

FACT SHEET

FUJITSU AMERICA, INC.

FUJITSU AMERICA OFFERS A COMPLETE PORTFOLIO OF BUSINESS TECHNOLOGY SERVICES, COMPUTING PLATFORMS, AND INDUSTRY SOLUTIONS. FUJITSU AMERICA UNDERSTANDS THAT POWER COMES FROM INFORMATION AND YOUR ABILITY TO OPTIMIZE AND MANAGE IT.

A SOLID FOUNDATION

The parent company of Fujitsu America is one of the most successful engineering and electronics organizations in the world. Founded in 1935 in Kawasaki, Japan, Fujitsu Limited has grown into a thriving global network.

Fujitsu Limited is a leading provider of Information and Communications Technology-based business solutions for the global marketplace. With approximately 170,000 employees supporting clients in 100 countries, Fujitsu combines a worldwide team of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value and a competitive edge to clients.

A SOLID ENVIRONMENT

Fujitsu also recognizes that environmental protection is a vitally important business issue. As well as reducing the environmental load that our own company imposes, the mainstays of our contributions to clients and society will be the reformation of Fujitsu itself and the provision of information technology and the creation of ICT solutions, contributing environmental innovations not confined to Fujitsu but extending to the world beyond it. We will seek to maximize the volume of such contributions.



We also aim to collaborate with our clients and partners, and with all the various influential bodies that have a stake in international society, in making the industrial and other contributions needed for a low-carbon society.

FUJITSU AMERICA

Drawing from this global knowledge and expertise, Fujitsu America can offer high-quality solutions to clients in North, Central, and South America, the Philippines, and India.

Fujitsu America is one of the top ICT companies in North America. We bring to our clients world-class operational efficiencies from an organization that is more strategically focused, simpler in structure, and more effective in operation by focusing on:

- Business Consulting Services
- Application Services
- Dynamic Infrastructure Services
- Hardware and Software Solutions
- Industry Solutions
- Cloud Solutions

FUJITSU LIMITED

- Is the world's third-largest ICT services provider and is number one in Japan
- Ranks among the world's top five providers of servers and PCs
- Includes over half the Fortune Global 500 corporations as clients
- Owns over 102,000* patents
- Is included in the Dow Jones Sustainability Indexes
- Has sales of \$49.42 billion*

*Year ended March 31, 2011

BUSINESS CONSULTING SERVICES

Fujitsu helps you respond to the challenge of planning, delivering, and operating your ICT systems in a complex, ever-changing business environment. Partnering with teams from your ICT and business departments, we can deliver value to your clients, employees, and stakeholders. We work with you to identify key business outcomes, and then create a roadmap so that you can achieve these outcomes by removing obstacles in the areas of processes and technology.

Cloud Assessment and Advisory

Fujitsu provides strategic and financial guidance to help align ICT and business objectives as well as developing a roadmap to achieve a business enabling enterprise. This enterprise will be based on a combination of your existing data center, internal cloud, and external cloud resources providing you the agility, flexibility and control you require.

Green ICT

Fujitsu recognizes Green ICT as a key enabler for reducing costs and becoming environmentally efficient. Our Green ICT offering delivers a scalable framework with innovative tools and techniques designed to help you achieve cost reductions, reduce your environmental footprint, and address anticipated regulatory requirements. This offering focuses both inside and outside the data center.

Performance Management / Lean

The Fujitsu Lean approach for production optimization is based on the Toyota Production System, developed in Japan 50 years ago. Because it was so effective, Lean became the global reference for management effectiveness in a broad range of industry sectors, including services, health, manufacturing and ICT. We can work with you to clearly identify value-added activities, focusing on the only activities necessary to fulfil your requirements and expectations.

Business and ICT Alignment

Fujitsu delivers an agile ICT environment that is accurately aligned with your business strategies and objectives. Our mission is to help you realize true business value from your ICT investments—achieved with the industry-acclaimed skills, experience, tools and proven methodology of Fujitsu.

Organizational Transformation

Your clients and business environment are changing. Are you keeping up? Failure to do so can be catastrophic as nimble businesses leap-frog over competitors who are slow to adapt.

The current economic environment is forcing many companies to take a hard look at their business model, carefully measuring the potential benefits as well as the obstacles of an organizational transformation. When planned and implemented with the help and expertise of Fujitsu, innovation can be applied where needed, maximizing your transformation investment.

Enterprise Architecture

Fujitsu Enterprise Architects are some of the best in the business. You need to ensure you are getting the most out of your data centers. Can your enterprise be more efficient? Can you really do more with less? Let Fujitsu help you maximize your enterprise.

General Consulting Services

Fujitsu offers consulting services to address practically all of your application-related and technical needs. Our professionally certified consultants provide industry-specific expertise and a sound approach to resolving most or your ICT issues — all of which ensures success with an immediate return on your investment.

Our consultants work with a wide range of global companies — in both size and complexity — in many different industries. You benefit from their knowledge of business practices and direct manufacturing systems expertise with every implementation.

Data Center Advisory Services

Fujitsu is your technology enabler. With our holistic approach to your business requirements, we will remove some of the mystery of getting your enterprise to work for you instead of you working for your enterprise.

APPLICATION SERVICES

Fujitsu understands the need to deploy and upgrade business applications quickly, securely, efficiently, and inexpensively. We also know you want better control over your application portfolio, while reducing operational costs. In response, we have developed a broad range of Dynamic Application Services that can be used to improve or transform your applications.

Enterprise Resource Planning (ERP)

Oracle® Business Intelligence (BI) Enterprise Edition

Fujitsu is one of the few system integrators that specialize in providing end-to-end solutions and value-added services for all Oracle BI applications. Our consultants can work with you to design, implement, and maintain a powerful Oracle BI Enterprise Edition (OBIEE) platform that delivers the following key benefits:

- Leverage your existing systems
- Enable strategically focused planning
- Offer insight into competitive markets
- Facilitates full compliance with regulatory guidelines such as Sarbanes-Oxley
- Provide world-class, on-the-fly reporting for every aspect of your business

SAP® Implementation and Upgrade

Our experience, depth of on-shore and off-shore resources, and client-centric approach make us your best choice for SAP implementation and upgrade projects.

SAP BI

The Fujitsu SAP Upgrade offering allows you to harness the full potential and enhance the capabilities of the entire SAP BI suite, including SAP Business Objects, Business Warehouse (BW) and Business Planning and Consolidation (BPC).

Our experienced practitioners can tailor our broad, flexible array of services to meet your particular requirements, whether you need an assessment, an implementation, or an upgrade. We can also help align your analytics with your overall business strategy to support more efficient decision-making.

Application Modernization and Migration

Fujitsu has proven expertise in legacy system modernization. With Fujitsu solutions, legacy applications can be modernized to web-based applications that are not only easier to maintain but are also flexible, with reusable components. This makes evolution easier and allows you to enable service oriented architecture (SOA).

Our PROGRESSION service offering and tool suite provides for the rapid, accurate migration of applications from platforms such as IBM® AS/400, Unisys® and HP® 3000 to Microsoft .NET® – Visual Basic (VB) and C#. We have repeatedly taken client applications locked into COBOL and IBM RPG and migrated them seamlessly into Microsoft .NET.

Client Relationship Management (CRM)

Where would you be without your clients? There are many ways to take care of them but to do it correctly and efficiently; you need to have CRM experts on your team. Fujitsu has world-class partners and expertise in this field that will keep you ahead of your competitors. Are your clients really important to you? With help from Fujitsu, you can let them know and keep them coming back.

Application Development and Integration

Fujitsu offers application development, integration, and maintenance services using the most suitable combination of onsite, near-shore, and/or offshore (best-shore) delivery.

Using our Remote Delivery Center (RDC) is one way to make Fujitsu competencies and resources widely available to your business units and practices at competitive rates, thus allowing them to respond to new opportunities economically and efficiently.

Business Consulting Services

- Cloud Assessment and Advisory
- Green ICT
- Performance Management / Lean
- Business and ICT Alignment
- Organizational Transformation
- Enterprise Architecture
- General Consulting Services
- Data Center Advisory Services

Application Services

- Enterprise Resource Planning (ERP)
- Application Modernization and Migration
- Customer Relationship Management (CRM)
- Application Development and Integration
- Industry Services
- Application Managed Services

Cloud Solutions

- Cloud Advisory Services
- Private Cloud
- Software as a Service (SaaS)
- Platform as a Service (PaaS)
- Cloud Infrastructure as a Service (IaaS)

Fujitsu America Portfolio

Hardware and Software Solutions

- Mobile Products
- Enterprise Computing
- Retail Solutions
- Document Imaging

Industry Solutions

- Retail Business
- Healthcare
- Education
- Manufacturing
- Financial Services

Dynamic Infrastructure Services

- Managed Security Services
- Field Engineering and Support
- Enterprise Services
- Service Desk

Industry Services

GIS Geographic Information Systems

Over the past two decades, the Geographic Information Systems (GIS) market has experienced phenomenal growth, to the extent that it has now gained a solid foothold in all aspects of land, resource, and infrastructure management.

Fujitsu delivers GIS solutions for a wide range of industries, such as:

- Real-estate or territory administration
- Management of natural resources, networks or services
- Research into demographic behaviors within a specific geographic region

Public Safety

We offer tailored Public Safety solutions designed to improve the management and coordination of critical information related to defense and public safety. We can work with you to address your unique security requirements, such as computer-aided dispatch (CAD), massive notification systems, close circuit television (CCTV), license plate recognition (LPR), fingerprint, information and knowledge management, and intelligence and investigation systems.

Application Managed Services

If you want to maximize the return on your ICT investments while effectively maintaining your application environment, you should leverage our unique Lean Application Managed Services (AMS) for managing, transforming and innovating your application portfolio.

Typically, you may be spending 60% – 70% of your ICT budget just to maintain applications, preventing you from allocating the resources needed to enhance these applications or introduce new business functionality. Our Lean AMS approach can help you reduce these maintenance cost by over 30% by structuring solutions that drive operational excellence and continuous business value.

DYNAMIC INFRASTRUCTURE SERVICES

With the Dynamic Infrastructures portfolio, Fujitsu created a unique and comprehensive offering of ICT products, data center- and office solutions, Infrastructure-as-a-Service and Managed Infrastructure services. This complete offering enables you to make the most beneficial choices for your overall enterprise ICT Infrastructure architecture and to select the most effective way to leverage alternative sourcing and delivery models at any time and around the globe.

Managed Security Services

Security is one of the top three concerns of an ICT organization and is typically very complex and expensive. Fujitsu can provide managed security services to reduce both cost and risk. Our network and end-point security offerings can be delivered as managed services or purchased as unmanaged solutions. Unlike other outsourcing or managed service providers, we do not maintain your data and applications in Fujitsu data centers; instead, we simply push security policy over the Internet to on-premise network devices or end-points anywhere in the world.

Field Engineering and Support

Fujitsu focuses on working closely with you to keep your ICT and business objectives closely aligned. Unlike many of our competitors, we use Fujitsu-badged field engineers rather than subcontractors to deliver support in well over 95% of our service contracts. Our service model relies on accountability, with a single point of contact, while our mission-critical culture enables us to provide custom, flexible, and scalable support solutions.

Enterprise Services

Remote Infrastructure Management

Fujitsu Remote Infrastructure Management (RIM) services deliver monitoring, operating, and managing services for networking, servers, storage, databases, and backup as well as recovery.

Benefits to the client include:

- Adapt quickly to changes in technology and to the needs of the business
- Improve the capabilities of the business through enhanced system effectiveness and service level agreement (SLA)-based reliability
- Boost return on investment (ROI) and cut ICT management costs
- Access high-demand ICT skills and global best practices
- Sharpen the focus on activities that relate directly to the business
- Provide faster and better visibility into potential issues before they can impact operations
- Enable more automated and timely reporting on performance and availability

Data Center Services

Fujitsu Data Center Services provide an array of data center hosting options to help you address physical capacity limitations and costly expansion requirements. For example, we can host your ICT equipment within one of our secure, highly reliable data centers or we can provide workload hosting for applications, databases, and websites. Alternatively, you can leave the full management of your data center resources and processes in our capable hands.

Service Desk

Our Service Desk offering provides a primary point-of-contact for service requests, incident management, service maintenance, information requests, and first-level support for systems and software. Options for service delivery include:

- **Shared by location** – We create a service desk for you and other clients at our facilities, serving as the single point-of-contact for all requests that are supported by Information Technology Infrastructure Library (ITIL) processes and automation. Our personnel manage incidents and handle communications with users.

*Not all models are manufactured by Fujitsu; however, suppliers are held to the same strict quality standards that have made Fujitsu a top-quality manufacturer.

TRIOLE SOLUTIONS ARE BASED UPON THE FOLLOWING CORE TECHNOLOGIES

Virtualization

Virtualization separates client application services from explicit association with hardware devices. A software abstraction layer allows the end-user and ICT administrative personnel to view the hardware that hosts their business applications as a pool of virtual resources.

Automation

Working within a virtualized pool of resources, automatic operations minimizes the administrative workload of maintaining the business application services. At all layers of the ICT infrastructure, automatic operations detect and respond to events that may affect business operations. The automatic operations range from self-repairing hardware to automatic load balancing of resources to maintaining service-level objectives.

Integration

Integrating the automatic virtualized resources together is the key to the TRIOLE strategy, in that the integration provides Fujitsu with a means to tie a range of products from disparate vendors into a unified whole. It is within the context of integration that the virtualized and automated elements of the ICT infrastructure provide a cohesive solution to address the client's business needs.

- **Dedicated by location** – We create a dedicated service desk at our facilities, acting as the single point of contact, resolution and accountability for queries received from your users via phone, email, chat, or walk-in. We integrate our activities with Service Event Management and Desktop Support.
- **On-site** – We create a service desk at your site, manned by our experienced professionals. This scenario is designed to enhance both service quality and business value.

HARDWARE / SOFTWARE SOLUTIONS

Fujitsu America offers a wide range of enterprise hardware and software products designed to help you maximize the value of your ICT infrastructures. Through our TRIOLE® strategy, we offer a complete line of scalable and reliable servers, storage, and software solutions, providing an adaptive and flexible ICT infrastructure. We also offer quality, mobile computers for those who demand only the best from their computer investment.

Mobile Products

We design, manufacture*, and service our own mobile products, controlling the quality of all components so that levels of reliability that are well above the industry standard are achieved. Also, all Fujitsu mobile products are ENERGY STAR® qualified and have a gold or silver EPEAT rating.

Benefits include:

Industry-leading reliability: Unlike our competitors, we directly control the design, component quality and lifecycles of our LIFEBOOK and STYLISTIC mobile products, which are manufactured to meet stringent quality requirements in our Japanese factories.

Security: Fujitsu mobile products are popular in some of the most secure and demanding environments, such as healthcare, finance, government, insurance, defense, and pharmaceuticals. Our security measures include the Trusted Platform Module (TPM), data encryption, biometrics, smart cards, Computrace products, and pre-boot authentication.

Breadth of product line: Fujitsu is the number two provider of tablet PCs in North America and, having learned that one size does not fit all, offers a broader product line than any other manufacturer. Products range from 10- to 13-inch screens, from 1.5- to 5-pounds, in convertible and slate form factors.

Reliable notebooks: While our forte is tablet PCs, we focus on mobility. Thus, we also offer a complete line of notebooks that share the same quality and reliability.

Service excellence: One of our core competencies is delivering quick-response support from our in-house specialists as well as help lines and field specialists.

Enterprise Computing Infrastructure Solutions

Fujitsu Infrastructure Solutions for Oracle and SAP deliver completely virtualized, green ICT infrastructure solutions for your Oracle and SAP environments. Tailored to meet your specific needs, these solutions are pre-integrated, pre-configured and pre-tested to shorten time-to-success and minimize risk.

Servers

Based on industry-standard architectures, PRIMERGY servers are the best answer to the do-more-with-less challenge. By helping you improve operational efficiency, PRIMERGY servers pay for themselves time and time again.

We offer a complete range of servers designed to fill any role in today's business, whether you require affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications.

Storage

The ETERNUS family delivers a full range of enterprise-class storage solutions. ETERNUS CS provides data protection and de-duplication; ETERNUS DX delivers the high-performance, high-availability, and feature richness required in enterprise data centers; and the UDS Gateway extends ETERNUS DX capabilities to include file services.

Benefits include:

- Industry-leading reliability
- Green ICT technologies
- Outstanding performance
- Comprehensive local and remote management solutions
- Service excellence

Business Process Manager (BPM)

Fujitsu Interstage® Business Process Manager (Interstage BPM) is a leading solution for automating business process management. You can use this flexible, standards-based product on your enterprise to increase process visibility and streamline operations.

Its benefits let you:

- Automate and eliminate inefficiencies
- Cut operational costs
- Encourage informed decision-making
- Enable compliance with regulatory mandates
- Improve client-facing interactions
- Support collaborative work processes

Retail Solutions

Fujitsu can help you overcome the complex challenges you are facing, using ICT to make you more agile and responsive. We have worked with more than 500 retailers across 82,000 stores worldwide. We deliver end-to-end solutions that encompass not only the store but also the related applications and infrastructure products and services.

Our goal is to become the premier ICT solutions provider for the retail industry, delivering:

- Global capability
- Innovative retailing strategy
- Comprehensive solutions portfolio
- Scalable, flexible technology architecture
- Lifecycle services
- Partnerships
- Software Products

Document Imaging

U-Scan Self Checkout is an automated solution that allows retail consumers to complete their own transactions when they check out of a store, with little or no cashier assistance. Four or more transactions involving small item counts can be handled quickly and easily, reducing queue lengths across the entire checkout. Larger transactions can be serviced at the full service checkout.

Reducing wait times can improve client satisfaction, which translates into measurable improvement in the frequency of visits to your store, competitive differentiation, and client attraction and retention.

INDUSTRY-ORIENTED SOLUTIONS

In this rapidly changing world economy, efficient and timely investments are key to success. Thus Fujitsu leverages many years of experience in all major industries with skilled human resources, and partnerships to provide an array of strategic solutions.

Retail Business

The Fujitsu line of TeamPoS® point-of-sale (POS) systems and peripherals provides retailers with exceptional power, speed and reliability, which combine to maximize uptime, enhance the consumer experience, and reduce total cost of ownership (TCO). Over approximately 40 years in the Retail industry, we have earned a reputation for building POS systems that are unsurpassed in reliability and serviceability.

Retail Suite

The Fujitsu Retail Suite (FRS) consists of five components that are designed to work together or individually:

- **GlobalSTORE®** – powerful point-of-service (PoS) and back-of-the-store operations
- **CustomerCENTER™** – cross-channel loyalty and client management
- **ReturnCENTER™** – cross-channel returns management
- **StoreCENTER™** – centralized data and configuration management
- **ValueCENTER™** – cost-effective gift and stored value card solution

FRS powers some of the world's most recognized brands, such as Nordstrom, Stockmann, Radio Shack, Staples and TJX.

Healthcare

The Fujitsu healthcare solution encompasses unique industry-specific offerings as well as key offerings from our portfolio of product, dynamic infrastructure, business, and application services offerings. We can create a bundle that best meets the ICT needs, and requirements of the Chief Medical Officer (CMO), Chief Nursing Officer (CNO) and other leaders.

Education

Fujitsu offers templated solutions and intellectual property (IP) for the Education industry in the following areas:

- Education Instructional Technology Utilization Assessment
- Education Grant Research and Writing
- Education Online Learning Community Platform
- Education Instructional Technology Plan Facilitation
- Education - Faculty Professional Development

Our offerings include instructional assessment, planning, and implementation services for pen-and-touch products, with an

emphasis on professional development. We leverage our extensive one-on-one experience with industry principals, incorporating the results into our service offerings.

Manufacturing

Fujitsu offerings for the manufacturing industry include implementation services for enterprise resource planning (ERP), supply chain management (SCM) and associated edge products for both SAP and Oracle software. We have a rich history of providing global support for manufacturing companies; in fact, this is our largest industry sector for implementation services.

Since we are a leading global manufacturer, we leverage our extensive experience with lean manufacturing principles and incorporate them into our service offerings.

We primarily focus on mid-market manufacturing companies ranging from \$500M to \$10B in revenue that are considering a new ERP implementation, upgrades to SAP or Oracle licenses, the consolidation of disparate systems or new edge solutions that reside outside the core ERP product.

We have specific templated solutions and intellectual property (IP) for the following manufacturing sub-industries:

- Food and beverage/consumer goods
- Automotive suppliers
- Wholesale distribution

By applying our lean consulting approach with our IP and industry templates, we can deliver best-of-breed functionality with faster time-to-success and at generally a lower cost than our competitors.

Financial Services

Fujitsu offerings for the financial services industry include implementation and managed services, with solutions for SAP and Oracle, as well as comprehensive software as a service (SaaS) offerings for Salesforce.com. On the software side, we provide industry-leading eXtensible Business Reporting Language (XBRL) and business process management (BPM) solutions that address the specific needs of your industry. By applying a lean consulting approach with best-of-breed industry templates and other intellectual property (IP), we can deliver the functionality you need sooner than most — and at a lower total cost.

CLOUD SOLUTIONS

Fujitsu provides a complete range of cloud solutions and services. We offer a trusted Infrastructure-as-a-Service (IaaS), private hosted IaaS, and on-premises private cloud options. To help guide you through all the options and develop cloud solutions that are aligned with your business strategy, we also offer advisory services.

These services and solutions are only the beginning. Fujitsu is committed to its cloud vision, has a comprehensive, and coordinated global and regional cloud strategy, and will continue to deliver on that strategy.

Cloud Advisory Services

Fujitsu provides a complete range of cloud consulting services as part of our global portfolio, beginning with assessment and advisory services to help you determine which workloads to move, and to which type of cloud environment makes the most economic sense. The Fujitsu Cloud Advisory Services offer services to help you understand cloud and align it to your business needs.

Private Cloud

Fujitsu offers a number of private cloud computing and virtualization solutions. With private clouds, the goal for the data center is to make the right amount and the right kind of resources available at the moment such resources are needed, but with an additional ability to quickly reconfigure when the demand profile changes.

Fujitsu recently announced its participation in the Microsoft® Hyper-V® Cloud Fast Track program. Microsoft Hyper-V Cloud Fast Track is a reference architecture for building private clouds that combines Microsoft software, consolidated guidance, and validated configurations with Fujitsu technology, including computer, network, and storage, as well as value-added software components.

Software as a Service (SaaS)

Salesforce.com®

Working with Salesforce® as our strategic partner, we create client management solutions that leverage best-of-breed technologies to help you increase revenue, reduce costs, and reinvest in innovation giving you a competitive advantage.

We are helping some of the world's most well-known and demanding businesses realize the full potential of salesforce.com by thinking strategically, realizing quick wins, and building on success.

Our end-to-end service offerings include:

- Sales Cloud — Sales process optimization, client interaction tracking and lead and opportunity management, as well as campaign and event management
- Service Cloud — Client support and call center management, knowledge base, content management, client portal and computer-telephony integration (CTI)

Platform as a Service (PaaS)

The Fujitsu PaaS Service helps you deploy applications without the cost and complexity of buying and managing the underlying hardware and software. Also, Fujitsu can provide all of the facilities required to support your complete life cycle of building and delivering web applications and services that are available from the Internet.

Cloud Infrastructure as a Service (IaaS)

The Fujitsu Global Cloud Platform provides agile Infrastructure-as-a-Service (IaaS) over the Internet, automatically providing the underlying infrastructure required to support the virtual system that you specify with our GUI, self-service portal. You pay on an hourly/monthly basis for only what you use. The service is securely delivered in North America from our tier III data center in Sunnyvale, California. The Fujitsu trusted cloud offering has combined the scale of public platforms and the security of private networks to give you the best of both worlds.

ABOUT FUJITSU AMERICA

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors.

For more information, please visit: <http://solutions.us.fujitsu.com/>

We have the breadth, scale, and experience to deliver unprecedented business value.

FUJITSU AMERICA, INC.

1250 East Arques Avenue
Sunnyvale, CA 94085-3470, U.S.A.
Telephone: 800 831 3183
or 408 746 6000

Web: <http://solutions.us.fujitsu.com>
Contact Form:
<http://solutions.us.fujitsu.com/contact>

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