

For immediate release

Fuji Xerox's Helpdesk Operation for Its Solutions & Services Clients Receives the International Certification From HDI

Delivering quality, world-class customer support

TOKYO, May 16, 2014 -Recognized for its customer support capability, Fuji Xerox Service Creative Co., Ltd. —a wholly owned subsidiary of Fuji Xerox Co., Ltd. ,—has attained the Support Center Certification (SCC) in February 2014 from the HDI (Help Desk Institute)[®], the world's largest international certification association for the service and support industry. Fuji Xerox Service Creative supports customers whom Fuji Xerox and its affiliates in Japan provide solutions and services through its one-stop customer contact center.

Fuji Xerox Service Creative was highly rated particularly in four categories— leadership, strategy and policy, people management and customer satisfaction—and has become the fifth Japanese company to attain the SCC. Together with the COPC[®] Customer Service Provider (CSP) Standard, Release 5.0, the international certification [the company received in January 2014](#) for its customer contact centers that handle maintenance services and consumables, Fuji Xerox Service Creative has proved its world-class customer support capability.

This HDI certification is the only certification program based on international and industry standards such as the European Foundation for Quality Management specifically for support centers in the service and support industry.

To certify help desks, HDI conducts a strict on-site audit evaluating a total of 69 standards organized in the eight categories—leadership, strategy and policy, people management, resources, process and procedures, people satisfaction, customer satisfaction and performance results.

Fuji Xerox Service Creative will continue to enhance its contact center operations and reinforce its structure as a one-stop provider that responds to various customer requests to improve quality of the support.

Overview of Fuji Xerox Service Creative Co., Ltd.

Company name	Fuji Xerox Service Creative Co., Ltd.
Business lines	Outsourcing of operations related to sales contracts, sales administrations, accounting/financial and contact centers
Headquarters	2-46-1 Honmachi, Nakano-ku, Tokyo
President	Hirokazu Komaki (Corporate Vice President, Fuji Xerox Co., Ltd.)
Capital	JPY 100 million (Wholly owned by Fuji Xerox Co., Ltd.)
Employees	Approximately 2,000

* HDI (Help Desk Institute)

Founded in 1989 and based in the United States, HDI is the world's largest membership association for the technical service and support industry. With 50,000 members worldwide, HDI membership includes 90 percent of companies listed in the Fortune 500. HDI is vendor-neutral in efforts to facilitate open, independent networking and information sharing within the association's global network.

About HDI : <http://www.thinkhdi.com/>

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