



## **Serverworks announces a strategic collaboration agreement with AWS to expand cloud services offerings for customers**

*The four-year agreement will support Serverworks' to accelerate innovation for its Enterprise, SMB, and Startup customers across Financial Services, Manufacturing, and Retail industries*

*As part of the collaboration, Serverworks increase the number of AWS certifications by 1,500*

**Tokyo, April 14, 2023** – Serverworks Co., Ltd. (Headquarter: Tokyo Japan, CEO: Ryo Oishi: hereinafter “Serverworks”), a cloud integrator today announced that it has signed a four-year Strategic Collaboration Agreement (SCA) with Amazon Web Services (AWS), the world’s most comprehensive and broadly adopted cloud.

In this collaboration, Serverworks and AWS will focus on four priorities to support companies in Japan close their digital skills gap, leverage the latest cloud technologies to accelerate innovation, and drive business growth. These include implementation and establishment of a common cloud platform for enterprises; promotion of digital transformation of small and medium sized enterprises (“SMB”); establishment of cloud-based contact centers; and increasing digital skills training. With the SCA, Serverworks aims to generate the equivalent of 215 million US dollars (JPY29 billion: based on JPY135/\$ exchange rate) in new business opportunities within four years, an equivalent of 30% year-on-year growth for Serverworks.

According to the Ministry of Internal Affairs and Communications (MIC), cloud adoption in Japan is gradually progressing. In 2021, more than 70% of enterprises leveraged cloud services either across the company or partially – in some departments\*. However, there is a shortage of cloud-skilled workers to effectively understand how to leverage cloud technologies, which is impeding on digital transformation and modernization\*\*. As an AWS Premier Tier Services Partner and a cloud integrator specializing in AWS, Serverworks has been supporting a wide range of customers across industries, including financial services, manufacturing, and retail, with their AWS implementation. Customers leverage Serverworks’ expertise in building and managing enterprise information system infrastructures, prompt assistance, engineers with rich specialized knowledge in cloud technologies that has supported more than 16, 100 AWS migration, modernization, and data analytics projects. (\*Ministry of Internal Affairs and Communications, White Paper 2022 [LINK](#); \*\* White Paper 2021 [LINK](#))

## SCA overview

### **1. Development and promotion of implementation service to build a common cloud platform for enterprises**

Enterprise IT system departments are experiencing growing demands for building a common cloud environment to consolidate the various public clouds supporting different workloads to speed up its digital transformation. Serverworks will develop a comprehensive support service toward building and managing infrastructure running on AWS by combining their deep expertise in building common platforms and their experience with AWS Professional Services.

By packaging the individually provided services, such as AWS Cloud migration services, Cloud Center of Excellence (CCoE) assist services, and AWS Control Tower/AWS Organizations services, Serverworks will provide personalized support for large enterprise customers, and will collaborate closely with the customer at every cloud utilization phase. Serverworks will focus on providing services, such as migration from on-premise to cloud support, building and managing service for cloud infrastructure on AWS, modernization of existing system, and training service to train in-house engineers, for enterprise customers. Serverworks will launch the common cloud platform in summer of 2023.

### **2. Promote deployment of AWS and support digital transformation for SMB**

SMBs account for 99.7% of all companies in Japan\* and improvement in labor productivity of SMB's is predicted to the grow Japanese economy. However, the delay in progressing digital transformation of SMBs remains challenging due to lack of budget and specialized skilled resources. The SCA will support Serverworks to strengthen its capabilities in assisting cloud migration as well as modernization for SMBs to speed up their utilization of AWS to support digital transformation for SMBs. (\*The small and Medium Enterprise Agency "2022 Small and Medium-sized Enterprise Basic Act", [LINK](#))

Serverworks is part of the AWS Managed Service Provider ("MSP") program, which recognizes AWS Advanced and Premier Consulting Partners that are highly skilled at providing full lifecycle solutions to customers. This includes an audit by a third-party firm and an AWS Select Consulting Partner on its business soundness, solution design capability, security, AWS related knowledge, capability to support customers in wide range of phases, such as plan, design, migration, establishment, and optimization.

Serverworks will also provide assistance to utilize Cloud Automator, an in-house solution built on AWS for supporting operation automation. Using that expertise, Serverworks will support the sustainable management of SMBs by providing means for optimizing the cloud system based on the customers business needs.

### **3. Strengthening the support service to create a cloud contact center on Amazon Connect**

Due to COVID-19, the demand for non-face-to-face/non-contact communication has increased by 108%\*, and to solve the labor shortage challenge, the needs of automation using the cloud contact center has also been increasing. To address this, Serverworks has been implementing Cloud contact center using Amazon Connect, an omnichannel cloud contact center that helps companies provide superior customer service at a lower cost, for 70+ companies, including Mizuho Bank, Ltd., and NTT Smile Energy Co. Ltd. (\*Yano Research Institute, November 2022 [LINK](#))

Serverworks' dedicated Amazon Connect team, provides customers with Amazon Connect feature updates and examples of solutions built for customers with proof-of-concepts for evaluation, and also provides a track record of operations in a production environment. In recognition of Serverworks' professional knowledge of Amazon Connect, Serverworks achieved the Amazon Connect Delivery Program validation from AWS in 2022.

The SCA will support the diversifying needs of a wider range of industries by providing automated solution using Amazon Connect, such as automated out-dial system and telephone ordering system, as well as the contact center system, which is integrated with Customer Relationship Management (CRM) and Artificial Intelligence (AI) related services.

### **4. Increase digital skills training**

As part of the SCA, Serverworks aims to increase the number of AWS certifications by 1,500 over the next four years, to develop a workforce of highly-skilled engineers to provide high quality technical assistance. This includes training its employees to have a capability to assist CCoE as well as to create guidelines required for building common cloud platform to accelerate innovation. Serverworks is an Authorized Training Partner, trusted by AWS to offer, deliver, and/or incorporate official AWS Training, including classroom and digital offerings, and will provide acquired knowledge to customers through our dedicated trainers.

**Serverworks Co., Ltd. CEO Ryo Oishi said:** "I'm excited to start this strategic collaboration with AWS. I'm confident that we can provide greater value services by utilizing AWS for our strong capability areas, such as the common cloud platform and the contact center. The growth of our company means solving IT personnel shortage problem, an urgent issue in Japan, and accelerating digital transformation in all industries through providing our services to customers. As an AWS Partner, we will continue to do our best to realize our vision to "Make the world more productive with the Cloud" and continue to contribute on digital transformation throughout Japan."

**Amazon Web Services, Inc. GM Worldwide System Integrators & Solution Providers Chris Sullivan said:** "Serverworks and AWS have a long history of helping our joint customers in Japan to innovate, grow, and transform

customer experiences over the last 14 years. Serverworks has consistently demonstrated its cloud technology and custom-built industry expertise by helping customers digitally transform, achieving a proven record of business results. With this strategic collaboration agreement, we will deepen our relationship to help Serverwork grow and scale their business, increase the digital skills of their employees, and continue to help to accelerate innovation for their customers by making the latest cloud technology even more accessible.”

#### <Related Services>

- AWS Control Tower is a service that automates the process of setting up a new baseline multi-account AWS environment that is secure, well-architected, and ready to use.
- AWS Organizations is an account management service that lets you consolidate multiple AWS accounts into an organization that you create and centrally manage
- Amazon Connect is an omnichannel cloud contact center that helps companies provide superior customer service at a lower cost.

#### <Related case studies>

Mizuho Bank, Ltd.

<https://www.serverworks.co.jp/case/mizuhobank.html>

NTT Smile Energy Co., Ltd.

<https://www.serverworks.co.jp/case/nttse-2.html>

#### ■ About Serverworks Co., Ltd.

Serverworks is an AWS dedicated cloud integrator who has been providing Cloud implementation to optimization services from 2008 with its vision of “Make the world more productive with the Cloud”.

The company holds track record of 1,130+ customers, 16,100+ projects for AWS implementation as of end of Feb. 2023 and has been certified as “AWS Premiere Tier Service Partner” from 2014 at AWS Partner Network (“APN”).

The company has been continuously expanding its AWS business by acquiring variety of AWS certification, such as migration and operation, digital workplace, and contact center.

Please click the link below for the details on certifications and achievements

<https://partners.amazonaws.com/jp/partners/001E000000NaBHziAN/>

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\*The information in this release is current as of the date of announcement. Please note that it may differ from the latest information.

[Contact related to this release]  
Serverworks Co., Ltd.  
Marketing Department  
Contact : Suzuki & Kawashima  
Tel : +81-3-5579-8029  
Email: [marketing@serverworks.co.jp](mailto:marketing@serverworks.co.jp)