



# Company profile

Tokyo Third-Sector Company

Tokyoto Business Service Co., Ltd.

# Normalization

If I work hard,  
there will be people who will be happy.

Tokyoto Business Service Co., Ltd. is a special subsidiary company established by joint investment between Systema Corporation and [the Tokyo Metropolitan Government](#) (expressed as "Tokyoto" in Japanese).

There are people who dream of contributing to society through work, but have been unable to find such opportunities due to disabilities.

Tokyoto Business Service was established in 1986 with the purpose of fulfilling the dreams of such people, and has since actively expanded the sphere of its operations as a model company for the employment of people with serious disabilities. Our logo is a stylized representation of people linking hands.

We provide heart-filled services that enable people to work together and make use of their individual abilities, regardless of any disabilities they may have.

Looking ahead, our employees will continue working together as one as we strive to contribute to society.





Utilizing an overwhelming wealth of expertise developed over the source of our history of over 30 years as a special subsidiary.

A special subsidiary is a company that seeks to encourage and stabilize the employment of people with disabilities, through special care and consideration to increase employment opportunities for people with disabilities and facilitate stable and continuous employment. (Tokyo Business Service is a special subsidiary of Systema corporation).

We work to improve workplace environments in various ways at companies that employ people with mental, developmental, intellectual, physical and internal disabilities, enabling them to work actively with both mental and physical stability, and link these efforts on to high-quality work.



## Our main initiatives

- Consultations with psychiatric social workers and other qualified professionals
- Coordination with industrial doctors and other external supporters
- Flexible response for working styles, including working from home and shorter working hours
- Sharing of individuals' characteristic traits, skills and matters requiring care and consideration (using the "My Instruction Manual" tool), and assignment of appropriate work duties
- Installing automatic doors and other "barrier free" accessibility considerations at companies with employees with lower-limb disabilities, and obtaining permission for commuting by car by securing parking spaces
- Using tablets to facilitate written conversation for people with hearing impairments

### Certified as a company that promotes active roles for people with disabilities

Tokyo Business Service has received certification from the Japan Association of Employers of Persons with Disabilities—under contract for the Ministry of Health, Labour and Welfare (MHLW)—as a company that has fulfilled the requirements for certification.







## SERVICE

# Outsourcing (BPO and business process efficiency) services

We have an extensive operational track record in all manner of BPO (business process outsourcing), and provide comprehensive support for customers' non-core operations. We achieve not only cost and workload reductions but also high-quality efficient business process operations.

## Solid solutions framework enabled by technical collaboration with other Systema Group companies

We have developed a comprehensive solutions framework for our BPO services through robust coordination with our various divisions and Group companies. We solve customer issues by providing BPO solutions that make effective use of digital technologies.



### Total solutions capabilities

We propose optimal solutions to cater to customer needs by combining all manner of our services through coordination between various departments. We can also make comprehensive proposals utilizing the specialist expertise of the various Systema Group companies. We cater to customer issues which change on a daily basis by providing finely tuned support from consideration of service content to deployment, design and operation.



### Flexible operational structure

We are able to build flexible operational frameworks that cater to customer needs, environments and fluctuations in business conditions. We can handle all manner of projects, from short-term spot projects to long-term ones, and from small job lots to large. We cater speedily not only to changes and additions to service content, but also to projects where a swift response is required.



### Extensive knowledge and track record

Through more than 30 years' experience in providing BPO services since the time of its establishment, Tokyo Business Service has accumulated an extensive track record and expertise in a diverse range of business types, undertaking contracts for all manner of organizations, from private-sector companies to government agencies. Our dedicated, highly experienced staff increase business process productivity and provide high-quality services. We also provide careful and polite support through our comprehensive follow-up system.





Service

02

Disability support services

## SERVICE

# Disability support services

We offer support and services to enable people with disabilities to gain independence and stable employment, and make active contributions in the workplace.

### Total support for employment of people with disabilities

Based on over 30 years of experience as a special subsidiary employing people with disabilities, we offer services both for people with disabilities and companies considering employing them.



Tokyoto Business Service



### Services for enterprise customers

We offer a one-stop service catering to the diverse range of issues faced by companies employing people with disabilities.

- Recruitment support services for companies considering hiring people with disabilities
- Retention support services for employees with disabilities employees by companies
- Staff dispatch service for dispatching support staff to cater to on-site needs
- Training and education services for employees with disabilities and those responsible for them at companies

### Careful and polite response to match company needs

Our expert advisors use their various expertise and experience regarding people with disabilities to customize our services to match the needs and issues of companies, and contribute to the creation of mechanisms to facilitate their successful employment.

### Services for individuals

We provide support services that aim to enable stable employment for people with disabilities based on the Services and Supports for Persons with Disabilities Act.

- Employment transition support for assisting job seekers
- Employment retention support for assisting continuous employment
- Return to work (rework) support services for assisting people returning to work after a leave of absence
- Independence training (lifestyle training) for assisting people to live independent everyday and social lives

### Support center and extensive curricula

Support center for conducting independence training (lifestyle training) Specialist support personnel prepare unique curricula to match the specific characteristics of each employees' disability or disabilities and provide careful support while valuing the pace of each individual.

BPO

Disability support services

IT support and services





SERVICE

# IT support and services

Our gracious and professional concierges use their specialist skills to help improve the level of customers' products and services. We can offer a wide range of solutions to match customer needs through coordination between Group companies, from SES team models such as the staff dispatch model to total project outsourcing.

## Office work concierge services

Our concierges provide gracious support in the spirit of Japanese hospitality, producing results that exceed demands and expectations, utilizing various clerical and IT skills and reading ahead of customer business processes.

## QAOps (Quality Assurance Operations)

By performing QA (software quality assurance) and operations as a single team, this service enables more efficient QA and operations up until release without lowering the quality of products or services.

## Our trustworthy services are backed by a proven track record.



### Pioneering human resources services

As pioneers in the human resources service business, we continue to provide human resources as a company that is loved, familiar and always chosen by our customers as a result of the trust and achievements we have accumulated over the course of many years.



### Response by hand-picked permanent employees

We have responded to customer needs with our own full-time / permanent employees since the time of our founding. Our greatest strength is that we are able to provide services with a focus on quality, taking pride and satisfaction in undertaking the work of our customers with strong sense of responsibility.



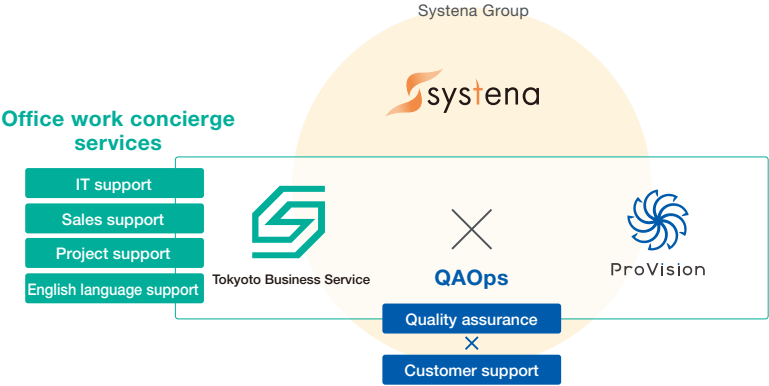
### Thorough employee training

Our employees undergo training with expert lecturers in three areas (technical, business and human skills) at the time of joining the company. Even after our employees are posted at customer locations, we carry out various training to improve their technical and human capabilities and develop them into higher quality human resources.



### Comprehensive follow-up system

A dedicated sales representative attends to the needs of each of our customers. We respond promptly, from information sharing to problem solving, through regular interviews with posted employees. This follow-up is essential to ensure that both parties are able to work stably.



Address	Time 24 Building 5F, 2-4-32 Aomi, Koto-ku, Tokyo, 135-0064 TEL: +81-3(6426)0147 / FAX: +81-3(6426)0351
President and representative director	Fumiaki Nezu
Paid-in capital	100 million yen (Systema Corporation: 51%, Tokyo Metropolitan Government: 49%)
Established	December 24, 1986
Certifications	December 2003 : Privacy Mark certification March 2009 : ISO9001 certification February 2010 : ISO27001 certification October 2020 : PCI DSS compliance
Number of employees	344 (of which employees with disabilities: 78) *as of June 1, 2021
Main banks	Sumitomo Mitsui Banking Corporation (Tokyo-Chuo Branch), Mizuho Bank (Ginzadori Branch)
Subsidiaries	TBS Operation Co., Ltd. (Fully-owned subsidiary established in 2011, paid-in capital: 40 million yen)

Certifications	 10820167  JQA-IM0818  JQA-QMA16264  SAQ D PCI DSS ICMS-PCI0297
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#### Parent company information

Systema Corporation  
(listed on First Section of Tokyo Stock Exchange)

Business activities include sale of IT products, system development and quality verification, system operation, maintenance and automation, IT utilization and support, IT environment / network building (cloud computing, etc.) and provision of Systema original services.



#### Subsidiary information

Operates the TBC Operation Co., Ltd.

Coriend Disability Support Center Full support for people with disabilities. We provide employment transition support services that support people with disabilities in finding employment and continuing their jobs at ordinary companies, based on Japanese law.

[www.tokyotobs.co.jp](http://www.tokyotobs.co.jp)

