

November 2<sup>nd</sup>, 2017BELSYSTEM24 Holdings, Inc.  
CTC First Contact Corporation**CTC First Contact, a BELSYSTEM24 HD Group Company, Participates in HDI Academy, Winning the Bronze HDI Membership Award**

The only domestic outsourcer with the international HDI Support Center Certification (SCC), providing high-quality service desk operations by working closely within the group

CTC First Contact (HQ: Setagaya Ward, Tokyo; Representative Director and CEO: Sendai Kazuyuki; referred to below as “CTCFC”), a group company of BELSYSTEM24 Holdings that provides service desk, contact center, and outsourcing services for IT divisions, participated in the HDI Academy 2017 in Japan from October 19<sup>th</sup> to 20<sup>th</sup>, 2017, an event put on by the international support service industry group HDI<sup>1</sup>. CTCFC has had personal and corporate HDI members participate and contribute to the support industry’s growth for three years in a row, winning the bronze HDI membership award. Also, 16 CTCFC employees were newly certified with the HDI Master Level for having outstanding scores in the international HDI certification process.

\*CTCFC is the only domestic outsourcing service provider with the international HDI support center certification.

**After the HDI membership award ceremony finished**

The international HDI support center program that CTCFC is certified for is the only certification program in the support service industry made specifically for support centers. When getting certified, support centers undergo a strict audit in which they are evaluated on a total of 80 standards set for each of eight main focuses<sup>2</sup>. There is a renewal audit every two years in this program, with post-audit activities for each renewal period providing further service quality improvements. By getting this award, CTCFC proved that its service desk operations meet international level quality standards.

BELSYSTEM24 Holdings will work with CTCFC, the only domestic outsourcing service provider that has international HDI certification, to go beyond traditional contact center outsourcing and to provide even higher quality service desk operations. Furthermore, BELSYSTEM24 Holdings will accelerate its Expansion into New Areas growth strategy (presented in its mid-term management plan) to combine CTCFC’s operational methods for service desk knowledge with Advanced CRM and Advanced BPO powered by AI and other new technologies.

\*All names of corporations and products in this document are the trademark or registered trademark of their respective owner.

**1 HDI (Help Desk Institute)**

HDI was founded in 1989 in the US, and is the world's largest membership organization for IT support services. HDI created the world's first international certification exam in the field. With 50,000 members around the world, HDI has many top Fortune 500 and global companies as affiliates, as well as 100 branches around the world.

**2 Eight main focuses**

Scoring is based on four level of completion for a total of 80 standards among the eight main focuses of: Leadership, Policy and Strategy, Employee Management, Support Resources, Processes and Procedures, Employee Satisfaction, Customer Satisfaction, and Results. Furthermore, the score must exceed the minimum line set by the international HDI standard committee.

---

**[Inquiries Relating to this Press Release]**

Public and Investor Relations Division, BELLSYSTEM24 Holdings, Inc.  
Email: [pr@bell24.co.jp](mailto:pr@bell24.co.jp) / TEL: 03-6893-9827

HR Division, CTC First Contact Corporation  
Email: [ctcfc-press@ctc-g.co.jp](mailto:ctcfc-press@ctc-g.co.jp) / TEL: 03-5712-8710