- BusinessSPECTRE: SAP data linkage framework



Manufacturing Solutions

As the leading provider of digital engineering solutions, ISID provides product development process consulting, CAD/CAM/CAE/PLM software introduction/deployment support, and model based systems engineering (MBSE) support services.

In recent years, we have built smart factories that optimize the entire production process; expanded solutions that support service area, operational reform, including in the aftermarket; and supported a broad range of operations in the manufacturing industry.

Main Solutions

Engineering processes

- Development process consulting
- iQUAVIS: concept design support system
- Product lifecycle management
- Integrated CAD/CAM/CAE
- Mechanical product performance simulations
- Virtual reality simulations
- Experimental data measurement and analysis

Smart factories

- Digital manufacturing solutions
- Robotics
- Production logistics simulations
- R-3D: global process design support system

After-sales services

- PDX: failure prediction specialized analysis framework
- Field service solutions
- IoT platforms



Communication IT

Drawing on ISID's experience in reforming workstyles in the Dentsu Group and building various core systems related to Group management, we provide optimal IT solutions to corporate management issues.

In addition, marketing know-how cultivated by the Dentsu Group is combined with ISID's cutting-edge technology implementation capabilities to support the digital transformation of client companies and society as a whole.

Main Solutions

ICT platform

- Core system construction
- Outsourcing, operation, and maintenance services
- UiPath: RPA software
- RPA Conductor: RPA management tool
- AppGuard: endpoint security solution

Digital marketing

- iPLAss: marketing platform
- Customer management, and marketing automation
- LINE integration services
- FACERE: smartphone and online development platform

SportsTech

- DigSports: athletic ability measurement system



X Innovation

In areas where ISID has strengths, such as fintech, digital marketing, smart enterprises, and manufacturing innovations, we are working to promote X Innovation (Cross Innovation), which goes beyond the boundaries of technology, industry, companies, and regions.

Joint Venture to Operate Fintech Base

ISID and Mitsubishi Estate Co., Ltd., incorporated the operational entity FINOLAB, which had been jointly operated for some time, to establish FINOLAB Inc. in July 2019.

The new company will continue to manage and further strengthen the existing FINOLAB community, construct the FINOLAB SANDBOX (tentative name), a base for business creation combining an online environment with physical facilities, and establish a system for quickly introducing and evaluating the latest fintech services created by startups.

This is expected to result in numerous innovations, and to function as a starting point for delivering actual services to society.



Business Venture with Fraunhofer-Gesellschaft

In June 2018, ISID and its subsidiary iTiD Consulting, Ltd. established Two Pillars GmbH, a joint venture with Fraunhofer-Gesellschaft, Europe's largest applied research organization.

The venture will develop business in the model based systems engineering (MBSE) area. Targeting the European manufacturing industry, the venture develops advanced MBSE support functions based on iQUAVIS, ISID's conceptual design tool, and provides consulting services based on CONSENS, an MBSE method developed by the Fraunhofer Institute for Mechatronic Systems Design IEM.



(©Fraunhofer IEM)

Alliance with FA Products for Smart Factories

In March 2019, ISID entered into a capital and business alliance with FA Products Inc., which is engaged in advanced initiatives in smart factories.

ISID and FA Products will jointly develop and offer package solutions that support the construction of innovative production lines by using digital twin technology in manufacturing. We will combine ISID's knowledge regarding MBSE as applied in conceptual design with FA Products' expertise in facilities and operations in manufacturing.

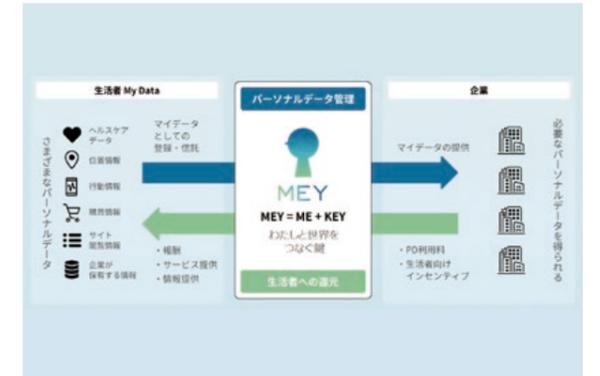


Investment in Personal Data Bank Company

In December 2018, ISID acquired a stake in My Data Intelligence Inc. (MDI), which develops personal data bank solutions.

MDI had been established by Dentsu Tec Inc. in September 2018 to develop marketing services to benefit both consumers and companies. This is done by consolidating and managing the variety of consumer personal data under a single ID.

The investment will strengthen existing ties between both companies and heighten the Dentsu Group's competitive advantage in the personal data bank market by accelerating support for IT in particular.



Project Takumi-Tech Transfers Artisan Ability Using AI

The ISID Open Innovation Lab (INNOLAB) and Dentsu have launched Project Takumi-Tech, a skill succession initiative utilizing artificial intelligence (AI) and other technologies. It will facilitate the transfer of skills from experienced artisans in industries for which skill succession is an issue, due to Japan's declining birthrate and aging population.

As part of the initiative, INNOLAB teamed up with Sojitz Corporation to develop TUNA SCOPE, a system to assess the quality of wild tuna by using AI to observe cross-sectional images of their tailfins. This helps in the transfer of tuna evaluation skills, a field with a serious lack of successors. Proof of concept of the system was conducted in March 2019.



DigSports Uses AI to Determine Athletic Ability

The DigSports system went on the market in August 2019. It uses sensors to automatically measure children's physical capabilities, and uses AI to instantly determine their athletic ability and suggest sports for which they are best suited.

Sales to local municipalities, sports facilities, and event operators have been launched nationwide. Through DigSports, ISID will help boost children's motivation to play sports, and help revitalize local communities through sports.



Human Resources

The talents at ISID are the source of its high-quality and valuable solutions. These help solve problems by utilizing technologies that are advancing at a tremendous speed, as well as our deep insights into client and social issues. We are developing systems and environments in which each highly skilled employee can work to the best of their ability.

Human Resource Development and Growth

Bearing in mind the career plans of each employee, we have set up extensive, multifaceted educational programs to provide growth opportunities. These include programs that support the acquisition of specialized skills and qualifications, overseas study support, and a trainee system to develop internationally minded human resources.

+ 32.9 %

Growth in education expenses (in FY2018 compared with FY2013)



Efficient and Comfortable Office Environments

ISID has created an office environment to support highly creative and productive work. There are user-friendly meeting areas and work spaces, as well as desks and lockers. Offices are paperless, while space arrangements are flexible.

Flexible Workstyles and Work-Life Balance

To enable employees to work autonomously and flexibly, regardless of time or location, and to be highly productive. ISID has introduced discretionary labor, flextime, and telework systems that enable them to work outside the office, be it at home or satellite offices.

In addition, we are working to expand our leave, vacation, and reduced-work-hour systems to exceed legal requirements. Thus, employees involved with childbirth, childcare, and nursing care can continue to work with peace of mind.

31.6 %

Male employee's childcare leave utilization rate (FY2018)



Promoting Health Management

The mental and physical health of employees is of paramount importance if they are to continue making further contributions to clients and society. In order to support employee health and work-life balance, ISID has improved various leave systems. At the same time, we are promoting reduced overtime and encouraging employees to take leave due to them. In addition, occupational physicians, public health nurses, and industrial counselors are on staff to provide healthcare and consultations for employees.

We also train department managers to provide appropriate care through line management on a daily basis.

25.5 hours

Average monthly overtime (FY2018)

Note: Hours exceeding 7hours/day, prescribed working time

Sustainability

ISID promotes environmental conservation and social contribution activities, based on the Dentsu Group Code of Conduct and its Declaration of Conduct. Doing so, we will fulfill our role as corporate citizens, and our social responsibility for helping realize a sustainable society.

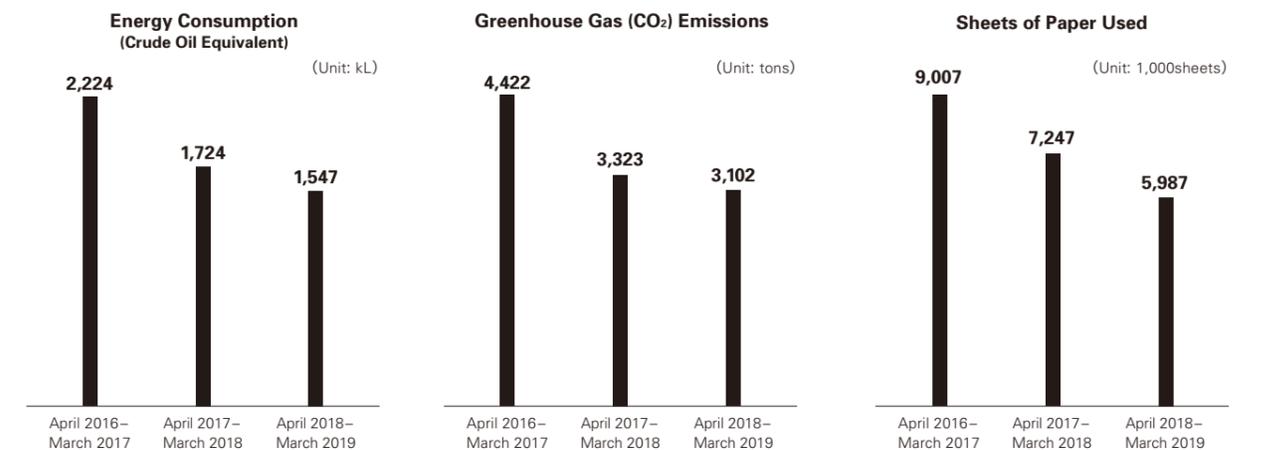
Environmental Initiatives

We promote the operation and improvement of our environmental management system so that we can contribute to both reducing our environmental impact and improving the environment through our business activities.

As a member of the Dentsu Group, we introduced the Dentsu Group Eco Program* at all our offices in Japan in 2005, and acquired ISO 14001 certification.

* The Dentsu Group's environmental management system, comprising an action plan promoting a variety of support for the environment.

Environmental Data



Social Contributions

ISID supports activities that address various social issues.

Volunteer Web

ISID launched a matching program for the Japan Philanthropic Association's Volunteer Web.

The space introduces volunteer activities in which employees can engage outside working hours. All Dentsu Group companies support these activities.



TABLE FOR TWO Program

ISID participates in the TABLE FOR TWO Program, designed to help solve global hunger and obesity.

One school meal is provided in a developing country in return of each target menu meal ordered in our employee cafeteria.



UNESCO World Terakoya Movement

ISID participates in activities conducted by the National Federation of UNESCO Associations in Japan. It provides educational opportunities for out-of-school children and illiterate people. We solicit funds and donate our time to provide publicity and PR events, while employees also engage in volunteer work.



Emergency Support

ISID gives financial donations to various organizations that support people who have been affected by natural disasters.

ISID English Website
www.isid.co.jp/english



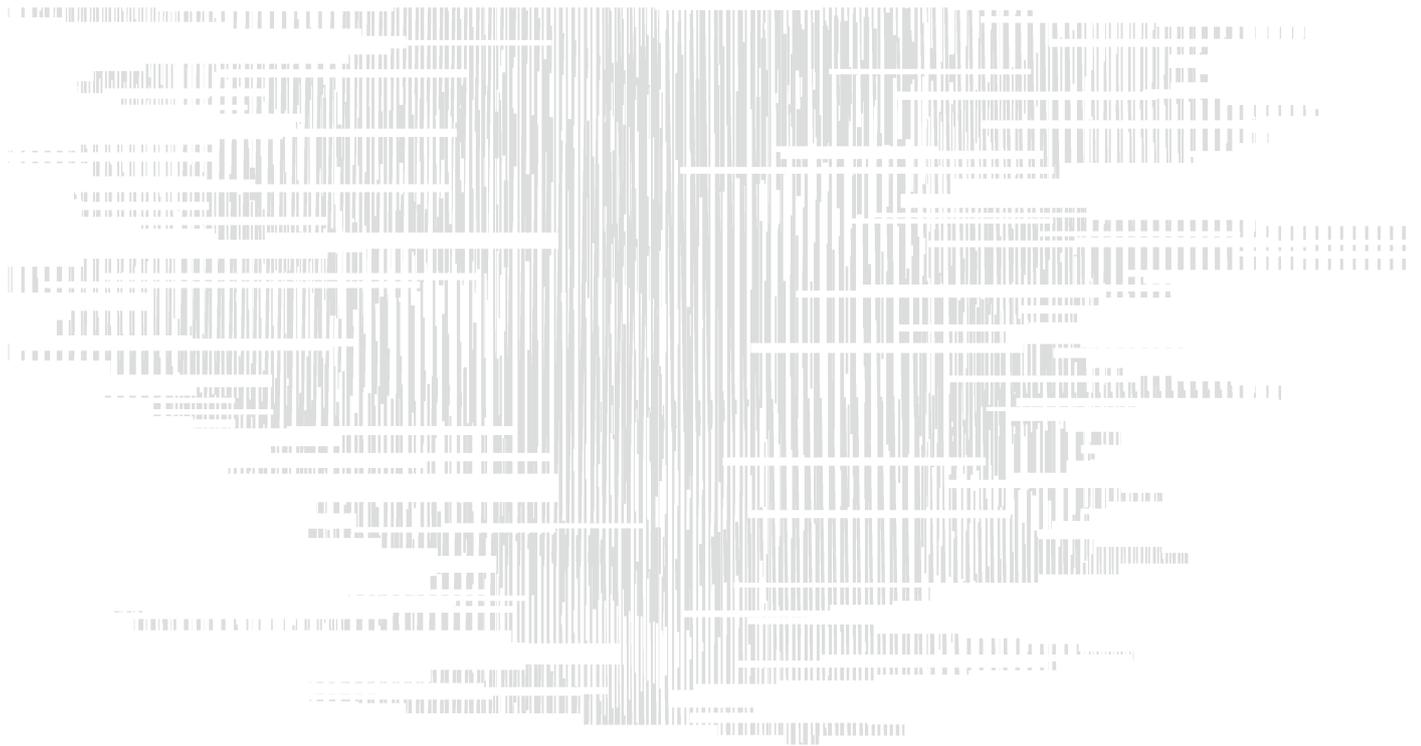
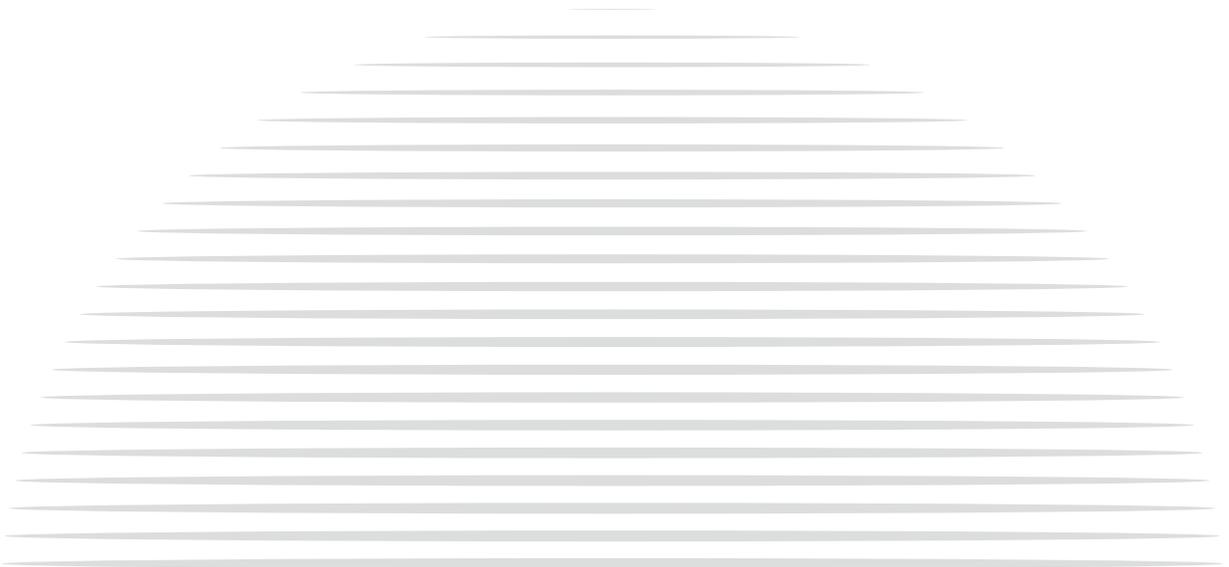
Company Introduction Video
www.isid.co.jp/english/isid/corporatemovie.html



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ISID GROUP INFORMATION

Corporate Data

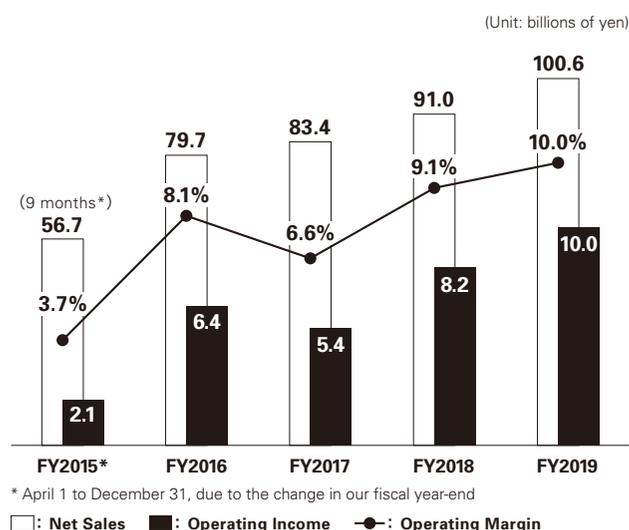
Company Name	Information Services International-Dentsu, Ltd. (ISID)
Established	December 11, 1975
Representative	Ryoichi Nawa, President, CEO and COO
Head Office	2-17-1, Konan, Minato-ku, Tokyo 108-0075, Japan
Branch Offices	Kansai, Chubu, Toyota, Hiroshima
Capital	8,180.5 million yen
Employees	2,879 (consolidated), 1,519 (ISID) (as of December 31, 2019)
URL	www.isid.co.jp/english

Business Activities

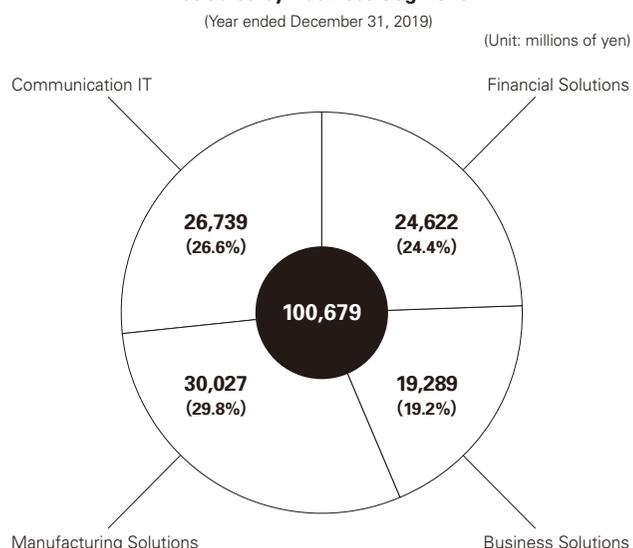
- Consulting services
- Custom system development
- Sales and support of software developed in-house
- Sales and support of software provided by other vendors
- Outsourcing, operation and maintenance services
- IT equipment sales and others

Financial Data

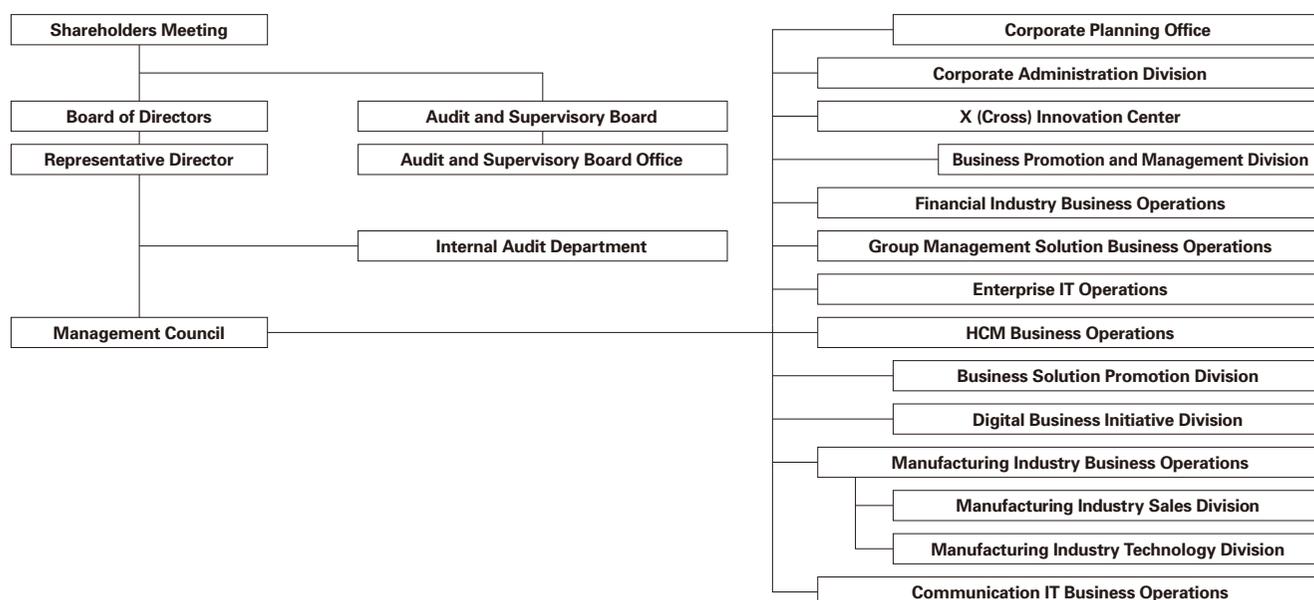
Net Sales, Operating Income, and Operating Margin



Net Sales by Business Segment

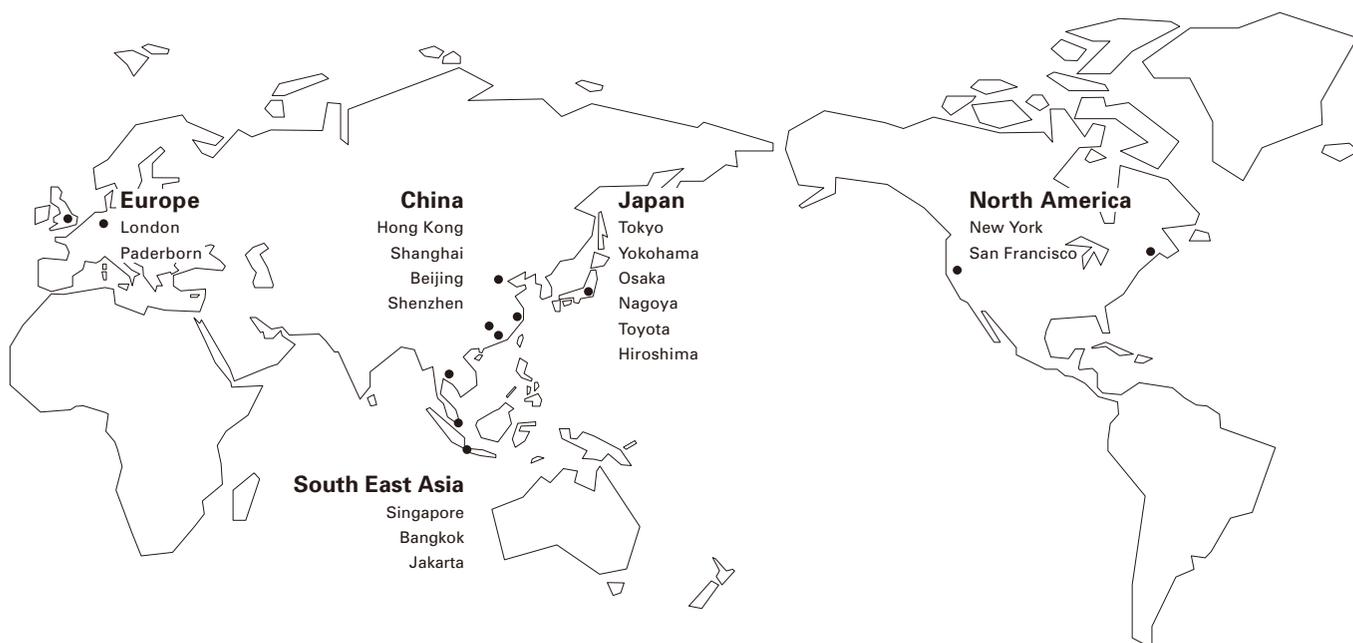


ISID Organization (as of January 1, 2020)



Global Network (as of March 1, 2020)

The ISID Group has offices in six cities in Japan and 11 cities in seven countries to widely support customers' global businesses.



Group Companies

(Dates established or of capital participation by ISID.)

Domestic Subsidiaries

iTiD, Ltd. (June 2001)

www.itid.co.jp

ISID InterTechnologies, Ltd. (September 2001)

www.isid-intertech.co.jp

ESTECH Corporation (March 2006)

www.estech.co.jp

ISID-AO, Ltd. (March 2009)

www.isid-ao.co.jp

ISID Fairness, Ltd. (July 2002)

www.fairness.co.jp

ISID Business Consulting, Ltd. (February 2013)

www.isidbc.co.jp

ISID Engineering, Ltd. (May 2014)

www.isid-eng.co.jp

ISID Assist, Ltd. (October 2009)

ISID Bright, Ltd. (January 2020)

Domestic Affiliates

Koozyt, Inc. (July 2011)

www.koozyt.com

MY DATA INTELLIGENCE INC. (December 2018)

www.mydata-intelligence.co.jp

FA Products Inc. (March 2019)

fa-products.jp

Smart Holdings Inc. (May 2019)

www.smart-group.co.jp

FINOLAB Inc. (July 2019)

www.finolab.co.jp

ACSion, Ltd. (July 2019)

www.acsion.co.jp

Overseas Subsidiaries

ISI-Dentsu of Europe, Ltd. (January 1991)

www.iside.co.uk

ISI-Dentsu of America, Inc. (March 1987)

www.isidentsu.com

ISI-Dentsu of Hong Kong, Ltd. (August 1990)

www.isid.hk

ISI-Dentsu Shanghai Co., Ltd. (May 2002)

www.isid.com.cn

ISI-Dentsu South East Asia Pte. Ltd. (April 1992)

www.isidsea.com

ISID South East Asia (Thailand) Co., Ltd. (November 2005)

www.isidsea.co.th

PT. ISID Indonesia (April 2013)

www.isid.co.id

PT. Ebiz Cipta Solusi (April 2019)

www.ebizcipta.com

Overseas Affiliates

Two Pillars GmbH (June 2018)

www.two-pillars.de