

Achieving “Work-Style Reform” and “Strengthened Competitiveness”

Digital Business Reform (introduction of AI and other services)

- **Targeted at 250 businesses within NTT West**
Ex.: call centers, marketing, internal consulting, and others
- **Actual deployment based on trial results**
- 60 in FY2017, 190 in FY2018 and thereafter

Optimization of Business Operations

- **Reduce backyard costs for business processing by half**
- Consolidation and outsourcing of sales and facilities divisions
- **Unification of business operations**
- Advancement of comprehensive management and control
- **Conversion of facilities business to “smart” operations**
- Expansion of remote work, and multi-tasking of onsite work