

JAPAN REGION UPDATE

Japan's progress was on track in FY20 Q3 with double digit growth. However, COVID-19 had and continues to have a big impact on the Japan business from Q4 onwards. Despite the immense challenges faced, we managed to close FY20 at 91% for New business (+6% YoY), 103% for Renewal business (+6% YoY) and 94% All-Up (+6% YoY).

Overall, FY20 went well and some successes the Japan team managed to achieve included:

- Growing field sales by 8% with our OEM collaborations with both NEC and Fujitsu
- Expanded our NBU business by 11% by focusing efforts on our flagship product
- Increased Backup Exec registered partner to 202

I would like to take this opportunity to thank the Japan Channel team, as well as everyone from our extended teams, for your hard work and contributions to make this possible.

We still have room for improvements – increase OEM win ratio for both pipeline quantity and quality, ORR and BE growth. This will be part of our FY21 strategy, to

- increase focus on OEM through new coordinated structure & Field Sales' focus on public sector
- increase focus on Managed Partners with the goal of getting all Managed Partners to Platinum certification
- drive Mid-Market & Backup Exec through increased focus on the Top 10 unmanaged partners
- develop new business models with Cloud & Technology partners

As Japan is still in lockdown, the Japan team will continue to progress our efforts towards fulfilling FY21 strategy by making the most of our digital resources – effective usage of online meetings, webinars, etc. – to connect with our partners. With strong teamwork and focus, I am confident that we will have a successful FY21.

I would like to thank everyone in advance for your partnership and support. Stay safe and well, and all the best for FY21!



Mitsuru Shijo
JPR Channel Leader