

For immediate release

Fuji Xerox Ranked Highest in J.D. Power Asia Pacific Color Copier And Color Printer Customer Satisfaction Studies for Five Consecutive Years

TOKYO, August 14, 2014 – Fuji Xerox Co., Ltd. was ranked highest for five consecutive years both in the 2014 Japan Color Copier Customer Satisfaction Index StudySM and the 2014 Japan Color Printer Customer Satisfaction Index StudySM, which were released on July 30 by J.D. Power Asia Pacific, Inc., a global marketing information service company.

In the both studies, Fuji Xerox received the highest scores in all four factors; products, costs, dealers' sales response and maintenance services.

In the study results, J.D. Power Asia Pacific mentioned a purchasing trend between multifunction devices and their related cloud services, reporting that the higher the satisfaction of customers in the copiers they are currently using, the higher the interest in purchasing the cloud services offered by their manufacturer or sales agent.

Fuji Xerox continues to offer products and customer support appropriate to a company with the industry's highest reputation. Further, by reinforcing and integrating its cloud services and devices, the company aims to provide high quality solution services that meet customers' business challenges to contribute to their swift decision-making and business efficiency improvement.

J.D. Power Asia Pacific conducted this year's studies in May, targeting business entities in Japan with 30 or more employees. It received 6,077 responses for the color copier study and 2,173 for the color printer study.

For details, please refer to the J.D. Power Asia Pacific official site:

<http://japan.jdpower.com/> (Japanese only)

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