

Optimal Remote Now Supports Even More Major Smart Devices Worldwide!

From the Sony Xperia series to Panasonic business tablets to Huawei Android™ devices, Optimal Remote offers a world-class remote support solution!

Tokyo (March 31, 2014) - OPTiM Corporation, a leading global provider of remote support services, launched Japan's first flat-rate paid remote support service for PC in 2006, followed by the world's first remote support service for commercial smartphones in 2011. Since then, OPTiM has acquired 15M users*¹, becoming Japan's #1 remote support solution. With this latest development, Optimal Remote, OPTiM's revolutionary remote support tool, now supports Android™ devices from Sony Mobile Communications Japan, Inc. ("Sony"), Panasonic Corporation ("Panasonic"), and Huawei Technologies ("Huawei"), and as of March 25 is also available on Google Play. Optimal Remote is now offered on 259 models worldwide, including Samsung Electronics Co., Ltd. ("Samsung") devices.

Optimal Remote's website:

<http://en.optim.co.jp/contents/5480>

Optimal Remote is revolutionary remote support software which allows screen-sharing on any Internet-enabled device (smartphones, tablets, PCs, TVs, etc.) and remote operation from a computer via a secure connection. Companies worldwide spend considerable time and money on phone-based and website-based operational support and troubleshooting of Internet-enabled devices, but Optimal Remote reduces such expenses by screen-sharing with the customer's device, providing the necessary support, and allowing an administrator to set up an OS and to install applications on the device. The result is broader, more efficient support and administration. Moreover, whenever new smartphones and tablets are introduced into a workplace, leading companies rely on Optimal Remote to support and troubleshoot the issues which inevitably arise with any new roll-out.

Previously, when it came to remote support for cable-less Android™ devices, Optimal Remote only supported Samsung devices (224 models*²). Now, Optimal Remote offers support for Sony's 15 Android™ models, Panasonic's 10 Android™ models and Huawei's 10 Android™ models. Thanks to this broader coverage, Optimal Remote has a wealth of new opportunities to help businesses increase efficiency and reduce support time.

With a goal to provide remote support for all internet-enabled devices, OPTiM strives to expand its list of supported devices and develop services that are secure, easy to operate and enhance workplace efficiency.

※1 Basis for calculation: Contracted quantity of remote support service of NTT East and NTT West (4,530,000)*³ x domestic average number of household members (2.57 persons / household)*⁴ + the number of users of other services.

※2 As of March 2014. Includes devices in Japan and overseas.

※3 Source: Overview of Business Results by Business Segment (April 1, 2012- March 31, 2013) by NIPPON TELEGRAPH AND TELEPHONE CORPORATION – (3) Improving customer service.

※4 Source: Comprehensive Survey of Living Conditions by the Ministry of Health, Labour and Welfare - 1. Structure of household and types of household.

Press Release



【About OPTiM】

Based in Tokyo, Japan, OPTiM provides solutions that reduce its clients' support costs, with an overall focus on evolving online experiences to the point that the Internet becomes something you aren't even conscious of, like breathing. OPTiM's solutions' suite includes setup, diagnostic and marketing tools for NGN and home networks, as well as mobile devices, routers, TVs, gaming platforms, multifunction peripherals, servers, printers and DVD recorders.

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※ Android™ is a trademark of Google Inc.

※ The information presented in this press release is subject to change without notice.

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