

## Message

# Industrial Solutions Issue of Hitachi Review



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Joined Hitachi, Ltd. in 1975. Appointed General Manager of the Command Control Systems Division of the Defense Systems Group in 2003, President of the Defense Systems Company in 2009, and Vice President and Executive Officer and CEO of Plant System Division at the Infrastructure Systems Company in 2013 prior to taking up his current position in April 2014.

The environment in which corporations operate is undergoing rapid changes, influenced by factors such as ongoing globalization, changing social trends and economic conditions in Japan and elsewhere, and technological innovation. There are also active moves toward the delivery of new value in the industrial sector by utilizing information and communication technology (ICT) in such forms as the Internet of things (IoT), machine to machine (M2M) communications, big data, and the cloud, including, for example, the Industrie 4.0 concept being pursued in Germany with the aim of creating a more advanced manufacturing industry. With companies being faced by these major changes and new business environment, Hitachi believes in the importance of growing in tandem with customers as they strive to make a success of their businesses, collaborating with them on everything from sharing a vision and working together on challenges to proposing, testing, operating, and maintaining solutions.

Hitachi supplies a wide range of solutions, from plant construction to products and systems, and is working on the development of leading-edge technologies that can help make these solutions more advanced.

In the past, while we have supplied customers with an extensive range of goods, we are also aware that we have had a tendency to view the job as being finished once the product is delivered. From now on, we intend to put an effort into providing support across the customer's entire business life cycle, covering the manufacturing process in the factory or elsewhere as well as throughout the product life cycle, including maintenance. To achieve this, it is important to have a detailed understanding of the customer's challenges to jointly identify their key goal indicators (KGIs). If we are able not just to look at where customers are at present, but also to share ideas on where they should be going in the future and what their own customers are looking for, we should be able to make a major contribution by being a one-stop provider of timely solutions combining the information technology such as "Big data" and "Cloud computing" with components, manufacturing technologies and systems and engineering, procurement and construction (EPC) capabilities associated with plant construction that Hitachi has supplied to customers in a variety of industries in the past.

Our aim is to continue providing customers with new value by combining the latest technology from the IT sector with knowledge built up in a variety of industries; including steel, automobiles, robotics, electronics, pharmaceuticals, chemicals, and food. In doing so, we will implement the concept of symbiotic autonomous decentralized systems, which, rather than being limited to the optimization of individual systems, seek to achieve overall optimization while adapting to constant change by having systems work in mutual harmony, with system-wide coordination and interoperation.

In operating our business, which takes a "market-in" approach based on customer needs and deals with life cycles, our aim is to contribute to all of society through the supply of solutions to industry to promote innovation.

This issue of *Hitachi Review* describes a number of systems and services that supply solutions to customers in the industrial sector. I hope that this will prove useful to you in your own business and in the public arena.