

FUJIFILM System Services Corp.

Corporate Profile 2026



Fujifilm Group's Purpose



Our Mission

Co-Creating Information Services for a Prosperous Future

This phrase embodies our corporate mission, which has evolved from the business vision formulated on the occasion of our 30th anniversary. It reflects our commitment to creating a truly enriched society — one that is not limited to material wealth — by uniting the strengths of our company, our clients and our business partners. Transitioning from "information processing" to "information utilization," from "labor-saving" to "empowerment," and from "functional value" to "emotional value," we continue to refine and develop the services we provide. The term "Information Services" encapsulates our dedication to delivering high-value-added solutions that contribute to both to our clients' success and to addressing societal challenges.

Striving for a Truly Fulfilling Society Through the Provision of Innovative Services

Isao Takamura,
President



Founded in September 1988, we have spent nearly 40 years committed to embodying the Fujifilm Group's purpose: "Giving our world more smiles." Through our efforts to enhance communication between individuals and businesses, we have contributed to solving the challenges faced by society and our clients.

In recent years, the nature of communication has become increasingly diverse, and there is a growing demand for flexibility to meet individual needs, swift responsiveness, and a secure environment with robust security measures. To address these changing demands, we believe that driving digital transformation (DX) is essential for achieving both reliability and efficiency.

Up until now, we have delivered Business Process Outsourcing (BPO) services tailored to meet our clients' needs. This includes managing vital information for our clients such as municipal resident data, public infrastructure data, disaster-related information, customer and marketing information, product details, and globally distributed

maintenance information. Our services focus on presenting this information in a clear and accessible format to the intended recipients, ensuring its accurate delivery, protecting it, and securely disposing of it when it is no longer needed.

Moving forward, we will further refine our extensive operational expertise and high-quality business process capabilities acquired over the years. In addition, we will bring together the collective knowledge and advanced technologies of the Fujifilm Group to promote DX. By rethinking and reconstructing our clients' business processes and leveraging cutting-edge IT technologies, such as AI and cloud-native service platforms, we will deliver innovative BPO under the concept of "Business Process as a Service (BPaaS)."

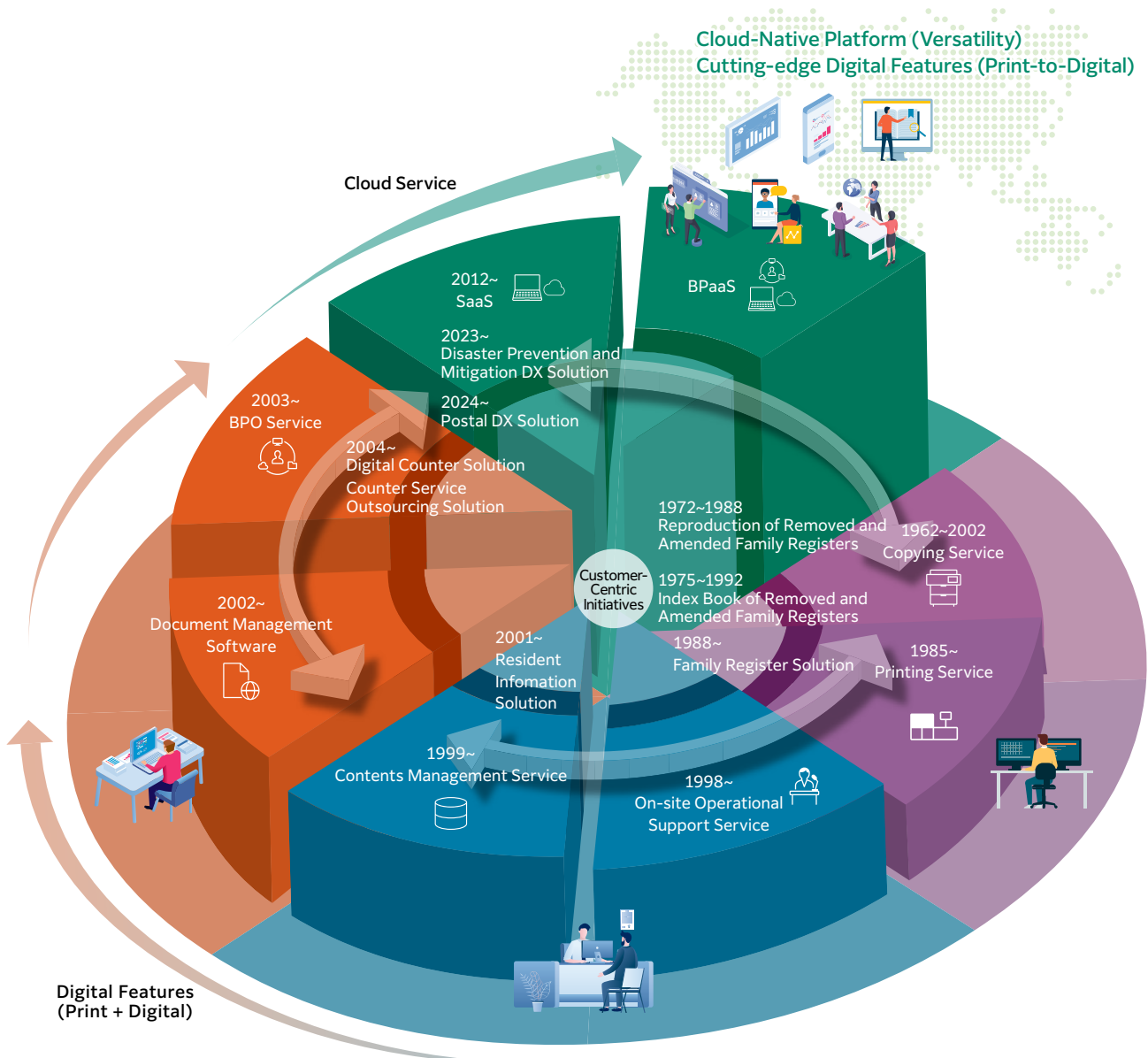
By enabling municipalities and businesses across the nation to achieve better communication, we aim to enrich the lives of the end recipients — residents and consumers — and foster a truly fulfilling society. We remain committed to providing valuable services in pursuit of this goal.

Evolving BPO Services Rooted in Customer-Centric DNA

Since becoming an independent company in 1988, we have grown as a pioneering solution provider within FUJIFILM Business Innovation and Group Companies. Our business is powered by the DNA cultivated through “Customer-Centric Initiatives.” Initially, we began with document reproduction services as our core business but have adapted flexibly to changing times and the increasingly diverse needs of our customers. Today, we have evolved into providing industry- and task-specific BPO (Business Process Outsourcing) services.

Our primary customers include local governments, public institutions, and private companies that support social infrastructure, such as banks and convenience stores. Solving the challenges faced by our customers leads to addressing various societal issues — and the resolution of these societal challenges, in turn, circles back to help our customer’s core issues. We deeply value this interconnected relationship and remain committed to earnestly engaging with societal challenges.

By integrating cutting-edge digital features into the BPO services we have developed over the years, we aim to evolve into a highly versatile, cloud-native BPaaS (Business Process as a Service) model that can be utilized by a diverse range of customers.



Disaster Prevention and Mitigation DX

A New Approach to Supporting Municipalities in Addressing Intensifying Disasters



In recent years, disasters caused by extreme weather have been intensifying and occurring more frequently, highlighting the urgent need to establish systems that support the swift recovery and rebuilding of the lives of those affected. Residents whose homes have been damaged can receive various forms of recovery assistance based on the disaster certification (risai shomeisho) issued by their municipalities, indicating the extent of the damage. However, in past major earthquakes and other large-scale disasters, disaster certification issuance has sometimes several months, underscoring the need for more rapid response measures.

The “Disaster Victim Certification Acceleration Solution” supports municipalities in the swift issuance of disaster certifications. By integrating AI, proprietary algorithms, and the Fujifilm Group’s advanced imaging technologies, this solution digitizes processes that were traditionally conducted manually, including assessing disaster conditions, formulating survey plans, and conducting investigations. This digital transformation enables a reduction of more than 50% in labor and processing time compared to conventional methods (as reported by a certain municipal user).

Furthermore, as a new initiative, we are developing a solution that systematizes the expertise involved in decision-making tasks undertaken by municipalities during disasters, such as issuing evacuation orders and requesting assistance from the Self-Defense Forces. This solution aims to make these processes more efficient.

●2023 Good Design Award

●The Prime Minister’s Award at the 2023 Digi-Den Koshien (hosted by the Cabinet Secretariat)

Postal DX

Digital Services Supporting Sustainable Operations Between Municipalities and Corporations



The working-age population* in Japan peaked in 1995 and has been continuously declining since then. By 2040, it is projected to decrease to approximately 60 million, or 70% of its peak level. This demographic shift has led to a worsening labor shortage in municipalities, resulting in an increased burden, especially in critical areas such as disaster response, resident services, and administrative operations. To manage the vast workload with limited resources, the implementation of solutions that digitize and streamline operations has become essential.

The “Corporate Request Online Service” is designed to digitize the process of requesting copies of resident records. Previously, financial institutions and other organizations involved in debt collection or contract information verification handled via postal mail. This service streamlines operations between municipalities and corporations, improving overall efficiency.

With the introduction of this service, the total number of operational steps involved in the traditional postal request process can be significantly reduced. According to our estimates, it is expected to cut the overall processing time for both municipalities and corporations by approximately half. Currently, we are conducting trial operations with numerous organizations, aiming for early commercialization.

●JAPAN DX Player AWARD 2024 : 2nd Place in the Industry Category

* Working-age population refers to individuals typically between the ages of 15 and 64.

DX Proposals to Simultaneously Improve Resident Services and Reduce the Workload of Municipal Staff

Our history of providing solutions for municipalities and public institutions dates back to 1972, starting with the reproduction of removed and amended family registers. Leveraging our expertise developed through offering a wide range of services to municipalities and public institutions — including our flagship systems such as the “Comprehensive Family Register System — Bookless,” which holds the No. 1 market share nationwide. and the “Convenience Store Certificate Issuance System” — we now propose DX solutions for various administrative procedures that extend beyond just family and resident information.

Family Register



Following the 1994 revision of the Family Register Act, we launched the Family Register Digitization Project. Our comprehensive services, which cover everything from pre-implementation consultations to system development and post-implementation support, have been well received, allowing us to achieve approximately a 70% market share nationwide.

Market Share in Japan



(As of the end of March 2026, based on our research)

Resident Information



With the implementation of the Social Security and Tax Number System, municipalities across the country have been promoting the introduction of services that utilize My Number Cards to issue certificates such as family registers, resident records, and seal registration certificates at convenience stores. Our system holds the number one market share nationwide for these services.

Market Share in Japan

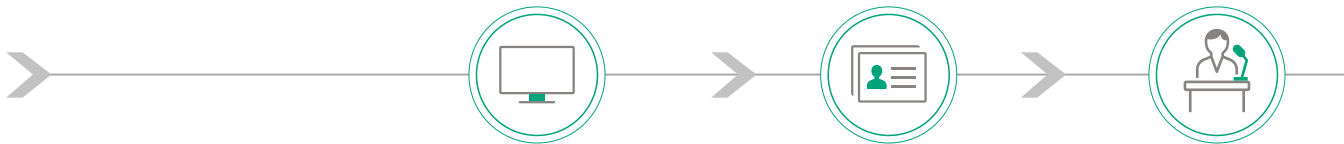


(As of the end of February 2026, based on our research)

Counter Service Outsourcing



The “Family Registry and Resident-Related Business Outsourcing Service,” which was initiated based on requests from municipalities, is an outsourcing service that leverages specialized expertise, quality management knowledge, and skilled personnel gained through our support in building and operating the “Comprehensive Family Registry System — Bookless”. This service not only enhances resident services and improves operations but also aims to provide more efficient and stable administrative counter services when used in conjunction with various other services and systems.



Family Register Solution

- 1972 Reproduction of Removed and Amended Family Registers (- 1988)
- 1975 Index Book of Removed and Amended Family Registers (- 1992)

- 1988 Comprehensive Family Register System (- 1998)
- 1992 Removed and Amended Family Register Index Search System
- 1994 Comprehensive Family Register System - Bookless
- 2015 Video Learning Service - Yokushiru
- 2018 Comprehensive Family Register System - Bookless Cloud Service

Resident Information Solution

- 2001 Comprehensive Resident Information System
- 2003 Comprehensive Certification System
- 2003 Certificate Automated Issuance System
- 2010 Convenience Store Certificate Issuance System
- 2011 Custom Character Integrated Management Service (Custom Character Information Infrastructure)
- 2016 Certificate Issuance System Convenience Store Certificate Issuance System Cloud Service

Outsourcing Solution

- 2004 Family Registry and Resident-Related Counter Service Outsourcing

Counter Service DX



In line with the Digital Garden City Nation Initiative promoted by the government, there is a growing demand for user-centric administrative services utilizing ICT to promptly realize a safe, secure, and highly convenient digital society. Our "Digital Counter Solution" addresses challenges such as reducing congestion at municipal service counters and visitor waiting times by enabling the digitization of various administrative procedures at municipal offices.

Disaster Prevention and Mitigation DX



We offer the "Disaster Victim Certification Acceleration Solution," which combines based on remote sensing image processing technology, AI, and proprietary algorithms to enable speedy damage assessments, efficient survey planning, and the swift issuance of disaster certifications.

- 2023 Good Design Award
- The Prime Minister's Award at the 2023 Digi-Den Koshien (hosted by the Cabinet Secretariat)

Postal DX



Breaking away from operations reliant on fixed-amount postal money orders, we aim to enhance municipalities' operational efficiency by enabling credit card payments for postal request fees, thereby improving convenience for requesters and reducing their cost burden.

- JAPAN DX Player AWARD 2024 : 2nd Place in the Industry Category



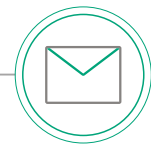
Digital Counter Service Solution

- 2010 Certificate and Counter Reception System - Madouke
- 2018 Application Form Filling Support System
- 2019 Relocation Reception Support System
- 2020 Pre-Application System
Relocation Reception Support System Cloud Service



Disaster Prevention and Mitigation DX Solution

- 2023 Disaster Victim Certification Acceleration Solution
 - Integrated Damage Survey System
 - Home Damages Assessment App
- 2025 Disaster Victim Support Solution
 - Life Reconstruction Navigator



Postal DX Solution

- 2024 Cashless Postal Request Service

Proposals for Industry- and Task-Specific BPO Services

Combining our longstanding strength in “customer-centric initiatives” with the cutting-edge technologies of the Fujifilm Group, we provide BPO (Business Process Outsourcing) services tailored to the specific needs of your industry and operations. From traditional printing services to the development and operation of various cloud-based systems, we offer solutions that address the challenges faced by customers across a wide range of industries.

Retail & Distribution



We assist in creating attractive store displays and streamlining chain management. Our services include photographing and editing product images to better convey their appeal and promoting sales that enhance consumer purchasing intent. Given the number of stores served by our clients, we support approximately 55,000 retail locations nationwide.

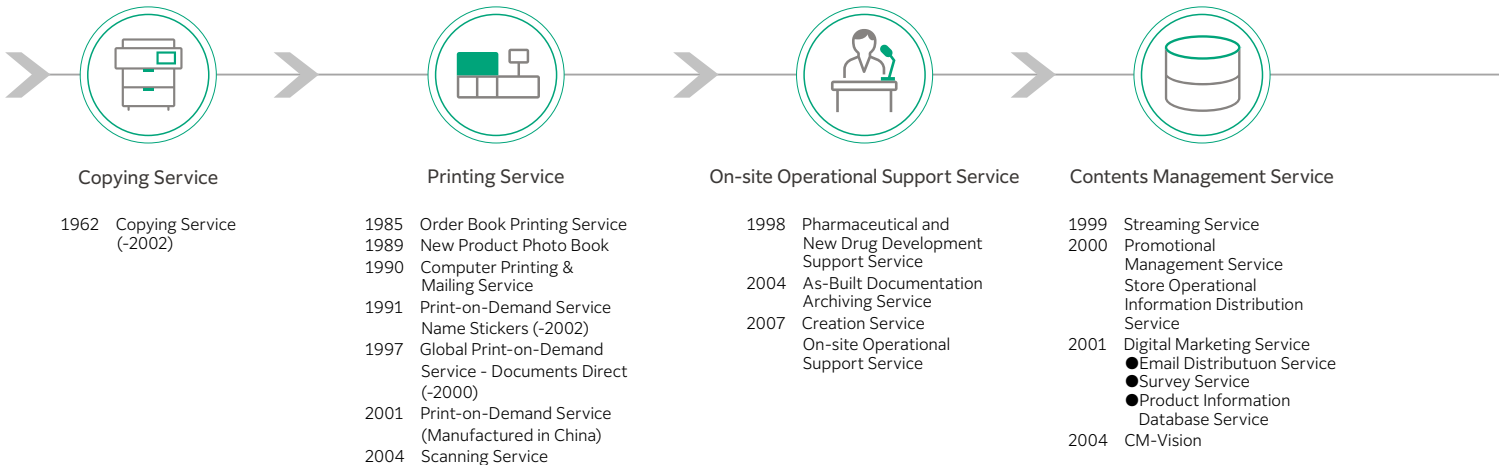
Stores Served in Japan **Approx. 55,000**

(As of the end of March 2026, based on our research)

Engineering



In recent years, the need for DX in manufacturing sites, which primarily rely on paper-based operations, has become increasingly evident, prompting a shift toward digital workflows centered on electronic data. We support the digitization of workflows throughout the product lifecycle—including design, manufacturing, maintenance, and service—by addressing three key aspects: “data digitization (structuring),” “aggregation and management,” and “analysis and utilization.”



Finance & Insurance



We provide support for the output, processing, and delivery of various forms, as well as notifications for policyholders, which are generated in coordination with systems such as Customer Relationship Management (CRM) and other business systems. These services are backed by a robust security framework.

We also offer digital communication services, including email/SMS distribution and communications facilitated through websites.

Furthermore, we provide document management systems, electronic form systems, and services for managing, distributing, and on-demand printing of materials such as prospectuses. By digitizing and streamlining the operation of paper documents in a way tailored to your business needs, we support the operational efficiency of headquarters and branch offices.

Education



Our cloud-based "Practical Training Guidance and Management System" supports smooth communication among students, faculty, and clinical training supervisors. This system is currently utilized by 71 out of 79 pharmaceutical universities and departments nationwide.

Additionally, we offer services such as virtual reality (VR) training for techniques like pharmaceutical compounding and aseptic operations, providing innovative educational tools for healthcare and welfare-related faculties.

Market Share in Japan
Approx. 90.0%
 (As of the end of March 2026, based on our research)

Pharmaceuticals & Healthcare



For pharmaceutical companies, we provide a wide range of services, including the creation, digitization, and storage of documents related to clinical trials and new drug applications, as well as support for post-marketing surveillance activities.

Furthermore, we propose DX solutions to enhance the efficiency of Medical Representatives (MR) in their information-sharing activities with healthcare institutions.



Document Management Software

- 2002 Electronic Document System - IDS-eDShare
- 2010 Manual and Regulations Management & Viewing System - IDS-ODShare
- 2014 Lifecycle Records Management System (LCRMS)
- 2015 In-Hospital Document Management Support Solution
- 2016 Deposit Asset Records Management System Prospectus Management and Issuance System



BPO Service

- 2003 Web-Based Direct Mail Fulfillment Solution for Agencies (Finance & Insurance)
- 2007 Post-Test Operational Support Solution (Education)
- 2009 Generic Pharmaceutical Promotion Notification Service (Pharmaceuticals & Healthcare)
- 2012 Merchandise Image Management Service (Retail & Distribution)
- 2015 Promotional Material Ordering Solution for MRs (Pharmaceuticals & Healthcare)
- 2021 Pharmacy Student Learning Support Website "Pharmacy Recipe" (Education)



SaaS

- 2012 Practical Training Guidance and Management System (Education)
 - Clinical Training (2021)
 - On-Site Training (2022)
 - Social Work Practical Training (2022)
 - Caregiving Practical Training (2023)
 - Pre-Learning Support System for Pharmacy Schools (2023)
 - Childcare Practical Training (2024)
 - On-Site Training (Nutrition Management) (2024)
 - Psychology Practical Training (2024)
 - On-Site Training (Midwifery) (2025)
 - Medical Office Administration Practical Training (2025)
 - Teaching Practice (2025)
- 2017 Learning Record Connect (Education)
- 2023 Pharmacy Pre-Learning VR Training Service (Education)

FUJIFILM System Services Corp.

Corporate Information

Corporate Overview

Name	FUJIFILM System Services Corp.
Headquarters	5-1-1 Nishi-shinjuku, Shinjuku-ku, Tokyo 160-0023 JAPAN
Telephone	+81-3-5352-7500
President	Isao Takamura
Date of establishment	September 21, 1988
Capital	Spun off from FUJIFILM Business Innovation Corp. 200 million yen (Authorized Capital: 400 million yen)
Shareholder	FUJIFILM Business Innovation Corp. (100%)
Number of employees	1,791 (as of March, 2026)
Business sites	<ul style="list-style-type: none"> • Headquarters: Tokyo (Shinjuku-ku) • Development / manufacturing : Tokyo (Shinjuku-ku, Itabashi-ku), Kanagawa (Yokohama, Ashigarakami District), Osaka • Branches & Sale office: Tokyo (Shinjuku-ku, Itabashi-ku), Osaka, Sapporo (Hokkaido), Sendai (Miyagi), Nagoya (Aichi), Fukuoka and others

Board of Directors (As of June 30, 2025)

Chairman	Amane Inoue
Representative Director	Isao Takamura
Director	Shiro Kikuchi

Audit & Supervisory Board Members (As of June 30, 2025)

Corporate Auditor	Shingo Amano
Corporate Auditor	Akira Kambayashi

Corporate Officers (As of July 1, 2025)

President	Isao Takamura
Senior Vice President	Akiyuki Makishima
Corporate Vice President	Nobuhiro Ishida
Corporate Vice President	Yumiko Shiratori
Corporate Vice President	Koshi Horiuchi

History

1962 Feb	Started copy service stores as the copy service division of the Fuji Xerox Co., Ltd.	2012 Mar	The number of users of the Family Register Digitization System, "Comprehensive Family Register System - Bookless" exceeded 1,000 municipalities
1972 Sep	Commenced services for re-creating removal and revised original family registers for local governments	May	Participated in the "Character Information Infrastructure Development Project" by the Information-Technology Promotion Agency (IPA) and conducted a "Print Outsourcing Demonstration Experiment Using Character Information Infrastructure"
1975 Sep	Became the first in Japan to launch nationwide color copy services	2013 Mar	Added the Character Information Infrastructure (IPAmj Mincho Font) to the "Custom Character Integrated Management Service", increasing the number of available characters to approximately 90,000
1988 Sep 21st	Separated from Fuji Xerox and renamed as Fuji Xerox System Service Co., Ltd.	Apr	Established the Challenged Center to Promote Employment of People with Disabilities
	Launched sales of the "Comprehensive Family Register System (KING: Koseki Integrated Good System)" for local governments	2014 Jun	Won the project for "Building the Character Information Infrastructure Database" from the IPA
	Commenced the deployment of printing services	2016 Jul	Opened the "Challenged Farm" in Chiba City, Chiba Prefecture, to create employment opportunities for people with disabilities
1989 Apr	Launched "New Product Photo Book"	2018 Jun	Won the Ministry of Justice (MOJ) project for "Character Information Development"
1994 Sep	Launched the Family Register Digitization System, "Comprehensive Family Register System - Bookless (KONG: Koseki Online Good System)"	30th Anniversary	30th Anniversary
2010 Feb	Launched the "Convenience Store Certificate Issuance System"	2021 Apr	Changed the company name to FUJIFILM System Services Corp.
Jul	Merged with Fuji Xerox CrossWorks Co., Ltd.	Sep	Entered into a capital and business alliance agreement with JX Press Corp., which provides a service for detecting and distributing risk information, such as disasters, on social media
2011 May	Enhanced facilities at the Itabashi Office and Kyoto Center, establishing a two-base system in the east and west	2023 Jun	Started providing the "Integrated Damage Survey System" and "Home Damages Assessment App" as part of the "Disaster Victim Certification Acceleration Solution"
	Launched the "Custom Character Integrated Management Service" (Custom Character Information Infrastructure)	Oct	The "Disaster Victim Certification Acceleration Solution" won the Good Design Award
Nov	Won the Ministry of Internal Affairs and Communications' Custom Character Survey Project in collaboration with Fuji Xerox	2024 Mar	The "Disaster Victim Certification Acceleration Solution" won the Prime Minister's Award by taking the first place in the Corporate/Organization category at the "Digi-Den Koshien 2023"
2012 Jan	Transferred the "Practical Training Guidance and Management System" for Pharmaceutical Universities from Fuji Xerox Learning Institute Inc.		
Feb	The file transfer system "SecureTransport" obtained ISO/IEC 15408 certification		

Information Security & Quality Management

To effectively and efficiently drive these efforts, we operate under an integrated management system alongside FUJIFILM Business Innovation and Group Companies, focusing on environmental conservation. We have obtained cloud security certification for four of our cloud services: the "Comprehensive Family Register System - Bookless", the "Convenience Store Certificate Issuance System", the "Relocation Reception Support System", and the "Disaster Victim Certification Acceleration Solution". Furthermore, the "Comprehensive Family Register System - Bookless Cloud Service" has also acquired privacy information management certifications as outlined below.

We will continue to focus on maintaining and strengthening information security and quality management to earn the trust of our customers, deliver lasting value, and provide high-quality products and services.

Privacy Mark Certification

- 2001 Jan Established the "Personal Information Protection Policy"
- Apr Obtained "Privacy Mark Certification"
- 2025 Apr Passed the 12th Renewal Audit

Integrated MS (ISMS/QMS/EMS) Certification

- 2001 Nov Obtained ISO 14001 Certification
- 2003 Oct Established the "Basic Information Security Policy"
- 2004 Mar Obtained Certification for "ISMS Certification Standards (Ver. 2.0)"
- 2006 Mar Obtained ISO 9001 Certification
- 2007 Mar Passed the Transition Audit for ISO/IEC 27001: 2005
- 2015 Mar Passed the Transition Audit for ISO/IEC 27001: 2013
- 2017 Dec Passed the Transition Audit for Integrated MS (ISMS/QMS/EMS)
- 2025 Mar Passed the Transition Audit for ISO/IEC27001: 2022

ISMS Cloud Security Certification (ISO/IEC 27017)

- 2018 Aug Obtained certification for the "Convenience Store Certificate Issuance System Cloud Service"
- 2020 Nov Expanded the scope to include the "Comprehensive Family Register System - Bookless Cloud Service"
- 2021 Oct Expanded the scope to include the "Relocation Reception Support System Cloud Service"
- 2024 Nov Expanded the scope to include the "Disaster Victim Certification Acceleration Solution"

ISMS Privacy Information Management Certification (ISO/IEC 27701)

- 2023 Oct Obtained certification for the "Comprehensive Family Register System - Bookless Cloud Service"



Privacy Mark Certification



Health and Wellness Management

We believe that for a company to grow through its business activities and continuously provide new value, it is essential for every employee to experience growth and joy—and at the heart of this is "health". By promoting health and wellness management, we aim to create an environment where employees are highly motivated and want to continue working for the long term.

Our efforts in health and wellness management have been recognized, with continuous certification under the "White 500" since fiscal year 2021. Additionally, we have been certified as a "Sports Yell Company 2026 (Bronze)" for being a company engaged in health promotion for employees. We are committed to ensuring the safety, security, and health of our employees, while striving to enhance corporate value through health and wellness management.



Commitment to Diversity

We respect diversity and are actively promoting Diversity, Equity, and Inclusion (DE&I) as part of our growth strategy. We are committed to develop an inclusive corporate culture where each employee respects others and talents, skills, and can grow by leveraging various talents, skills and individuality, as well as fostering an organizational climate that encourage diversity.

We are working to create a workplace where everyone can thrive as their authentic selves, while also driving innovation to address social issues and, strive toward a truly enriched society.



A certification for companies that actively supporting child care and work



A certification for companies excelling in promoting women's participation in the workplace

FUJIFILM



Please visit the dedicated
recruitment website for
Fujifilm System Services Corp. here