



Sysmex Deploys Global Service Parts Management System to Further Improve Customer Satisfaction

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Tokyo, JAPAN – Servigistics, the world's leading enterprise software solution provider for Service Lifecycle Management (SLM), announced today that Sysmex Corporation (Kobe, CEO Hisashi Ietsugu), a global top 10 company in the field of diagnostics, implemented and went live with Servigistics' Service Lifecycle Management solution for Service Parts Management. Sysmex has been aggressively working to improve service and support quality to strengthen customer satisfaction. Servigistics Service Parts Management was implemented to help enable this initiative. It will enable Sysmex to leverage the solution's advanced forecasting, multi-echelon optimization and sophisticated, constraint-based distribution planning to forecast inventory and replenishment plans to achieve target service fill rates and optimize global parts inventory. It was a major challenge for Sysmex to gain global service parts visibility and clarify roles and responsibilities among corporate headquarters and regional offices. Servigistics Service Parts Management first went live in Sysmex's global central warehouse and regional warehouses in Japan and will expand to regional warehouses worldwide that are responsible for providing regional service and support to clients and to field and trunk stocks. Upon completion of the global implementation, various KPIs on service parts, such as improvement of the service rate and inventory months, will be set by headquarters and shared among the regions. IBM Japan Co. Ltd. (Tokyo, President Takayuki Hashimoto), EXA Co. Ltd (Kawasaki, President Kazuya Ohmizu) and Servigistics Asia jointly implemented the system. Mr. Makoto Yano, Executive Vice President of Customer Support Div., Sysmex, says "Sysmex is aiming to provide better service to our clients through speedy and stable parts delivery. By utilizing Servigistics Service Parts Management, we will improve the quality of service and support to the client and optimize global parts inventory." Hiroshi Shimizu, general manager of Servigistics APAC, says, "The quality of service and support is a critical competitive differentiation factor for global companies. This project will improve service and support quality while enhancing overall corporate value."

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About Sysmex Sysmex Corporation is an integrated supplier of the instruments, reagents and software that are essential to testing processes performed during health checkups, treatment and ongoing disease management. Since its establishment in 1968, Sysmex has concentrated on the field of diagnostics, where Sysmex has played an integral role in the testing of blood and urine samples. While reinforcing its research and development capabilities and enhancing its production, Sysmex has expanded into the fields of hemostasis, immunochemistry, clinical chemistry and urinalysis, and has expanded its operations onto a global scale. The Sysmex Group comprises 48 companies in 29 countries throughout the world, operating in the advanced countries of

Europe and the Americas. In addition, the Group is aggressively building its business in emerging markets, including China, India, Eastern Europe and Russia by creating global networks for its R&D, production, sales and support functions. Sysmex products are used by medical institutions in more than 170 of the world's countries. In the field of hematology, which involves the analysis of red and white blood cells, the Group holds the top share of the global market. For more information, please visit us at www.sysmex.co.jp.

About Servigistics Servigistics is the world's leading enterprise software solution provider for [Service Lifecycle Management](#) (SLM). The company's award-winning SLM solutions suite enables market-leading companies across diverse industries to successfully execute a service-led growth strategy that delivers value across the entire global service supply chain. Servigistics' Oracle Fusion and SAP Netweaver-certified solutions address all the key post-sale service areas including service parts planning and pricing, field service management, service logistics, warranty management, service knowledge, remote service and content management. Servigistics is a privately-held company headquartered in Atlanta, with regional headquarters in the UK, France, Japan, India and Taiwan and sales and service professionals around the world. Please contact Servigistics at 1.888.942.8623 or +1.770.565.2340, via e-mail at info@servigistics.com, or via the Web at <http://www.servigistics.com> . Follow Servigistics on [Twitter](#), [Facebook](#) and [LinkedIn](#).