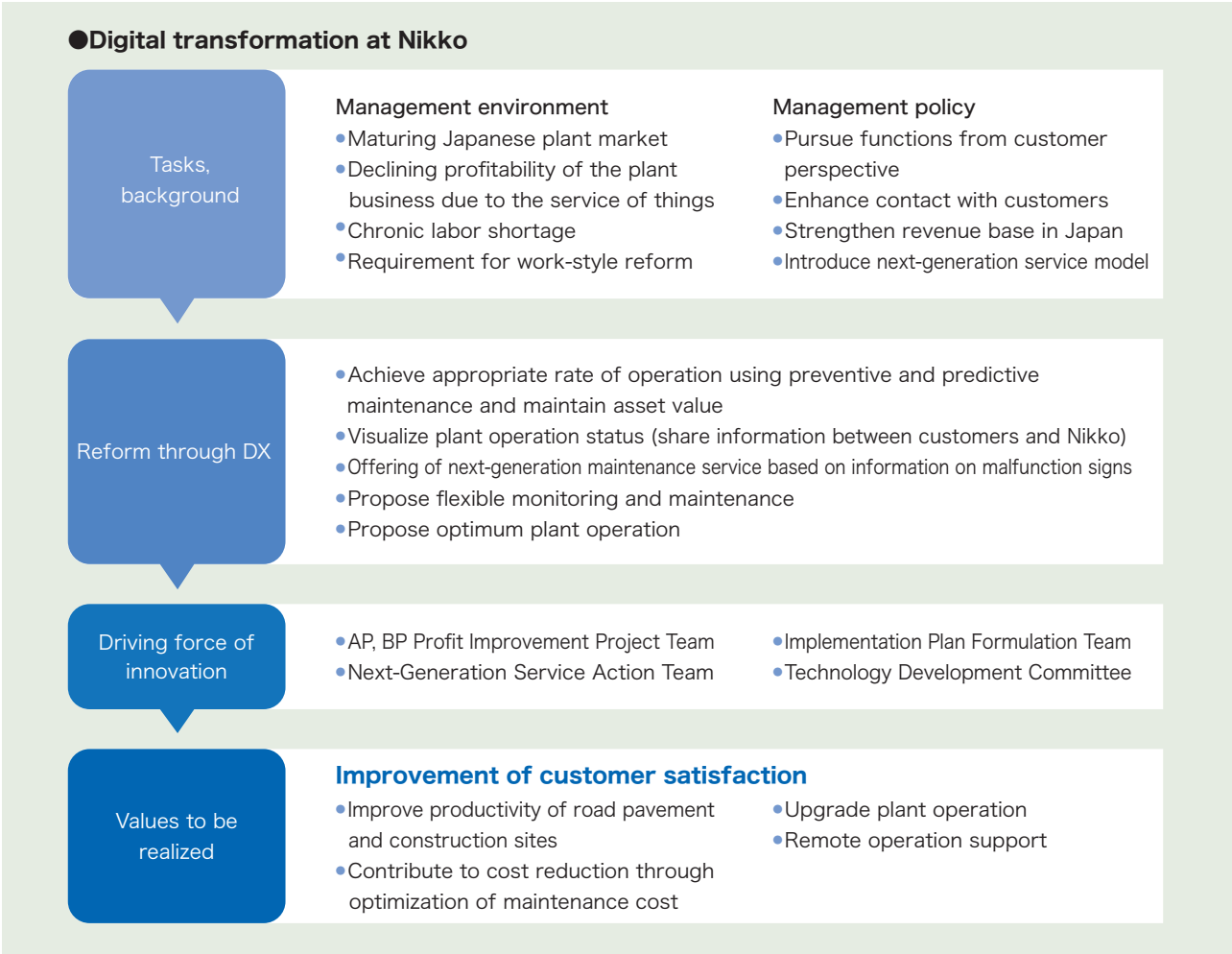


Nikko Group offers solid after sales service so that customers can use the products with ease of mind. In addition to the nation-wide service network, we also carry out regular inspections to prevent troubles and provide plant operator training to nurture engineers. The analog-type plant maintenance service until now was based on post-incident maintenance where repair was carried out after malfunction and preventive maintenance that relied on the experience and intuition of the service personnel. We are currently working on establishing a next-generation preventive and predictive maintenance that utilizes advance measuring equipment and communication network, in addition to introducing a new service model, aiming to create new customer values.

Creating new values through digital transformation

Stable operation of asphalt and concrete plants is indispensable for improving the productivity of road pavement and construction sites. To this end, it is important to detect the necessary maintenance in advance and take required action before the operation

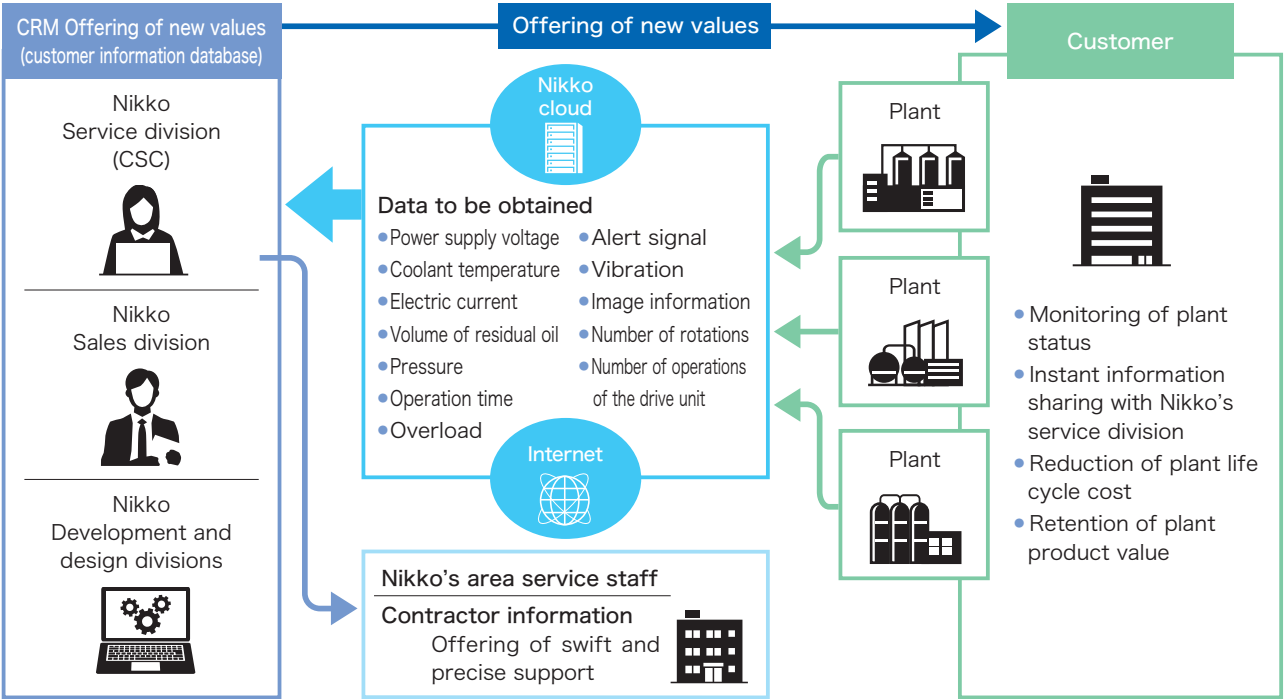
status of the plant becomes unstable. In order to resolve such issues, Nikko Group will remotely monitor the plant operation status, catch signs of malfunction based on data analysis, and replace parts and carry out repair in advance.



We can propose appropriate advance maintenance by accumulating various operation information, inspection data, and repair and work history of user plants in the Nikko cloud and visualizing operation status. Taking action after the occurrence of malfunction requires suspension of plant operations, which significantly lowers productivity. In addition to the operation information of the plant, collecting and analyzing facility environment information enables to identify

the cause of the problem. We also offer plant failure prediction reports by analyzing the accumulated data, which can be utilized to formulate a maintenance plan over the life cycle of the plant. Visualizing the operation status allows to collect failure information and identify the location of the fault. It enables to examine the cause without waiting for an engineer to arrive and greatly shortens the time taken for recovery.

●Next-generation preventive and predictive maintenance



Introduction of flat-rate service and contribution to the cost performance of customers

Along with offering the next-generation preventive and predictive maintenance service, we are considering the introduction of a flat-rate charge to replace the existing charge system based on each recovery project. We will contribute

to improved cost performance at customers by carrying out regular repairs and parts replacement in accordance with the long-term preliminary maintenance plan and by reducing maintenance cost as well as emergency post-incident repairs.

One NIKKO Platform, which realizes lifecycle support

We are building a new CRM (customer information database) that will connect customers with Nikko. We will utilize big data accumulated in the next-generation preventive and predictive maintenance service to support

plant life cycle management at customers through Nikko's value chain and develop new products. We will create new values by enhancing customer contact in the digital space in addition to face-to-face services.

●One NIKKO Platform that connects customers and Nikko

