

News Release

NEC Networks & System Integration and Q&A Corporation Form a Capital Alliance

TOKYO, June 6, 2012 - As part of an effort to strengthen its service business, NEC Networks & System Integration Corporation (NEC NW&SI, TSE: 1973) has decided to make an investment in Q&A Corporation (Q&A, unlisted), which provides technical contact center services and onsite (dispatching) support services for ICT (Information and Communication Technology) and other technology fields. Accordingly, NEC NW&SI acquired an approximately 22% stake in Q&A.

NEC NW&SI has a strong showing in ICT as well as in comprehensive systems integration, which harnesses its facility management capabilities. In addition, NEC NW&SI is now shifting its business axis toward high value-added service businesses such as consulting, operational support, and cloud computing to implement its medium-term growth strategy with a view toward leveraging both in-house and outside resources. To that purpose, NEC NW&SI is not only strengthening its service infrastructure, including its data centers, its operation centers (which monitor network activity, etc.), and its parts centers (which respond within two hours to demands anywhere in Japan), but is also advancing the development of a new service infrastructure that combines with human BPO (business process outsourcing) services, like telephone answering, reception services, and back-office services.

The use of NEC NW&SI's cloud-based common platform services in these BPO services is expected to strengthen the cost competitiveness of these services, which will enable NEC NW&SI to expand its cloud computing business through partnerships.

The company formed this capital alliance with Q&A as part of its strategy to expand its service business to capitalize on this service infrastructure, after making DAIICHI AD SYSTEM CO., LTD. its consolidated subsidiary in December 2010 and forming a business alliance with MOSHI MOSHI HOTLINE, INC. in April 2012.

Q&A is an ICT support service company that mainly provides technical support, both onsite (dispatching) and through its contact center. Through the company operated contact

center and onsite support, Q&A has the strength not only in responding to inquiries via telephone and e-mail, but also in providing technical support services that solve problems in digital ICT products (personal computers, printers, information appliances, communications equipment, etc.), and questions regarding the connection, operation, and use of these products. For this reason, many different companies, ranging from telecommunications carriers to Internet service providers and personal computer and home electronics manufacturers, entrust these technical support services to Q&A.

The objectives of this capital alliance are as follows:

(1) To expand the outsourcing/cloud computing business

NEC NW&SI is enhancing its outsourcing domain from outsourcing solutions centered on network infrastructure to comprehensive outsourcing services for entire business systems. Through this initiative, it will be able to help promote the efficiency of Q&A's systems. Further, with the aim of strengthening the cost competitiveness of Q&A's services and expanding NEC NW&SI's cloud computing service business, the company will look into shifting Q&A's contact center system, which has thus far dealt with each and every customer, to a cloud-based common service infrastructure.

(2) To further enhance NEC NW&SI's service infrastructure

By leveraging Q&A's technical contact center as well as NEC NW&SI's service infrastructure, the company will seek to further enhance and increase the efficiency of its operations.

(3) To create new services using Q&A's human BPO capabilities

NEC NW&SI is currently expanding its business areas to provide full outsourcing services that will not only cover the ICT area but will also encompass entire business processes by combining the ICT services with the human BPO services. Through its capital alliance with Q&A, the company will be able to provide not only ICT systems and services to telecommunications carriers, service providers, and other clients, but also will be able to fine-tune its technical support and other services to its clients' end users. NEC NW&SI will seek to create new services that leverage these integrated service capabilities.

Based on this capital alliance, NEC NW&SI commits to further enhancing its service business with a view toward business expansion in the medium and long term.

About Q&A Corporation:

- (1) Company Name: Q&A Corporation
- (2) President and CEO: Yuichi Kanagawa
- (3) Headquarters Office: Shibuya-ku, Tokyo
- (4) Date of Incorporation: July 1, 1997
- (5) Number of Employees: 1,168*(inc. 331 full-time employees)
*exc. temporary employees
- (6) Capital: 897.4 million yen (as of April 1, 2012)
- (7) Net Sales: 98.5 billion yen (Year ended March 31, 2011)

Outline of the share transfer:

- (1) Number of shares owned before the transfer: 0
- (2) Number of shares acquired after the transfer: 220,000 (percent owned: about 22%)
- (3) Effective date of the share transfer: June 1, 2012