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OPTiM Corporation  
(TSE: 3694)

## OPTiM Biz Implements AI Chat Agent for Internal IT Support

Provided to all MDM contracted devices of approximately 180,000 companies<sup>\*1</sup> at no additional cost, AI automates internal IT inquiry responses, the primary workload for information systems departments.

OPTiM Corporation (hereinafter referred to as OPTiM), the market leader in AI, IoT, and Big Data platforms, announces the addition of a new AI chat agent for internal IT support to OPTiM Biz, the MDM and PC management service that has maintained the No.1 market share<sup>\*2</sup> in Japan's MDM market<sup>\*3</sup> for 14 consecutive years. This enables AI to automate inquiry response tasks for information systems departments, improving employee productivity while reducing the workload on IT staff. This function is patent pending.



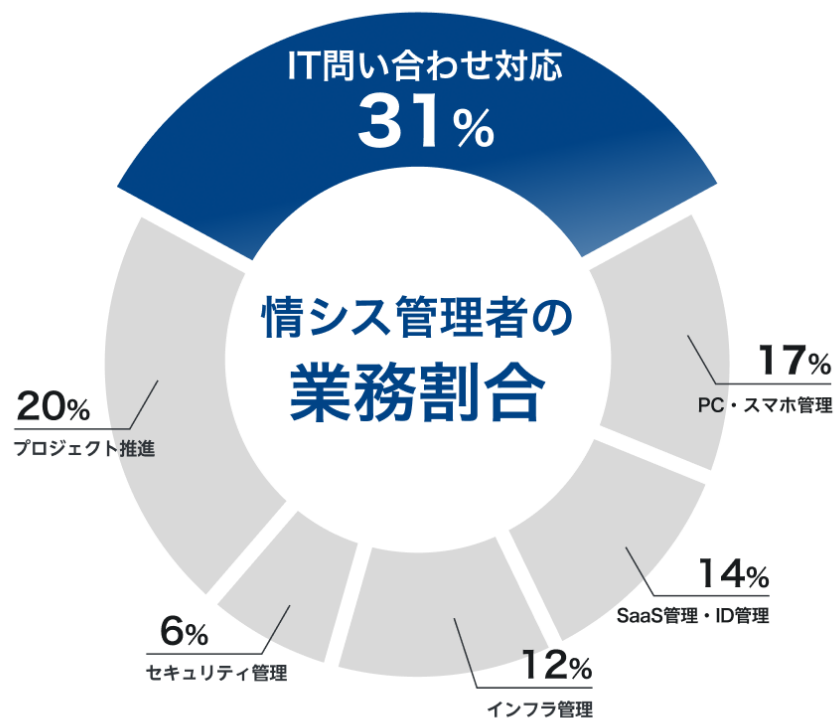
## 社内ITサポート用AIチャットエージェント搭載



## ■Background: IT Inquiry Response Work Straining the Core Functions of Information Systems Departments

In recent years, while the number of managed IT devices and SaaS applications within enterprises has rapidly increased, there is a shortage of personnel in information systems departments to manage them. Among the wide range of tasks performed by information systems departments, IT inquiry response from employees is particularly burdensome, often pressuring core operations. Although the need to improve internal inquiry processes is recognized, the current situation prevents implementation due to resource constraints.

## ◆Average Proportion of Information Systems Department Tasks※4



オブティム調べ（2024年4月）

### ■About OPTiM Biz AI Chat Agent for Internal IT Support

OPTiM Biz AI Chat Agent for Internal IT Support is a customized AI chat agent that addresses IT-related inquiries and issues for each company. It enables employees to resolve concerns and questions about IT environment usage through natural conversation, providing an environment where necessary information can be accessed smoothly. Available 24/7/365, this AI chat agent helps reduce the inquiry workload on information systems departments.

The OPTiM Biz AI Chat Agent for Internal IT Support is available at no additional cost to OPTiM Biz users. In addition to device management centered on MDM, AI supports internal information searches and inquiry responses, enabling digital transformation of information systems departments.

Furthermore, the OPTiM Biz AI Chat Agent for Internal IT Support is implemented by incorporating some functions of OPTiM AIRES<sup>※5</sup>, an AI chatbot service provided by OPTiM. By implementing OPTiM AIRES, companies can build AI chat agents that can be utilized for a wide range of applications both inside and outside the organization, beyond just internal IT-related inquiries.

### ◆Main Advantages

#### 1. AI Provides General Responses to IT-Related Issues and Usage Methods

The AI responds to questions about daily IT usage issues such as application startup problems and printer connection troubles. Employees can obtain solutions immediately without waiting time, while simultaneously reducing the number of inquiries to the information systems department.

#### 2. AI Instantly Searches Internal Documents Related to System Usage

Security guidelines and IT rules can be additionally registered. The AI responds to questions about company-specific systems and rules based on the registered data. This significantly reduces the time and stress associated with employees' daily information searches.

#### 3. Personalized Support Through MDM and AI Integration

By integrating the AI chat agent with OPTiM Biz's MDM functions, it automatically acquires employee IT environment and device information (OS, model, application versions, etc.) necessary for resolving inquiries. This allows employees to immediately receive accurate answers tailored to their individual situations without needing to explain their environment (this feature is scheduled for phased release from the end of September 2025).

### ◆Examples of Questions and Answers Supported

#### • Examples of General IT-Related Questions and Answers

Question: "I cannot connect to the printer. How do I check the network settings?"

Answer: "Please open 'Settings' → 'Devices' → 'Printers & scanners' on your PC. Check if the printer is displayed..."

#### • Examples of Questions and Answers About Internal Rules

Question: "I'd like to know the procedure and precautions for connecting to the VPN when working from home."

Answer: "Click on the 'Network' icon in the bottom right of the taskbar on your company PC, and select the VPN connection (e.g., Company-VPN). Enter your user ID and password..."

#### • Examples of Questions and Answers Requiring Identification of Device Environment

Question: "My camera is not working during remote meetings. Can I check the driver status?"

Answer: "Your built-in camera is recognized but the driver may not be up to date. Go to 'Device Manager' → 'Cameras,' right-click on the target device, and select 'Update driver'..."

For more details about "OPTiM Biz AI Chat Agent for Internal IT Support," please visit the website below.

<https://www.optim.co.jp/optim-biz/ai-chatbot/>

### ■About OPTiM Biz (Optimal Biz)

OPTiM Biz (Optimal Biz) is an MDM and PC management service that allows easy and centralized management of smartphones, tablets, and security measures used in businesses through a web browser. Its strengths include features incorporating patented technologies such as Zone Management and device detection technology, the industry's largest number of compatible devices through partnerships with device manufacturers, hierarchical management functions that visualize the structure of organizations with large-scale users, and an administrative interface with intuitive user experience.

For more details, please visit the website below.

<https://www.optim.co.jp/optim-biz/>

- ※1 Maximum estimated number of companies based on the number of enterprises using OPTiM Biz (as of June 25, 2019, according to OPTiM research).
- ※2 MDM: Abbreviation for Mobile Device Management. A business service that supports the management and security of smartphones and tablet devices, implementing measures against information leakage in case of device loss or theft, remote locking, and prevention of unauthorized application use.
- ※3 Source: Deloitte Tohmatsu MIC Research Institute  
Current Status and Outlook of the Cloud Service Market 2013 Edition IT Asset Management (including MDM) Market Total Sales FY2011-FY2012 results (published in 2013),  
Market Outlook for Collaboration/Content and Mobile Management Package Software 2014 Edition MDM Market Trends MDM Shipped ID Numbers (including SaaS/ASP) FY2013 results (published in 2014),  
Market Outlook for Collaboration/Content and Mobile Management Package Software MDM Market Trends MDM Shipped ID Numbers (including SaaS/ASP) FY2014-FY2017 results (published 2015-2018),  
Market Outlook for Collaboration and Mobile Management Software MDM Market MDM Shipped ID Numbers (including SaaS/ASP) FY2018-FY2023 results and FY2024 forecast (published 2019-2024).
- ※4 As of April 2024, according to OPTiM research.
- ※5 OPTiM AIRES is an AI agent-type chatbot that can be set up in as little as 5 minutes and utilized for internal and external inquiry response operations. For details, please visit the website below.  
<https://www.optim.co.jp/optim-aires/>

### ■About OPTiM Corporation

OPTiM is a leader in internet-based services that improve its clients' interactions with technology in all aspects of everyday life. Its solutions provide comprehensive IoT management and multifunctional remote communication. Its business partners include NTT East, NTT West, NTT DOCOMO, OTSUKA, SoftBank, Canon Marketing Japan, Panasonic Solution Technology, Ricoh Japan, KDDI and Fujifilm Business Innovation Japan. Based in Tokyo, Japan, its corporate motto is, "We make the net as simple as breathing."

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