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## FRONTEO and INTEC Combine KIBIT AI Engine and F<sup>3</sup> CRM Solution to Launch New Data Analysis Service for Financial Institutions

*Business talks, interview records, voices of customers and other CRM data are quickly analyzed by AI for effective use*

TOKYO, March 2, 2018 – FRONTEO, Inc. (“FRONTEO”) (NASDAQ: FTEO) (TSE: 2158), a leading provider of artificial intelligence (“AI”) based big data analysis services, and INTEC Inc. (“INTEC”), a TIS INTEC (TSE: 3626) Group company specialized in ICT solutions, announce that they have launched a new data analysis service combining KIBIT, FRONTEO’s proprietary AI engine, and F<sup>3</sup> (F-CUBE), INTEC’s customer relationship management (CRM) solution for financial institutions.

By securing smooth coordination between KIBIT and F<sup>3</sup>, the two companies provide a solution for financial institutions to immediately and effectively utilize the big data they own, helping them to achieve their objectives of offering elaborate and meticulous services to their customers and the communities they serve.

KIBIT has performed data analysis for multiple financial institutions, which has enabled them to comprehensively check text data, significantly shorten work hours, reduce costs and deploy human resources to more advanced assignments. F<sup>3</sup> has been utilized by many regional banks in Japan for years to manage business talks, interview records and voices of customers, among other CRM data.

With the coordination of the AI engine (KIBIT) and CRM solution (F<sup>3</sup>), the two companies provide the following uses and benefits of the new data analysis service:

1. Cultivating business opportunities that are hidden in the massive data, such as business talk records and daily reports
2. Delivering optimal service in coordination with customer's life event
3. Achieving “customer-first transactions” by checking interview records from the viewpoint of securing compliance
4. Enhancing customer loyalty by quantifying the degree and trends of satisfaction to be found in the “voices of customers.”
5. Improving education of employees and bankers, including checking their understanding on products and enhancing their writing ability for creating reports and other documents
6. Extracting optimum information useful for customers, such as business matching and best practices.

Going forward, the two companies will work together to expand possible application areas of the new data analysis service so that a larger number of financial institutions can leverage advanced solutions for utilizing big data and AI.



### **About INTEC Inc.**

INTEC was established in January 1964 in Toyama, as a provider of outsourcing services with its own data processing center. In over 50 years of history since our founding, INTEC has grown into a company of 3,600 employees with more than 100 billion yen unconsolidated sales through the support of clients in a wide range of industries, including finance, manufacturing, distribution and services, as well as the public sector.

INTEC will facilitate the development of corporate strength and will pursue new possibilities of IT by enhancing technical capabilities with the passion for quality.

### **About FRONTEO, Inc.**

FRONTEO, Inc. ("FRONTEO") (Nasdaq: FTEO) (TSE: 2158) supports the analysis of big data based on behavior informatics by utilizing its technology, "KIBIT." FRONTEO's KIBIT technology is driven by FRONTEO artificial intelligence based on knowledge acquired through its litigation support services. KIBIT incorporates experts' tacit knowledge, including their experiences and intuitions, and utilizes that knowledge for big data analysis. FRONTEO continues to expand its business operations by applying KIBIT to new fields such as healthcare and marketing. FRONTEO was founded in 2003 as a provider of e-discovery and international litigation support services. These services include the preservation, investigation and analysis of evidence materials contained in electronic data, and computer forensic investigation. FRONTEO provides e-discovery and litigation support by making full use of its data analysis platform, "Lit i View," and its Predictive Coding technology adapted to Asian languages. The company name was changed from UBIC, Inc. to FRONTEO, Inc. as of July 1, 2016.

For more information about FRONTEO, contact [global\\_pr@fronteo.com](mailto:global_pr@fronteo.com) or visit <http://www.fronteo.com/global/>.

### **Safe Harbor Statement**

This announcement contains forward-looking statements. These forward-looking statements are made under the "safe harbor" provisions of the U.S. Private Securities Litigation Reform Act of 1995. These statements can be identified by terminology such as "will," "expects," "anticipates," "future," "intends," "plans," "believes," "estimates" and similar statements. Among other things, the amount of data that FRONTEO expects to manage this year and the potential uses for FRONTEO's new service in intellectual property-related litigation, contain forward-looking statements. FRONTEO may also make written or oral forward-looking statements in its reports filed with, or furnished to, the U.S. Securities and Exchange Commission, in its annual reports to shareholders, in press releases and other written materials and in oral statements made by its officers, directors or employees to third parties. Statements that are not historical facts, including statements about FRONTEO's beliefs and expectations, are forward-looking statements. Forward-looking statements involve inherent risks and uncertainties. A number of factors could cause actual results to differ materially from those contained in any forward-looking statement, including but not limited to the following: FRONTEO's goals and strategies; FRONTEO's expansion plans; the expected growth of the data center services market; expectations regarding demand for, and market acceptance of, FRONTEO's services; FRONTEO's expectations regarding keeping and strengthening its relationships with customers; FRONTEO's plans to invest in research and development to



enhance its solution and service offerings; and general economic and business conditions in the regions where FRONTEO provides solutions and services. Further information regarding these and other risks is included in FRONTEO's reports filed with, or furnished to the Securities and Exchange Commission. FRONTEO does not undertake any obligation to update any forward-looking statement, except as required under applicable law. All information provided in this press release and in the attachments is as of the date of this press release, and FRONTEO undertakes no duty to update such information, except as required under applicable law.

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