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Sent: Tue 28/05/2019 6:06:37 AM (UTC)

To: Tsukano, Hidehiro/塚 寛 [GRO]; Tait, Duncan [GRO]; Bounds, Gavin [GRO]; Uchida, Bumpei (Sec [GRO] su.com); Walsh, [GRO]; Kawama [GRO]; Yuasa, Kazuo/湯 澤 一夫 [GRO]; Igusa, Yasunari/井 上 康成 [GRO]; Pipe, A [GRO]; Devlen, [GRO]; Morohashi, Daijiro/諸 橋 大次郎 [GRO]

Cc: Isobe, Takeshi/磯 田 武志 [GRO]; Furuta, Hidenori/古田 英 範 [GRO]

Subject: Memo for EMEIA R1 Monthly Business Review (May/24)

Dear all,

Here attached is memo for EMEIA R1 MBR held on May 24.

Best Regards, Nao Miyahara

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Attendees:

Tokyo: H. Tsukano, K. Yuasa, Y. Igusa, N. Miyahara, D. Morohashi

R1: D. Tait, R. Devlen, A. Pipe, B. Uchida, A. Walsh, Y. Kawamata

- DT top focus areas are Spain, Scandic (SWE), and UK DTS sales
- Account/Project Update
 - **Post Office:** Fujitsu may receive negative publicity July onwards related to past class action taken against POL by its postmasters where Fujitsu s/w was in use. DT confident no direct exposure to Fujitsu.
 - **IRRELEVANT** Still WIP, may need to take legal action if nothing moves in June. Working capital position and Fujitsu exposure being managed/optimized.
 - **SoG:** Client has selected Agilysys as vendor however contract not signed yet. DT will meet Customer (First Minister) in the week of 27th June
 - **IRRELEVANT**: Currently under dispute. FJ leveraging global business relationship to resolve
 - **IRRELEVANT** HT currently looking into Malaga operation. Will need more time to understand further
 - **IRRELEVANT**: Currently transitioning svc from incumbent vendor NCR. NCR not cooperating causing tension between customer and FJ
 - **IRRELEVANT**: Replacing vendor not doing well with client. Chance of FJ winning back business
 - **IRRELEVANT**: Now owned by **IRRELEVANT**, split from the existing FJ customer, **IRRELEVANT** Key deal for May booking
 - **IRRELEVANT** Started to show significant margin increase vs FY18 by the new contract (renewal) made in Q4 FY18.
 - **IRRELEVANT**: Moving more business from Lisbon to Braga. Building policy change in 2020 will allow more drastic change next year
 - **IRRELEVANT**: Still working through India operation transition plans as part of Iris
- AP walked through April actuals. Rev and OPPL tracking ahead of Q1RF, however concern on future order intake
- HT instructed that TCV used for Book to bill ratio should have its breakdown of duration. Ideally, ACV would be sufficient for BB ratio. AI: YI to summarize each region's backlog/order tracking method to understand the difference by region. AI: DT/AP to show further backlog/order analysis in next MBR
- AW requested DT/AP what kind of metrics they would like to see from GD. AP's initial thought is it is difficult to set KPIs at macro level, and should take samples from several key accounts. AI: DT/AP to get back to AW by first week of June with some suggestions.
- AI: DT/AP to show pipeline for Q2 onwards in next MBR (not just Q1 pipeline)
- FIX: HC exit is ahead of plan primarily due to early completion in Spain. Need close watch on Belgium

and UK as discussions are complex. AI: RD to share more content from next MBR onward

END