



Nomura Research Institute Group

Aug. 23, 2022

Nomura Research Institute, Ltd.

NRI to Enhance its System for Providing Managed Services in the Multicloud Era

— New operations launched in Denmark, providing advanced expertise 24/365 —

Nomura Research Institute, Ltd. (NRI), a leading provider of consulting services and system solutions, launched service operations on June 20, 2022 at Nomura Research Institute Denmark, filial of Nomura Research Institute Europe Limited, Storbritannien (NRI Europe Denmark Branch) in order to enhance its system for providing managed services.

Through the promotion of multicloud approaches utilizing multiple cloud services and DX (Digital Transformation), managed services make it possible to comprehensively operate system environments that require advanced expertise and technical capabilities 24 hours a day, 365 days a year. This involves transitioning a company's operations system to a follow-the-sun¹ model, with the aim of achieving greater engagement and enhancing service quality by improving the work environments of technicians.

NRI has been providing its managed services from multiple locations, including two sites in Japan (Tokyo and Osaka), as well as a Dallas, TX location added in 2017, with these services being provided in Japan and the US in alternating 12-hour shifts. These locations mainly provide managed services for private clouds, public clouds, and networks.

NRI has now built a dedicated managed services room at the NRI Europe Denmark Branch that was opened on September 20, 2021. With this move to a three-location model involving Japan, the US, and Europe, our expert technicians engaged in managed services will now be working in eight-hour shifts.

Going forward, NRI will also be shifting its services for financial information system platforms to this follow-the-sun managed services model, as well as working towards the sustainable growth of managed services.



[Photo] Taken at the opening ceremony held on June 20, 2022. From left: NRI Senior Executive Managing Director Tomoshiro Takemoto, office building owner Mr. Søren Risager-Hansen, NRI Cloud Computing Service Division Chief Executive Yasushi Harada, NRI Europe President Hirotaka Hamada, and NRI Europe Denmark Branch members Takuro Horie and Tomoharu Ono

■ NRI Europe Denmark Branch Overview

Branch name	Nomura Research Institute Denmark, filial af Nomura Research Institute Europe Limited, Storbritannien
Business description	Managed services
Established	September 20, 2021
Location	Arne Jacobsens Allé / Kay Fiskers Plads 10, 6. sal, 2300 København S5

¹ Follow-the-sun: A workflow model that involves establishing bases in multiple locations around the world to ensure that operations are handled across different time zones, enabling business to be continued in a 24-hour system.

Japan: UTC (international time standard) +9 Denmark: UTC+2 Dallas: UTC-5

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