

News release

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Trans Cosmos partners with Microsoft Japan to offer Windows XP Speed Migration Service

Integrated service from consulting and implementation to training and helpdesk

Tokyo, November 8, 2002—Trans Cosmos, Inc. announced today that it will offer a new Windows XP Speed Migration Service in partnership with Microsoft Japan through its Support Desk Services Division, Back Office Support Services Headquarters.

Windows XP Speed Migration Service is intended to provide businesses and organizations using Windows 9x, Me, or NT with a smooth migration to the vastly improved safety, reliability, and security afforded by Windows XP Professional, as recommended by Microsoft.

Having provided in-house support-desk services for Microsoft products since 1989 to more than 300 companies and 800,000 individuals, Trans Cosmos has extensive experience as a vendor of support for Microsoft products, including comprehensive support services such as system support, IT asset management, IT literacy programs, and security management. Trans Cosmos Windows XP Speed Migration Service includes the following individual services as well as overall support in assessing and enhancing client IT infrastructure.

1. Consulting service

After an assessment of the client's IT infrastructure and system, an optimized migration and implementation plan is created.

2. Implementation and Training service

In-house training by Trans Cosmos instructors using educational programs about Windows XP created for Trans Cosmos's e-learning software Teasy R2.

3. Testing and Verification service

After an overall assessment of the client's IT system, including the use of proprietary software, a list of Windows XP Professional upgrade concern items is prepared for use in testing, debugging, and data migration as well as for confirming compatibility of peripherals such as printers.

4. Operations Configuration service

A specialized service for the creation of operation manuals and work procedures for the implementation of Windows XP Professional features as well as for the establishment and operation of in-house support desk services.

The work flow for a typical migration includes an initial consultation, followed by the simultaneous implementation of training, testing, and system design stages. The actual implementation is undertaken only upon completion and evaluation of a pilot program and is supplemented by post-implementation training and support-desk programs.

About Trans Cosmos

Minato-ku, Tokyo-based Trans Cosmos, Inc. has been a pioneer in Japan's information services outsourcing field since 1966. Traded on the First Section of the Tokyo Stock Exchange (symbol: 9715), it had 8,697 employees and annual sales of ¥69.2 billion in the year to March 2002.

Trans Cosmos strives to continually create new businesses by combining the strengths of human resources and technology to offer higher value-added services, a mission reflected in the addition of "People & Technology" to its logo in 2001. With broadband Internet set to become an integral part of the social infrastructure, the Company is now working to transform itself into Japan's leading marketing chain management company. Its new business model is designed to allow Trans Cosmos to provide integrated offerings straddling three core service domains it has identified: Marketing Chain Management, Systems Engineering, and Back Office Support. For further information on how Trans Cosmos helps corporate clients expand sales while lowering costs, visit its Website at <http://www.trans-cosmos.co.jp>.