

## GLOVIA INTERNATIONAL

1940 E. Mariposa Avenue, El Segundo, CA 90245, U.S.A.  
Telephone: (310) 563-7000 www.glovia.com



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

### **Glovia Offers U.S. Customers 24X5 Customer Support With No Additional Service Costs**

*Additional Customer Support Enables Faster Response to Registered and Critical Issues, Allows Critical Issues to be Escalated and Provides After Hour IT Departments Previously Unavailable Support*

**El Segundo, Calif., June 6, 2005** — 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 Glovia Customer Care (GCC) support services will be available to U.S. customers 24 hours a day five days a week. Glovia, unlike many software and IT companies, will be offering this service to U.S. customers at no additional cost.

The additional customer support will allow both normal registered requests and issues as well as critical issues to be answered in a more timely manner as customer support analysts now have more time to monitor case logs to continually respond to customers and decrease the backlog of inquiries. In addition, when necessary, critical issues can be escalated and responded to even faster.

Many IT groups, often required to work non-normal business hours so as to not disturb normal company functions, now have support available to them to help increase their productivity and decrease the response time to questions and issues.

“Success for our support organization is determined by how well our support analysts perform, how quickly they respond to customer requests and issues and how well they are managed so their jobs can be effectively completed,” states Rory O’Brien, Customer Care Manager for Glovia International. “By providing our U.S. customers with 24X5 customer support we are able to accomplish more in the same amount of time. This allows us to better and more timely serve our customers thus fostering an improved relationship and enabling greater success for both us as a department and more importantly for our customers.”

Glovia uses state-of-the-art technology and a skilled team to deliver support using a variety of media, including internet-based issue tracking in conjunction with telephone support, both of which will now be available 24X5 for U.S. customers.

Glovia Customer Care support services assist Glovia customers with technical problems or questions related to the glovia.com suite of products. Support analysts use their expertise to understand the customer’s purpose for a particular application function(s) and assist with its proper use to obtain the desired result. They also expand and/or clarify the information contained in Glovia-supplied documentation to ensure the customer understands.

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**About Glovia International, Inc.**

Glovia International, Inc., a subsidiary of Fujitsu (Tokyo Stock Exchange: 6702), is one of the world's most experienced and solidly backed providers of extended ERP solutions for businesses of any size – from small and mid-sized companies to global enterprises. The powerful and flexible Glovia ERP suite, [glovia.com](http://glovia.com), provides for the unique needs of engineer-to-order, make-to-order, high volume and mixed-mode manufacturing environments through comprehensive, end-to-end functionality for the entire product lifecycle. Headquartered in El Segundo, Calif., Glovia has helped manufacturers to cut costs, improve productivity, and meet customer demands for over 30 years. For more information, please visit [www.glovia.com](http://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 device technologies, highly reliable computing and communications 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 4.7 trillion yen (US\$44.5 billion) for the fiscal year ended March 31, 2005. For more information, please see: <http://www.fujitsu.com>

**Contact:**

Geoff Merten  
Marketing Communications  
Glovia International – a Fujitsu Company  
Phone: (310) 563-7172  
Email: [gmerten@glovia.com](mailto:gmerten@glovia.com)