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October 14, 2020
Japan Best Rescue System Co., Ltd.

Commencement on AI analyzing and making use of historical records for solving daily life troubles

Kicking off project to streamline the business operation through deep learning of more than 5.5 billion data on receiving orders and dispatching our service staffs during 20 years and develop high-value added service.

Japan Best Rescue System Co., Ltd. engaged in providing service for solving comprehensive daily life troubles (Head office: Naka-ku, Nagoya City, Representative Director: Mr. Nobuhiro Sakakibara, Listed on 1st Section of Tokyo Stock Exchange, Security code: 2453, hereinafter called "JBR") has kicked off the project to utilize more than 5.5 billion data on daily life troubles which JBR has accumulated over 20 years since its foundation and technology in order to further streamline the business operation and create leading-edge high-value added service.

Background

The number of cases in which the private person cannot solve the daily life troubles due to the progress of aging society as a whole has been increasing. Moreover, as some of daily life troubles have become specialized due to the introduction of IoT/smart household appliance, it is difficult for the private person to solve them. Furthermore, the landlord has to be obliged to sort out defects of household facilities and properties in a prompt manner due to the revision of civil law enforced in April 2020. It is inevitable for landlord to solve a certain number of such troubles which usually occur in the daily life in order to let lessees to live a reassured life.

We believe that the demand to request us to solve daily life troubles relating to keys, plumbing, window and PCs widely will increase further from here onward. We have explored the method to deal with such increasing demand in an efficient manner and provide high-quality service. We have hereby kicked off the project described above in order to solve such issues and will establish the platform to utilize technology ahead of other companies.

Expectable introduction effect

The call center which receive the order from customer relating to daily life troubles and the partner shop of our network which handles the problems at the site of customer are important management resources constituting the bedrock of our business. On the other hand, it was difficult for us to develop rational optimized solution for our operational management since various

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conditions intertangle in a complicated manner. We believe that we will be able to further the following streamlining within the existing framework by utilizing AI which learned the data where we handled troubles in the past.

1) Optimization of staff positioning areas
   To analyze the time from receiving order to dispatching service staff and position human resources appropriate to each area.
2) Improvement of service quality
   To analyze the number of times and duration for handling troubles in the past and shorten the time until completion of service.
3) Streamlining arrangement of operation
   To analyze the timing when trouble occurs and streamline receiving orders and arranging the service staffs.

Future outlook

We have been committed to acquire competitiveness by differentiating ourselves with other companies under the situation where the modality and value of the society has changed due to the COVID-19 and the business environment has rapidly changed due to the revision of laws and regulations. From this time onward, we will not only aim at drastically shortening the cycle of handling daily life troubles from occurrence to solution and but also advance the negotiation with potential alliance partners in order to introduce the framework to prevent trouble itself from happening in advance. As for concrete content of service and progress of project, please wait for our follow-up report.

Reference: Corporate Profile of JBR

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Establishment:	February 1997
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【Inquiry on this news release】

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