

*****For Immediate Release*****

Glovia International Earns Top Spot in Customer Satisfaction Survey

Thousands of IT Professionals Pick Glovia over SAP and Oracle in Annual Nikkei Computer Survey; Results Validate Company's Leadership in Delivering Rapid ROI and Low TCO

El Segundo, Calif., August 26, 2003 — Glovia International, a subsidiary of Fujitsu and a leading provider of extended ERP solutions for engineer-to-order and high volume manufacturers, announced today that it earned the highest overall rating from enterprise software end-users in an annual customer satisfaction survey by *Nikkei Computer*, Japan's leading IT publication.

Judged by thousands of end-users from medium- to large-sized companies, Glovia earned its top spot on the customer satisfaction survey by beating out SAP and Oracle in eight key categories: *overall functionality, ease of implementation, ease of maintenance, total cost, support costs, responsiveness to customer inquiries, version upgrades and support for older versions.*

Glovia's top rankings for *ease of implementation, total cost and support costs* validated the company's focus on providing manufacturers with a rapid return on their ERP investment and ensuring the lowest possible total cost of ownership. In particular, Glovia earned customer approval marks for *total cost and support costs* that were twice as high as SAP's and significantly higher than Oracle's.

"This survey is a powerful endorsement of Glovia's commitment to provide manufacturers with the most robust ERP solution, the best service and the greatest overall value available," said Dennis Michalis, President and Chief Executive Officer for Glovia International. "The results are consistent with the feedback we receive from our customers in the U.S. and around the world: we deliver rapid ROI and a low TCO."

Nikkei Computer, with nearly 70,000 bi-weekly readers, is the largest and most influential IT publication throughout Japan and Asia. The publication's parent company, Nihon Keizai Shimbun, Inc—or Nikkei, as it is more widely known—is the primary source of business information for top executives and decision-makers throughout the region. Nikkei's flagship newspaper, *The Nihon Keizai Shimbun*, is the world's largest-selling business daily.

Nikkei Computer surveyed end-users from 12,540 medium- and large-sized companies for its annual customer satisfaction survey. Respondents were asked to evaluate their ERP software providers in twelve categories including: *ease of implementation, product quality, product functionality, credibility, ease of maintenance, total cost, version upgrades, bug fixes, support for older versions, responsiveness to customer inquiries and support costs.* Glovia received higher customer approval ratings than SAP and Oracle in eight of the twelve survey categories.

"We are very pleased to receive such positive feedback from our customers," commented Yuji Nakasu, Senior Vice President of Asia/Japan Operations for Glovia International. "Having satisfied customers has been the key to Glovia's dramatic growth throughout the region. Our market share in Japan has more than doubled in the last three years because of our ability to deliver value that far exceeds that of other ERP providers.

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About Glovia International, Inc.

Glovia International, Inc., a subsidiary of Fujitsu, is a leading provider of extended ERP solutions for companies with global operations. Glovia's ERP suite, glovia.com, delivers unmatched functionality to ETO/MTO, High Volume and Automotive manufacturers, including engineering, project management, supply chain and collaboration. Headquartered in El Segundo, Calif., Glovia serves the needs of its 1,000 customers in more than 100 countries. For more information about Glovia and its extended ERP solution, please visit www.glovia.com or call (800) 223-3799.

About Fujitsu

Fujitsu is a leading provider of customer-focused IT and communications solutions for the global marketplace. Pace-setting technologies, highly reliable computing and telecommunications platforms, and a worldwide corps of systems and services experts uniquely position Fujitsu to deliver comprehensive solutions that open up infinite possibilities for its customers' success. Headquartered in Tokyo, Fujitsu Limited (TSE:6702) reported consolidated revenues of 4.6 trillion yen (US\$38 billion) for the fiscal year ended March 31, 2003. For additional information, visit: <http://www.fujitsu.com>.

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