

Business Briefing

# Business and Strengths of IT Platform Services

Nomura Research institute, Ltd.

**Shigekazu Ohmoto**  
Senior Corporate Managing Director

March 10, 2025



# Shigekazu Ohmoto



- April 1991 Joined the company
- April 2010 General Manager of insurance Systems Department II
- April 2014 General Manager of Human Resource Department
- April 2016 Deputy Division Manager of Systems Development Innovation Division
- April 2018 Division Manager of Systems Development Innovation Division
- April 2019 Division Manager of DX Systems Development Innovation Division
- April 2021 Division Manager of Multi Cloud Integration Division
- April 2023 Head of IT Platform Services (present),  
Division Manager of Multi Cloud Integration Division (present)
- April 2024 Chairman of NRI SecureTechnologies, Ltd. (present)

01

**IT Platform Services**

02

**Main Businesses**

03

**Human Resources and Technology Acquisition**

04

**Initiatives for Utilizing Generative AI**

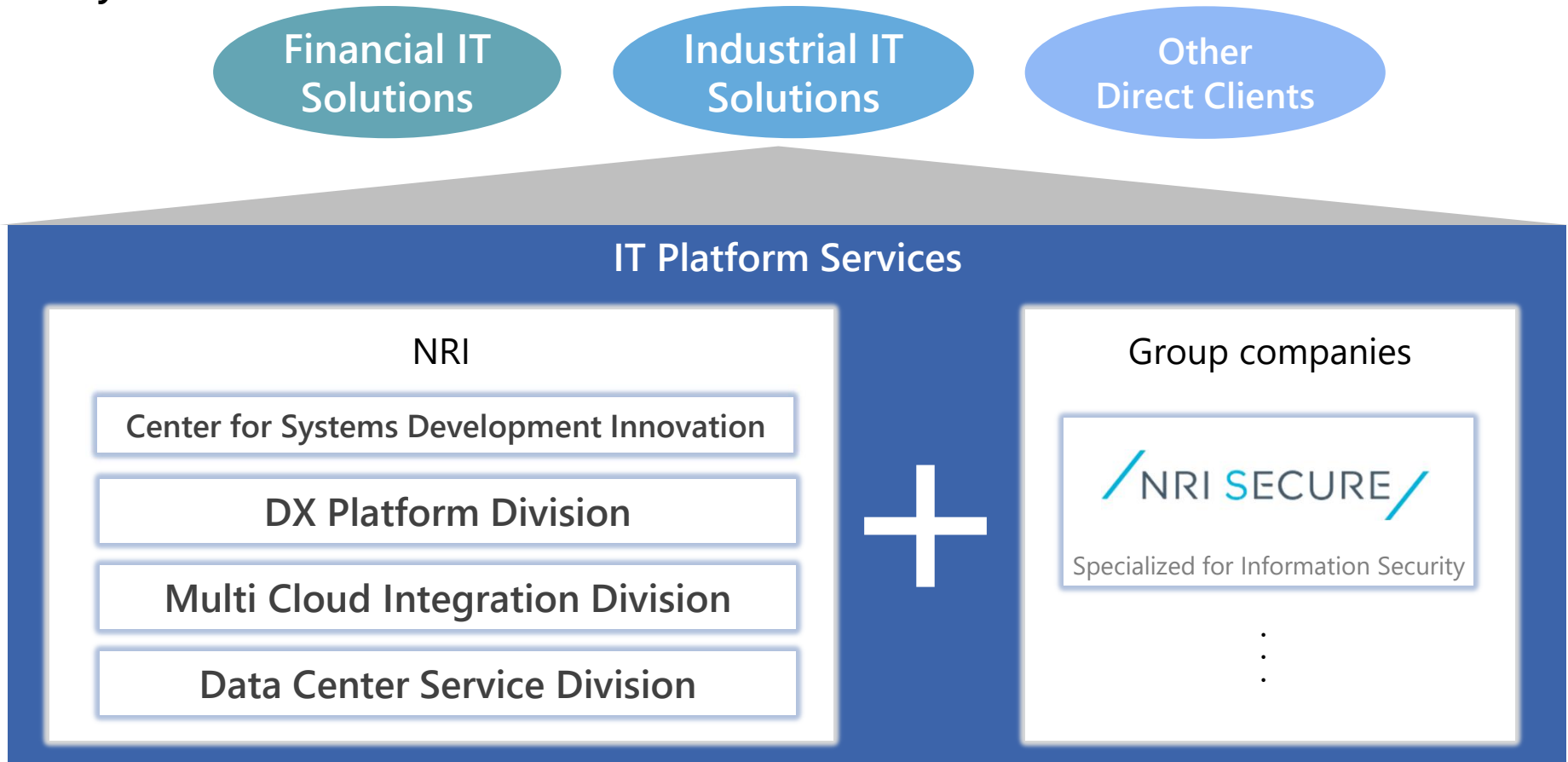
05

**Summary**

# 1. IT Platform Services

## Organizational structure in IT platform services: Comprised of roughly 2,600 people at three divisions in one center & specialized subsidiaries

- Providing IT infrastructure, various solutions, information security services, and more to clients in the financial IT solutions segment, industrial IT solutions segment, and a variety of other clients



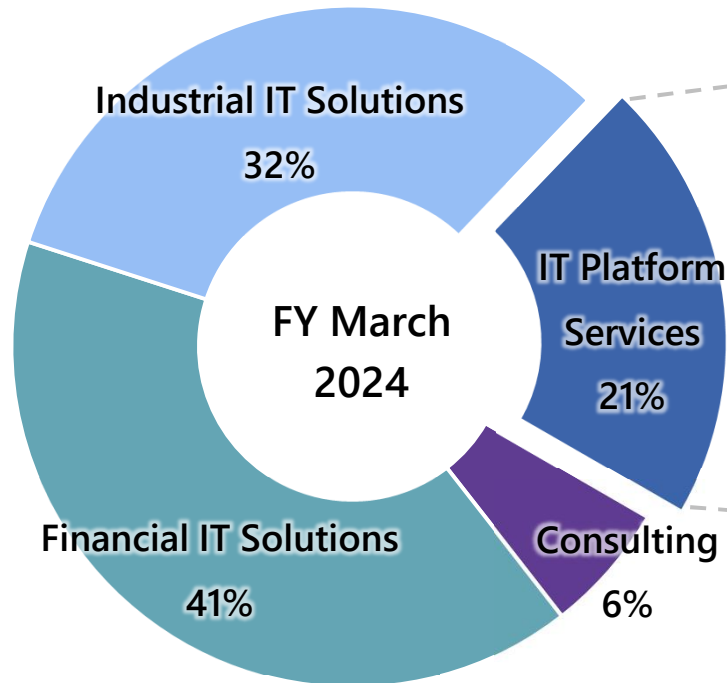
## IT Platform Services

Providing IT infrastructure, various solutions, and services including security both internally and externally

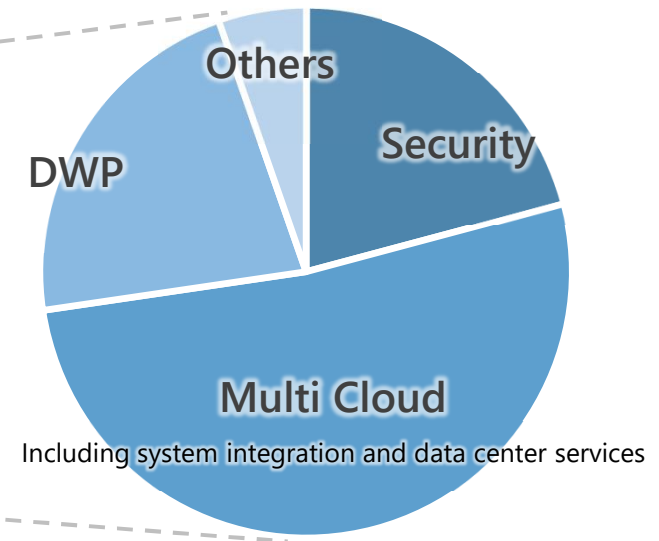
- 21% of overall revenue [including inter-segment revenue]
- Three major businesses: **Multi Cloud, Digital Workplace(DWP), Security**

### Revenue by Segments

Including inter-segment revenue



### Revenue by Businesses



## IT Platform Services

### Strengths and added value

Integrated support from upstream to downstream and dedication to quality and technology in building IT infrastructure

- Providing total support for clients' IT systems from the upstream processes of conceptualizing system setups and formulating plans to designing (systems & environments), building, testing, releasing, and operating parts of system infrastructure
- Seeking quality and increasing the added value of systems in all processes
- Investigating and acquiring technologies through multiple vendors to provide the optimal systems to clients

Research and acquire various technologies



Systematization  
Concept and  
Planning  
Development

Design Methodology  
/Environmental  
Design

Construction  
/Development  
/Testing

Release  
/Operation

Experts in various information technologies developing infrastructure for various systems & providing solutions and services regardless of the business, industry, or technology

**Dedication to quality & technology**



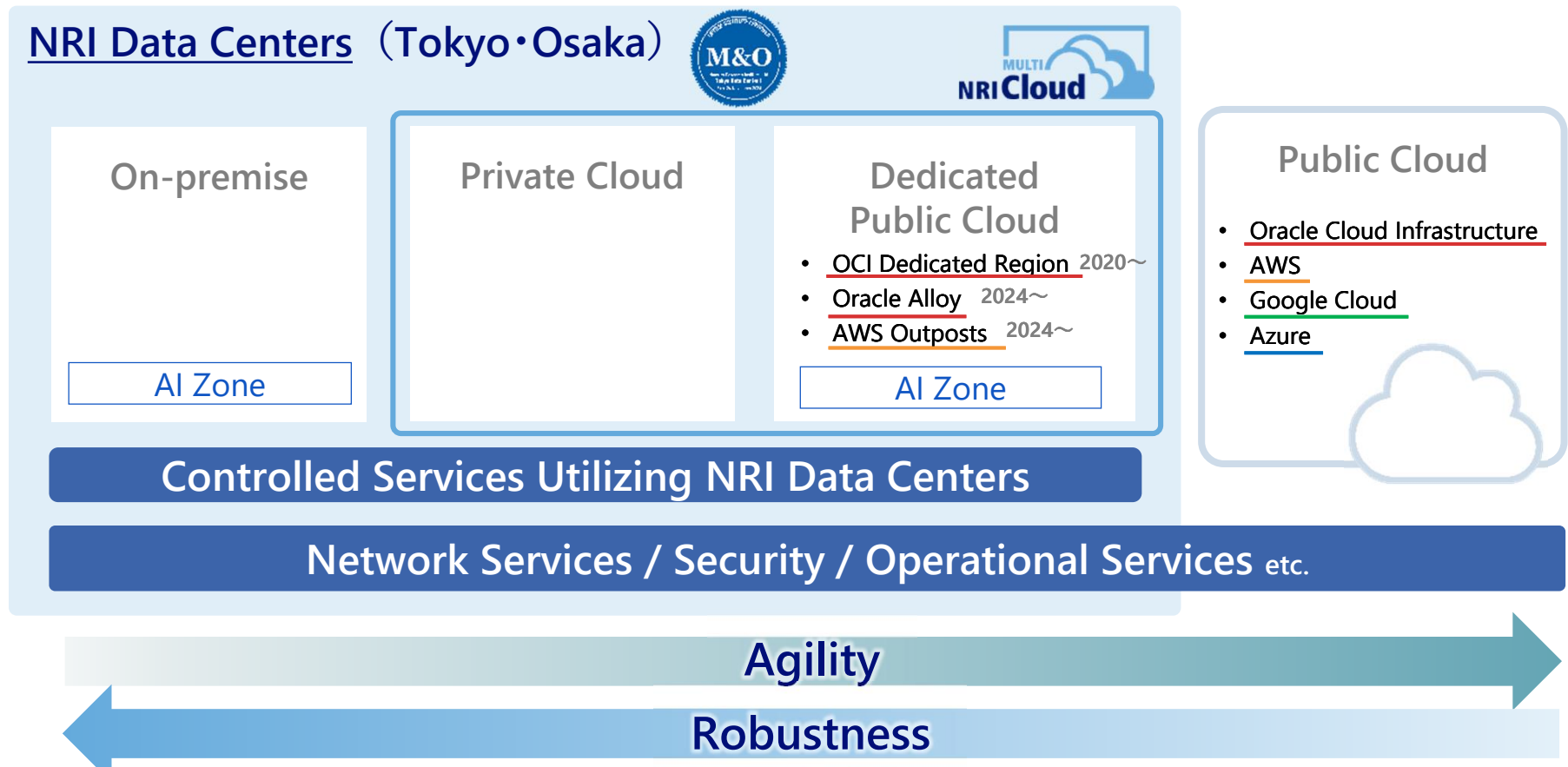
## 2. Main Businesses : Multi Cloud Services

Main Businesses : Multi Cloud Services

## Operating on-premises and various types of cloud services and providing services from our own data centers

- We operate systems within our own data centers, making it possible to ensure governance, security, and high-quality operations under NRI's control
  - Each data center has obtained the global data center operating standards Management & Operations (M&O) Stamp of Approval\*

\*Global data center operation standards established by Uptime Institute



Main Businesses : Multi Cloud Services

Since the era of on-premises, we have collaborated with cloud service providers to acquire technologies early and incorporate them into services

# AWS

# Oracle

2006

Launched Amazon EC2 [Virtual Server Service] in the U.S.

2007

Initiated the efforts of evaluation R&D of AWS

2010

Launched NRI's first AWS utilization system in the U.S. Region

2013

Certified AWS Premier Tier Services Partner(SI)  
(2 companies in Japan)

2019

"Oracle Cloud Infrastructure 2019  
Certified Architect Professional"  
(Our employee is the first in Japan to acquire it.)  
Open the OCI Tokyo Region

2020

Announced the world's first adoption of  
**Oracle Cloud dedicated region**  
Oracle Certification Award 2020

The era of on-premises

Provide IT systems using software from multiple vendors

2012

"Gold Virtualization"

Certified Competency Gold Partner

2019

Certified Premier Service Partner

2010

Launched Windows Azure Service

2016

Opened the Tokyo Region

Contracted Google Cloud Partnership (Service Partner)

# Microsoft (Azure)

# Google

## Proof of NRI's technological capabilities & expertise

### Major Certifications and Awards

---

#### Amazon Web Services (AWS)

AWS Premier Tier Services Partners  
AWS Managed Service Provider  
AWS Competency Program [7 programs]

---

#### Oracle Cloud Infrastructure (OCI)

Oracle Cloud Solutions Provider  
Oracle Certification Award [2020-2024]

---

#### Microsoft Azure

CSP 1-Tier  
Solutions Partner [4 areas]  
Specialization  
Microsoft Japan Partner of the year [2020-2024]

---

#### Google Cloud

Google Cloud Premier Partner [Sell / Service]  
Managed Service Provider  
Specializations [2 areas]

---

Main Businesses : Multi Cloud Services

## Delivering high quality by operating systems developed & built by NRI at our own data centers

- Operated at our own data centers, primarily financial ASP services (STAR series) with high market share
- We operate various systems designed and built by NRI, with very little data center colocation (housing) usage
- Conducting numerous inspections and trainings that prioritize safety & reassurance to maintain high quality in mission critical systems

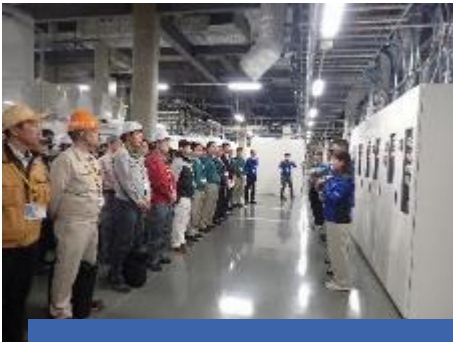
### Inspections and Drills in 2024

Combined Inspection  
**3** times

Equipment inspection  
Approx. **250** times

Major Outage Drill  
**5** times

On-site Drill  
approx. **2,500** times



Pre-inspection Meeting



Inspection



Response Headquarters

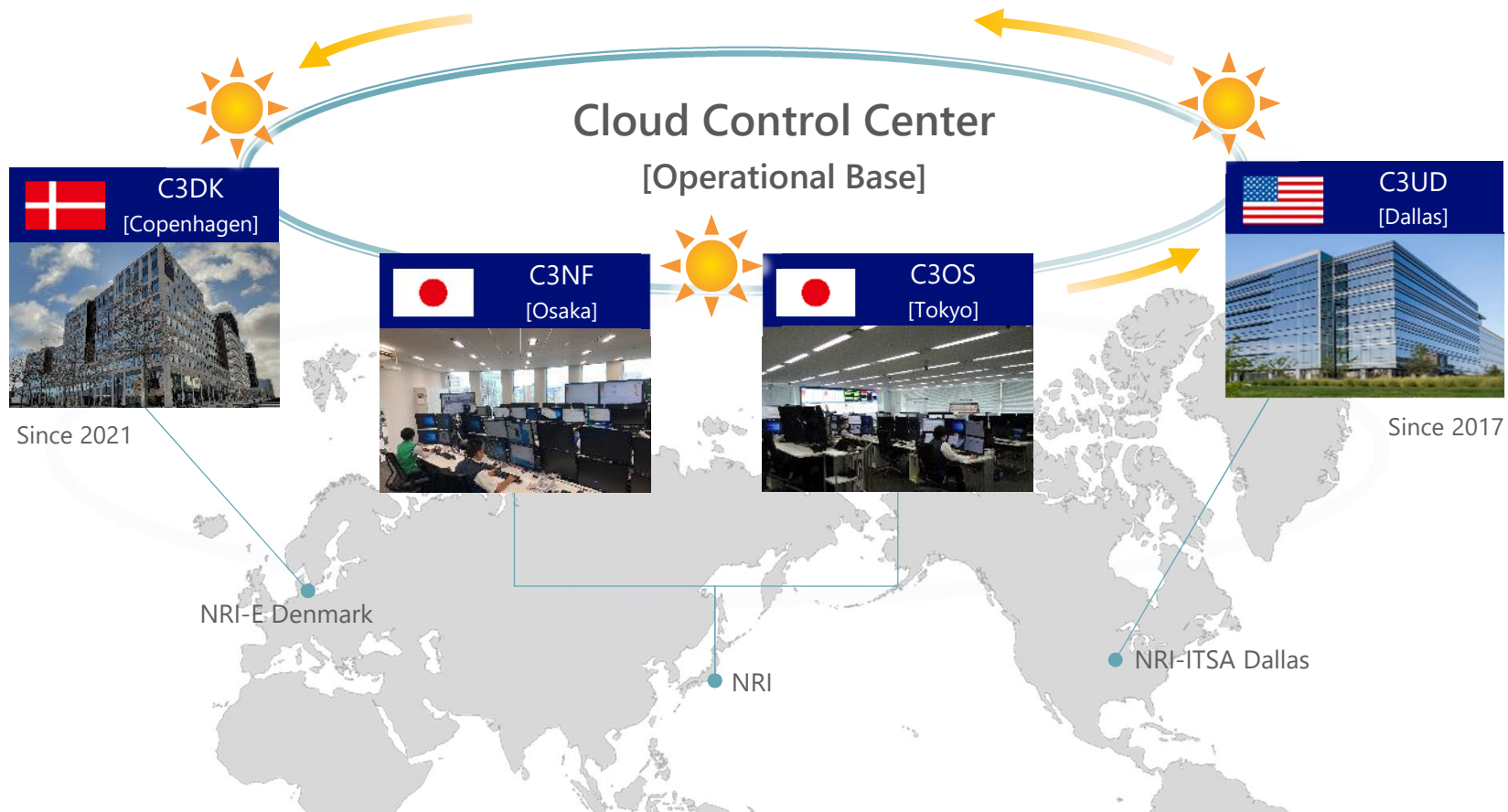


Emergency Admission Drill

Main Businesses : Multi Cloud Services

## Employing the “Follow the Sun” model to keep systems running 24/7/365

- Operating and monitoring clients' systems day and night, 24/7/365 at cloud control centers at bases in Japan (Tokyo, Osaka), North America (Dallas), and Europe (Denmark)





## 2. Main Businesses : Digital Workplace (DWP)

Main Businesses : Digital Workplace (DWP)

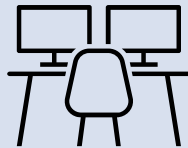
## Providing IT infrastructure & call center solutions needed for office work, including computer terminals, email, and file servers

### ■ Strengths of our Digital Workplace

- Providing various solutions & services as office IT. Helping to improve operational efficiency for clients by providing platforms for communication & collaboration tailored to their needs
- Carrying a wide variety of technologies from multiple vendors and handling everything from proposal to build and operation comprehensively

#### Office IT

- **Server/Cloud**  
Authentication, Email, File Server, Printing, Portal
- **Compliance**  
Email Check, Print Audit



#### Network / Security

- **Data Center Network**
- **Branch Office network**  
WIFI, Device Authentication
- **WAN/MAN**  
SD-WAN, Local Breakout, 4G/5G
- **Zero Trust**



#### Device / Device Management

- **PC/Mobile**  
FAT, VDI, Secure PC
- **Mobile Device Management**
- **Lifecycle Management**
- **Application Distribution**



#### Contact Center / Communication

- **CTI** Computer Telephony Integration  
PBX, IP phone, IVR, Report
- **Compliance**  
Voice Call, Voice Recognition, Textualization
- **CRM**
- **Video Conference**

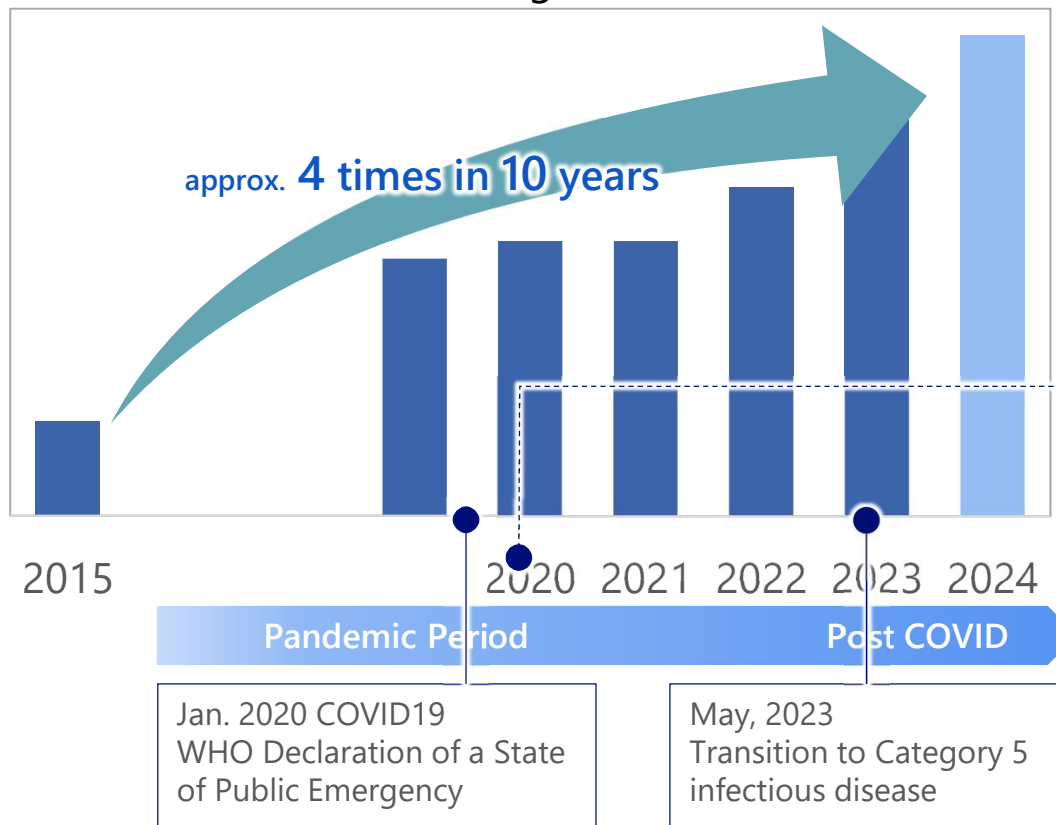


Main Businesses : Digital Workplace (DWP)

## Major growth in digital workplace business fueled by changing workstyles in recent years

- Revenue in our digital workplace business grew roughly four-fold in 10 years
- Swiftly provided solutions and services tailored to implementations of telecommuting and hybrid work happening in recent years

Revenue of Digital Work Place



### NRI AI Camera for Office

(Warn participants about the crowded situation)  
In the midst of the pandemic, we rapidly developed and provided technological solutions.



Jul. 31, 2020/7/31 What's new [only in Japanese]  
[https://www.nri.com/jp/news/info/20200731\\_1.html](https://www.nri.com/jp/news/info/20200731_1.html)

Main Businesses : Digital Workplace (DWP)

## Solutions for DWP : "CC@Home" and "econy"

### At Home Call Center "CC@Home"

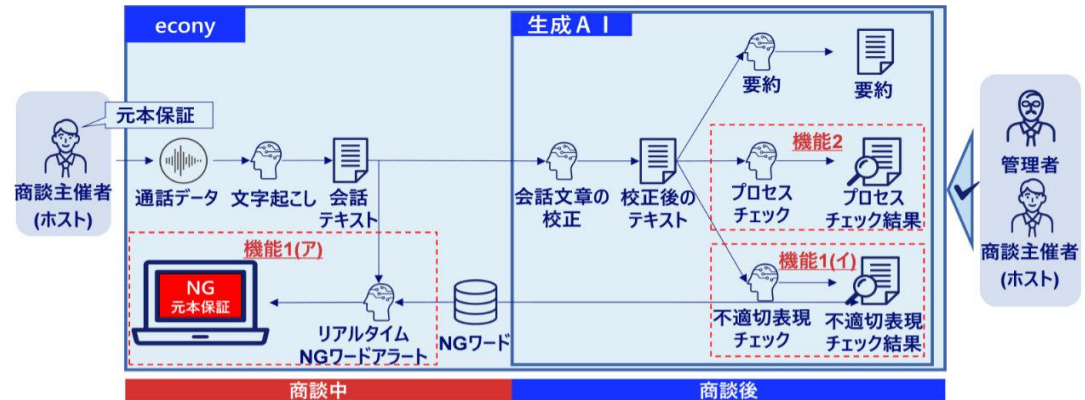
- Incorporates generative AI to **improve response quality**
  - Utilizes information and knowledge accumulated from interactions in the past to generate example responses
  - Summarized audio from calls is natural and easily understandable
- NRI has been conducting R&D on natural language processing technology since the first decade of the 2000s



Aug. 27, 2024 What's new [only in Japanese]  
[https://www.nri.com/jp/news/info/20240827\\_1.html](https://www.nri.com/jp/news/info/20240827_1.html)

### Online Business Meeting Solution "econy"

- Everything from business negotiations to concluding agreements done online.  
Generative AI **reduces risk and workload.**
  - Detects inappropriate language during business negotiations
  - Prevents anything from being left out of business processes




Oct. 24, 2024 What's new [only in Japanese]  
[https://www.nri.com/jp/news/info/20241024\\_1.html](https://www.nri.com/jp/news/info/20241024_1.html)

## 2. Main Businesses : Security

## Main Businesses : Security

# In addition to security issues that have been ongoing, preparedness for new cyberattack threats is also necessary

- Along with advancements in digitalization, cyber crime is diversifying and becoming increasingly sophisticated as the scope of the damage also grows
- Businesses have a pressing need to address major business risks in their general security provisions
  - Oct. 2022 “Declaration of Cyber Security Management 2.0”
  - Mar. 2023 “Cybersecurity Management Guidelines for Japanese Enterprise Executives Ver. 3.0”, METI



### Declaration of Keidanren Cyber Security Management 2.0

October, 2022  
Keidanren

In conjunction with the advance of digital transformation (DX) and changes in social and economic activity brought about by the COVID-19 pandemic, cyberspace and physical spaces are merging, not only in industries, but throughout society as a whole. At the same time, damage from cyberattacks is impinging on physical spaces, and there are endless examples of huge impacts on business activities and people's lives. Cyberattacks via supply chains—such as those targeting business partners and overseas subsidiaries—are also on the rise. Moreover, as heightened geopolitical tensions extend into cyberspace, cybersecurity is becoming a crucial domain for national security.

Under these circumstances, from the perspectives of creating value and building value chains aimed at realizing Society 5.0 for SDGs, as well as managing risk, it is no exaggeration to say that effective cybersecurity measures are now a key management priority for all companies.

All businesses will implement cybersecurity measures and contribute to making cyberspace safe and secure. To this end, business leaders pledge to address the following points:

- 1 Recognize Cybersecurity**
  - Enhance their own understanding of cybersecurity management by positioning cybersecurity as a management priority.
  - Take responsibility themselves throughout the entire supply chain for digitalization, and exercising leadership.
- 2 Develop Management Policies**
  - Develop management policies aimed at detecting and responding to cyberattacks while prioritizing detection, response, and recovery.
  - Take the lead in declaring company cybersecurity measures voluntarily disclose recognized risks.
- 3 Build Internal and External Cybersecurity**
  - Ensure sufficient resources including human, technical, and physical measures.
  - Develop human resources and conduct training required for those at every level, including the management, corporate planning staff, technical specialists, and other employees.
  - Manage cybersecurity throughout domestic and international supply chains, including business partners and outsourcing contractors, by utilizing guidelines and frameworks for cybersecurity measures and cooperating with government support programs for such measures.
- 4 Contribute to Widespread Use of Cybersafe Products, Systems, and Services**
  - Manage cybersecurity across the full spectrum of corporate activity, including development, design, production, and supply of products, systems, and services.
- 5 Contribute to Building Safe and Secure Ecosystems**
  - Collaborate with relevant government agencies, organizations, industry associations, and other bodies to actively share information, engage in dialogue, and build human networks, both in Japan and internationally.
  - Contribute to reinforcement of cybersecurity in the entire supply chain and throughout society by raising awareness of measures taken on the basis of such information.

### Cybersecurity Management Guidelines for Japanese Enterprise Executives Ver. 3.0

Ministry of Economy, Trade and Industry (METI)  
Information-technology Promotion Agency, Japan (IPA)

#### II. Three principles which management needs to recognize

It is essential that management recognizes the following three principles.

1. Corporate executives need to recognize that cybersecurity is a management priority and take measures at their level (Corporate executives should take the initiative to drive cybersecurity measures and their impact on the company while also conducting business continuity.)
2. In order to fulfill the responsibility of ensuring cybersecurity, cybersecurity measures not only for the company itself but also for the supply chain, including domestic and overseas bases, business partners and suppliers (In addition to the cybersecurity measures of one's own company, it is necessary to take measures for the supply chain, including all external connections via the digital environment that go beyond the form and scale of conventional parts production and distribution (cybersecurity measures).)
3. Active communication with relevant parties is necessary to ensure cybersecurity measures in both normal times and emergencies. (Disclose information on cybersecurity measures in addition to business partners, suppliers, and customers (shareholders, customers, etc.) as well as internal stakeholders (security officers such as CIOs, business managers, etc.) during normal times. Be prepared to foster a relationship of mutual trust and ensure smooth communication even when an incident occurs.)

(For details, refer to #2 of “Three principles which management needs to recognize” listed above.)

“Declaration of Cyber Security Management 2.0”

<https://www.keidanren.or.jp/en/policy/2022/087.html>

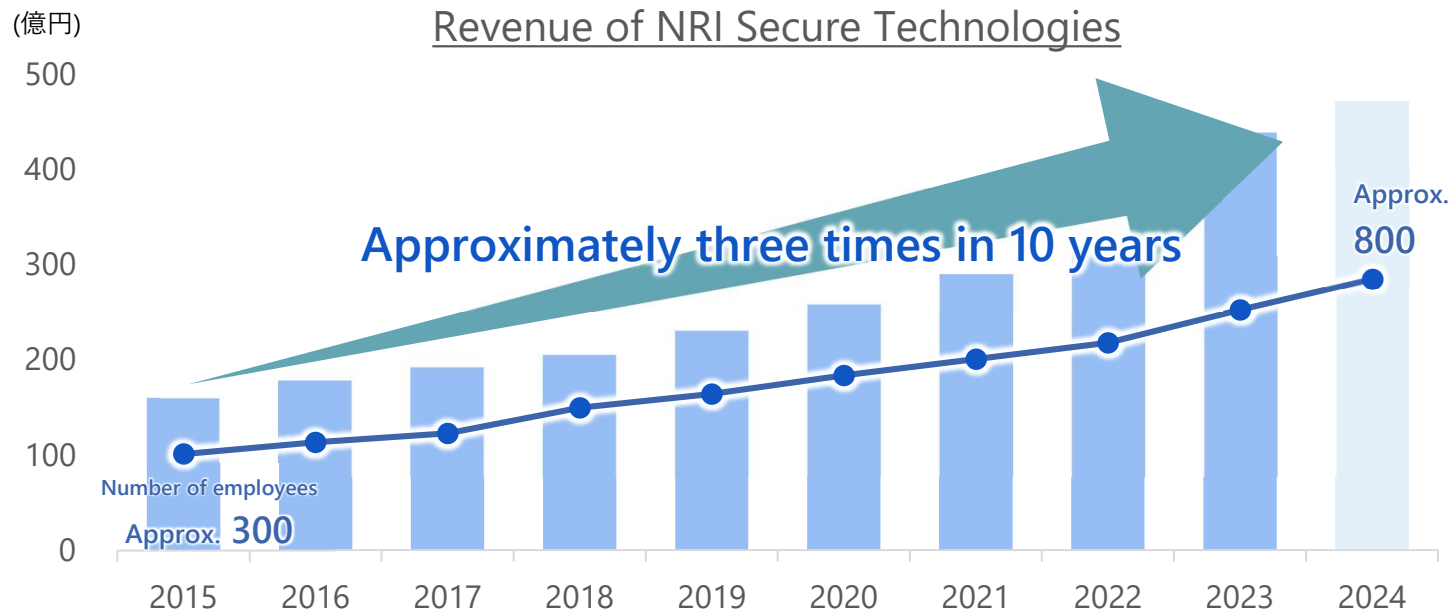
“Cybersecurity Management Guidelines for Japanese Enterprise Executives Ver.3.0”, METI

[https://www.meti.go.jp/policy/netsecurity/downloadfiles/CSM\\_Guideline\\_v3.0\\_en.pdf](https://www.meti.go.jp/policy/netsecurity/downloadfiles/CSM_Guideline_v3.0_en.pdf)

Main Businesses : Security

## NRI SecureTechnologies is achieving robust growth buoyed by various security risks

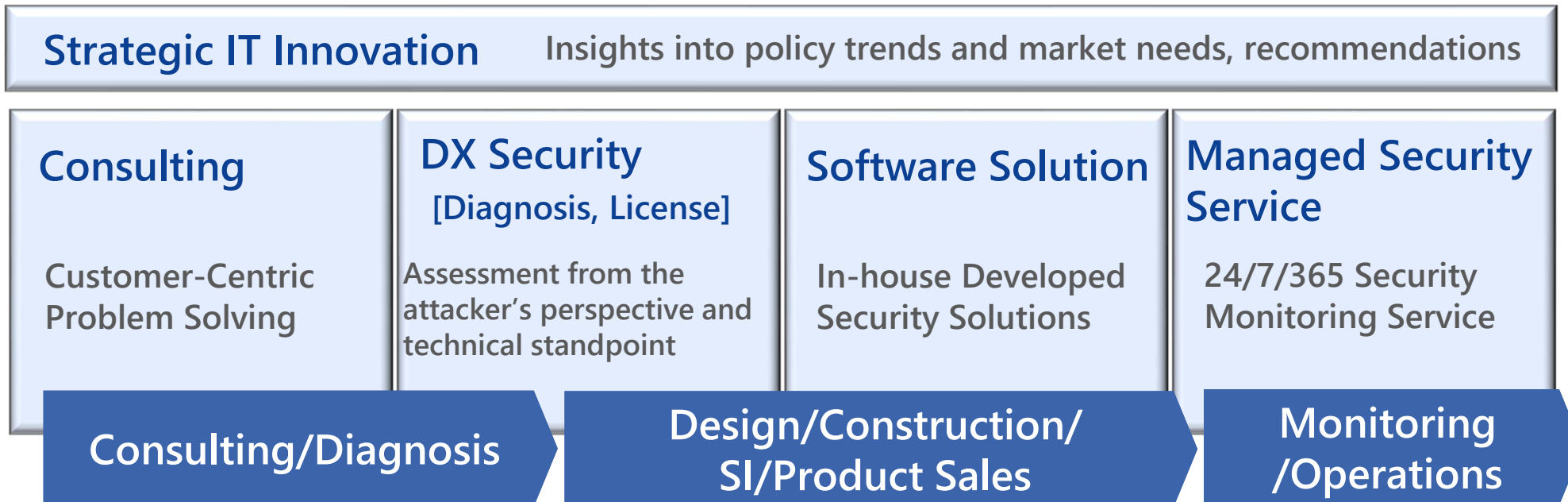
- NRI has been focused on acquiring security technologies and working toward commercializing them since early on
  - 1995 Started as our “First In-House Venture”  
Provided Managed Security Services (monitoring services)
  - 2000 Established NRI SecureTechnologies, Ltd.



Main Businesses : Security

## Comprehensively supporting clients' security measures from consulting to diagnostics and monitoring operations

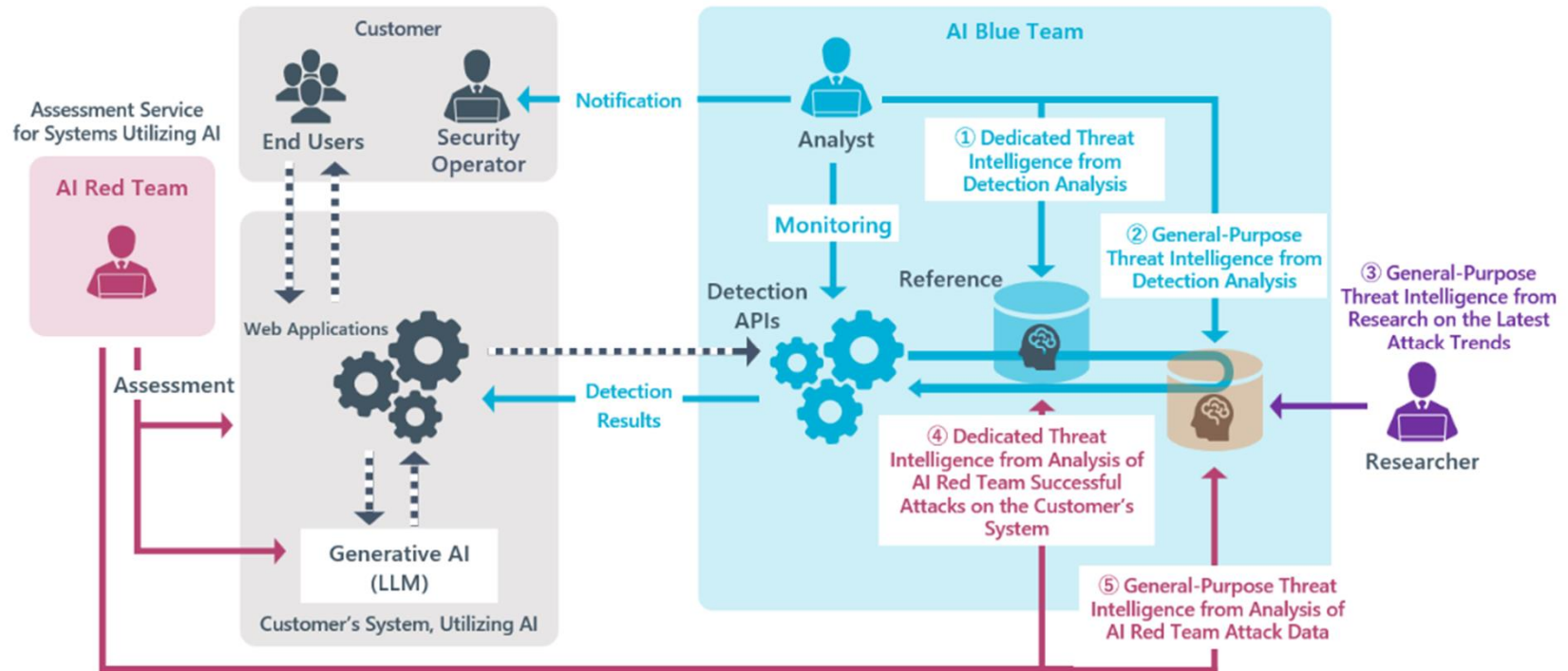
- Also active in navigation activities such as policy recommendations and standardization activities domestically and overseas.
- We have strength in the ability to tailor proposals to clients, from consulting to monitoring operations
  - \* At competitors in the industry who advocate security, those who originally worked at consulting firms specialize in consulting, and those originally from system integrators specialize in product sales and system integration. NRI Secure's defining characteristic is having all processes on offer.



Main Businesses : Security

## NRI Secure's solutions: "Security for AI" to use AI safely

- "AI Red Team [Security Diagnosis Service]" and "AI Blue Team [Security Monitoring Service]"
- Comprehensively and continuously enacting security measures for systems that utilize large language models (LLMs)
  - Defending specific vulnerabilities detected by AI Red Team & bolstering the protection level
  - In addition to continuous monitoring by AI Blue Team, analysts analyze trends to keep intelligence up to date



※ Dotted Lines represent User Input, Responses, etc.

Jun. 19, 2024 News Release

[https://www.nri.com/en/news/newsrelease/20240619\\_1.html](https://www.nri.com/en/news/newsrelease/20240619_1.html)

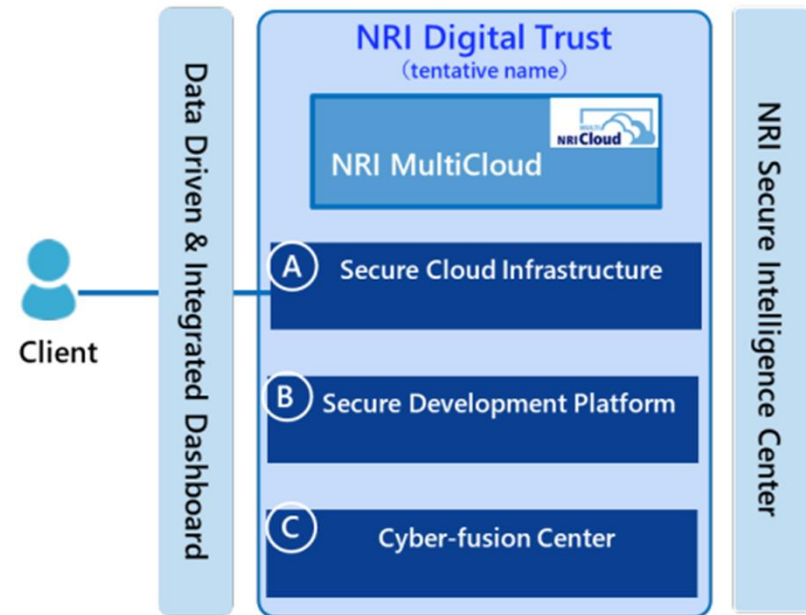
## Main Businesses : Security

# Launching platform services that incorporate cybersecurity functions

- Planning to offer **platform services incorporating cybersecurity functions** jointly between Nomura Research Institute and NRI Secure
- As the first step, we plan to begin providing three components via Oracle Alloy in the first half of FY 2025, then gradually add functions



Feb. 12, 2025 What's new  
[https://www.nri.com/en/news/info/20250212\\_1.html](https://www.nri.com/en/news/info/20250212_1.html)



- A) Security Built-in Cloud Provides a cloud environment with integrated configuration and vulnerability management, along with built-in security for IT infrastructure.
- B) Secure Development Platform implements security by design for software and AI development environments.
- C) Cyber fusion Center features 24/7/365 threat monitoring, analysis, and recovery capabilities, offering rapid containment and operational resilience, leveraging NRI Secure Technologies' expertise.

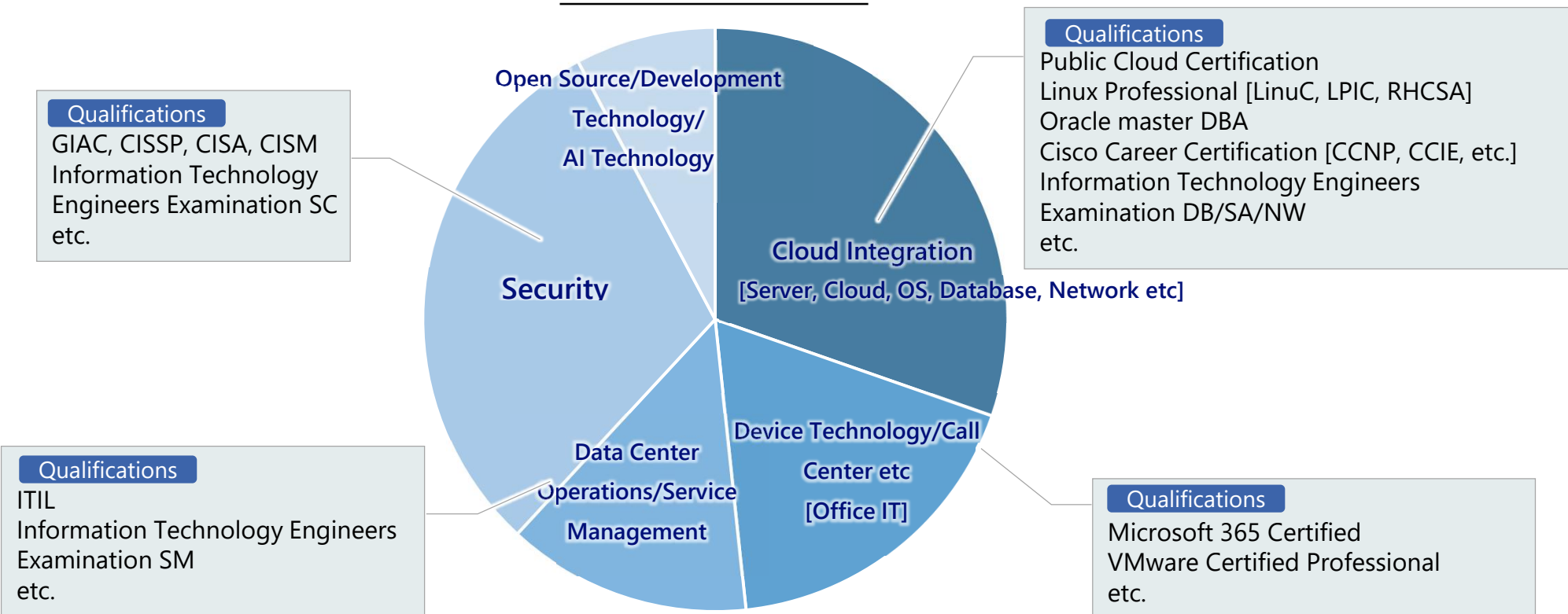


### 3. Human Resources and Technology Acquisition

# Our IT platform services employees are technology specialists in each field

- IT platform services employees are IT engineers who have one of the technological areas as their focus
  - 99% or more have passed the Information Technology Engineers Examination (ITEE), and 82% of those performing expert work hold high-level credentials
  - Acquired over 3,000 public cloud certifications and qualifications overall
    - \* The number of qualifications acquired is the cumulative total of approximately 1,500 specialists in IT platform services (excluding group companies)

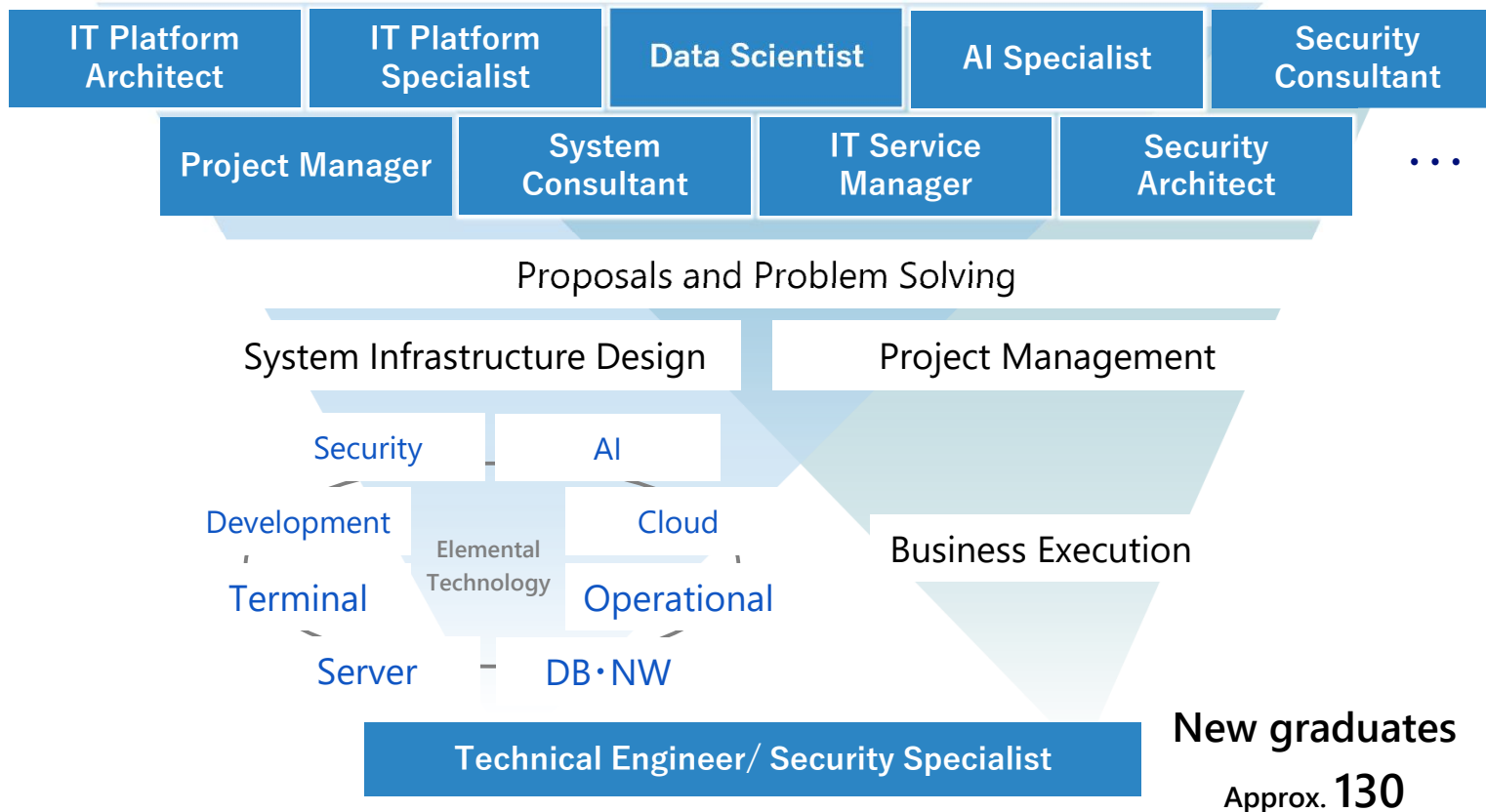
## Technical Portfolio



# HR development for success as various types of technology-based experts

- New graduate employees are hired as **technology engineers (technical engineers, security specialists)**.
- They experience various constituent technologies and are developed as experts able to handle everything from **upstream to downstream**. Technological capabilities serve as the foundation.

**Expert** Driving business forward with core technical capabilities as our strength



Efforts for acquiring technology

# Initiatives to acquire technologies through advanced technological research

## ■ IT Navigation R&D

### Research on Cutting-Edge Technology

#### IT Road Map

Investigates technological trends several years ahead  
Published every year since 2005



### Technology Acquisition

#### Strategic R&D

Conducting unique R&D activities necessary for business in IT platform services

#### R&D Themes

- Mathematical Optimization/Quantum
- Digital Twin
- MLOps / LLMOps
- IoT Platform
- Data Governance
- Original AI model development

Towards Business and Solution Development

Efforts for acquiring technology

# Information Dissemination of Fundamental Technologies by NRI Experts

## ■ Book Publishing by Experts



## ■ NRI Secure Insight since 2002

Survey on the State of Information Security Initiatives



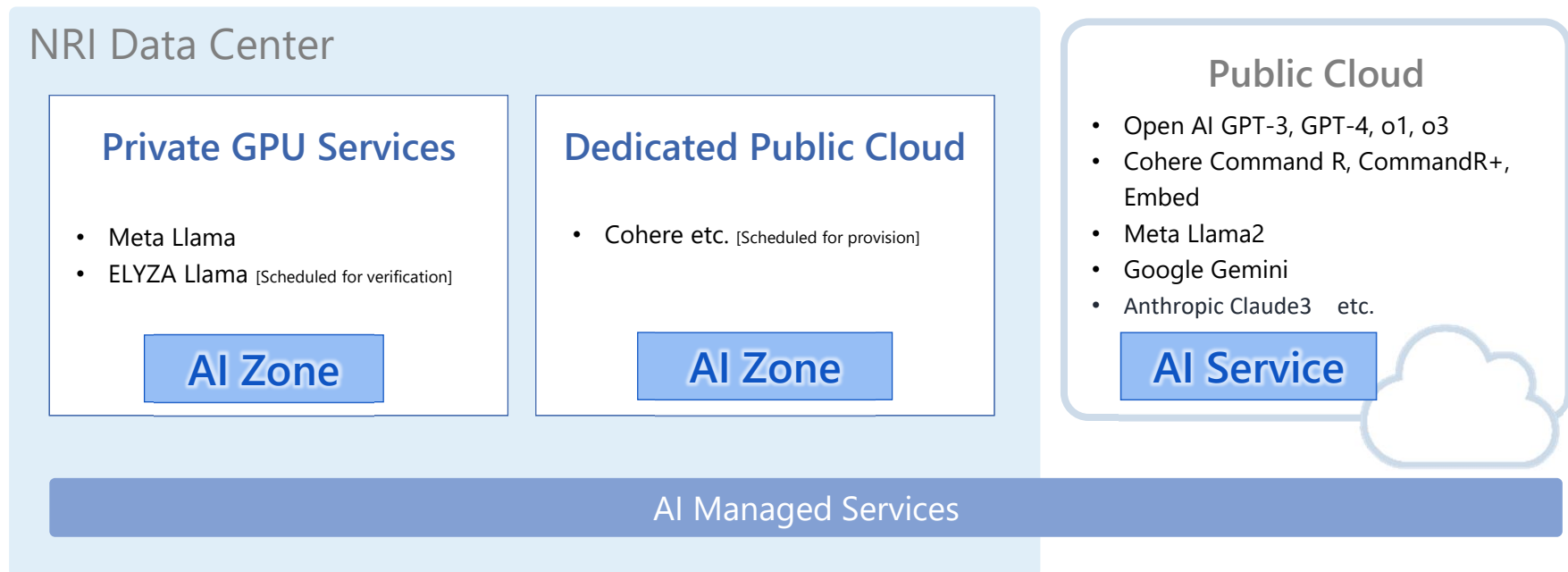
There are also numerous external lectures, policy proposals, and contributions to media.

## 4. Initiatives for Utilizing Generative AI

## Working to swiftly establish environments for AI usage and utilize AI

### ■ Establish multicloud + multi-LLM

- Also catering to requests for individual customization from the standpoints of security in AI environments and of speed and accuracy
- Install GPU environments in NRI data centers to be able to handle confidential and sensitive information safely and fine tune LLMs



# Accelerating generative AI-related service provision through external collaborations & partnerships

- In July 2024 we announced a collaboration with Elyza and KDDI to provide generative AI for businesses. Aiming to provide highly secure and effective domestically-produced LLMs

2024年7月24日

<報道発表資料>

株式会社野村総合研究所  
株式会社 ELYZA  
KDDI 株式会社

## 野村総合研究所、ELYZA、KDDI、法人向け生成 AI 提供で協業 ～高セキュリティかつ効果的な国産 LLM 提供を目指す～

株式会社野村総合研究所（本社：東京都千代田区、代表取締役 社長：柳澤 花芽、以下 NRI）、株式会社 ELYZA（本社：東京都文京区、代表取締役 CEO：曾根岡 侑也、以下 ELYZA）、KDDI 株式会社（本社：東京都千代田区、代表取締役社長 CEO：高橋 誠、以下 KDDI）は、法人のお客さま向けの生成 AI ソリューション提供に向けて協業します（以下 本協業）。

3社は本協業により、法人のお客さまの機密事項や業務特化事項を含む情報を扱うことができる高セキュリティかつ効果的な生成 AI ソリューションを、順次提供開始予定です。

NRI のコンサルティング力・システム実装力、ELYZA の生成 AI 関連の研究開発力、KDDI の大規模計算基盤をはじめとした AI・データソリューションの構築力を組み合わせ、高セキュリティかつ効果的に利用可能な国産 LLM を提供するとともに、3社の強みと生成 AI 関連サービスを活かした相乗効果により企業の生成 AI 活用を加速させます。



Jul. 24, 2024 News Release [only in Japanese]  
[https://www.nri.com/jp/news/newsrelease/20240724\\_1.html](https://www.nri.com/jp/news/newsrelease/20240724_1.html)

## 5. Summary

## Summary

In addition to the technology and quality, the personnel who support them are also a strength of our business in IT platform services

### ■ Providing integrated IT infrastructure services from upstream to downstream processes

Employees with strong technological capabilities support all processes

### ■ Client-oriented and multi-vendor

Working with multiple vendors to be able to propose optimal solutions for clients

### ■ Dedication to quality to uphold safety and reassurance

Ceaseless efforts to maintain high quality system operations in our data centers

### ■ Acquiring technologies with sights set on the future

In addition to mechanisms for acquiring advanced technologies, also improving the technological capabilities of each employee

This document contains statements that constitute forward-looking statements. These statements include descriptions regarding the intent, belief or current expectations of the Company or its officers with respect to the consolidated results of operations and financial condition of the Company.

Such forward-looking statements are not guarantees of future performance and involve risks and uncertainties, and actual results may differ from those in the forward-looking statements as a result of various factors.

The Company does not undertake to revise forward-looking statements to reflect future events or circumstances.

Figures given in the reference data related to the financial results forecasts are figures which are only intended to convey the Company's current circumstances and outlook. The Company does not undertake to revise the forecasts to reflect new information or circumstances.



**Envision the value,  
Empower the change**