

# Support for Japanese Market Expansion Package

8th Dec. 2023

PANDASTUDIO.TV INC.

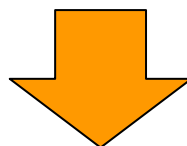


Are you considering entering the Japanese market?  
Are you concerned about the following issues?



Are you a foreign company manager considering entering the Japanese market?  
Do you have any of the following concerns?

1. Having an office in Japan.
2. Finding a warehouse in Japan where I can store equipment and logistics efficiently.
3. Improving the efficiency of my inventory management system.
4. Having a call center that can handle Japanese calls.
5. Having a repair center in Japan.
6. Obtaining marketing information in Japan.
7. Having translations in multiple languages.
8. Setting up office equipment and communication environments.
9. Building a website in Japanese.
10. Having an consultant in Japan.



**Leave your worries to PANDA STUDIO. We can solve them.**

**✘We can provide you with the services you need from the above.**

## 1. Having an office in Japan.



### 1. Office provision / Provision of human resources

We support your business start-up in Japan from scratch. Arranging an office and a home in Japan is a very difficult and time-consuming task for starting a business in Japan.

We will help you set up an office, which is the first hurdle to entering Japan, by using Panda Studio's shared office, such as an office until you start a business, an office after you start a business, and an office until you get on track



2. Finding a warehouse in Japan where I can store equipment and logistics efficiently.



X FRONTIER (Shinsuna, Koto-ku, Tokyo)

Shipped from the automated robot warehouse operated by Sagawa Global Logistics



## 2. E-Commerce systems

We offer a system that integrates OMS (Order Management System) and WMS (Warehouse Management System).

Our state-of-the-art 24/7 logistics warehouse and optimized system will support your business.



### 3. Improving the efficiency of my inventory management system.



### 3. Warehouse logistics

Finding a logistics warehouse is a major challenge for businesses that sell products, do e-commerce, or sell online.

Our company offers a solution that makes it easy for businesses to get started. We offer flexible, on-demand warehousing that allows you to store and ship your products without having to commit to a long-term lease or purchase.

With our service, you can start with as little as one item and scale up as your business grows. You don't need to worry about the size of your warehouse or the logistics of managing it. We take care of everything for you.



## 4. Having a call center that can handle Japanese calls.



### 4. Call center

We offer a cloud-based call center system that can be used entirely online. We support Japanese, English, and Chinese.

All calls are recorded, and we also offer text conversion and sentiment analysis (satisfaction analysis). Our system is also web-based, so you can use it from any device.

The screenshot displays a call center dashboard with the following sections:

- 連絡先の詳細 (Call Details):** Shows call summary (1 min 40 s), channel type (Telephony), queue (All queues), agent (J.Sunar), reason for disconnection (Customer disconnect), and customer phone number (+819045711414).
- 対話分析 (Conversation Analysis):** Includes a line graph for customer sentiment trend, a bar chart for sentiment (0% Negative, 25% Positive, 75% Neutral), and a stacked bar chart for call time (50.5% Agent, 49.5% Customer, 0% Other).
- Summary Metrics:** Overall customer sentiment (1.3), overall agent sentiment (0), total call time (00:01:03), and agent call time (00:01:04).
- 録音とトランスクリプト (Recording and Transcript):** Shows a waveform and a transcript of the call conversation.

**Transcript:**

顧客 00:01: はい前席ですはいお世話になりますはいはいはいはいはいはいはいあーなるほどはい

エージェント 00:02: お忙しいところ恐れ入りますパングスタジオでございますお世話になりますえっとお客様の会員アカウントの件でお電話させていただきましたはい先ほどメールでもお知らせしておりますが今のアップロードいただいている写真ではえっと身分証明書の有効期限が確認できない状況でございますねはいすみませんえっと一有効期限も確認できるように再度アップをいただけますでしょうか？

顧客 00:37: あわかりましたちょっとすぐできないんですけど今これからちょっと会議であはわかりましたはいあのちなみに住所が通っても大丈夫ですか？

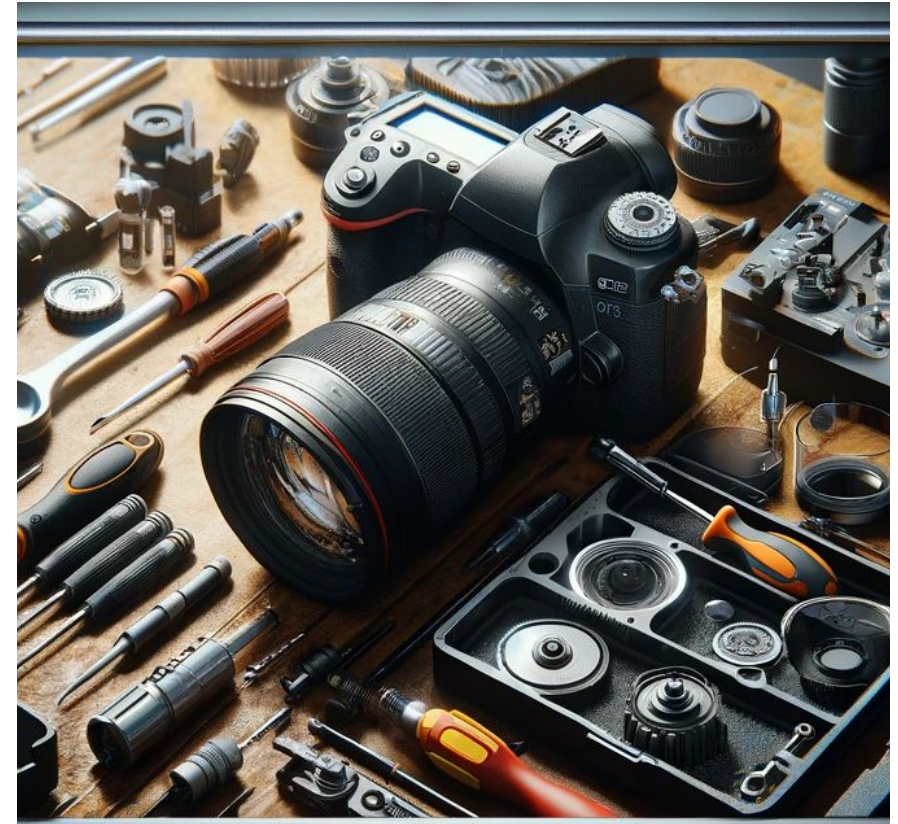
エージェント 00:41: あはいえっとはい十四時までにはアップロードしていただければ大丈夫ですはいおてます

## 5. Having a repair center in Japan.

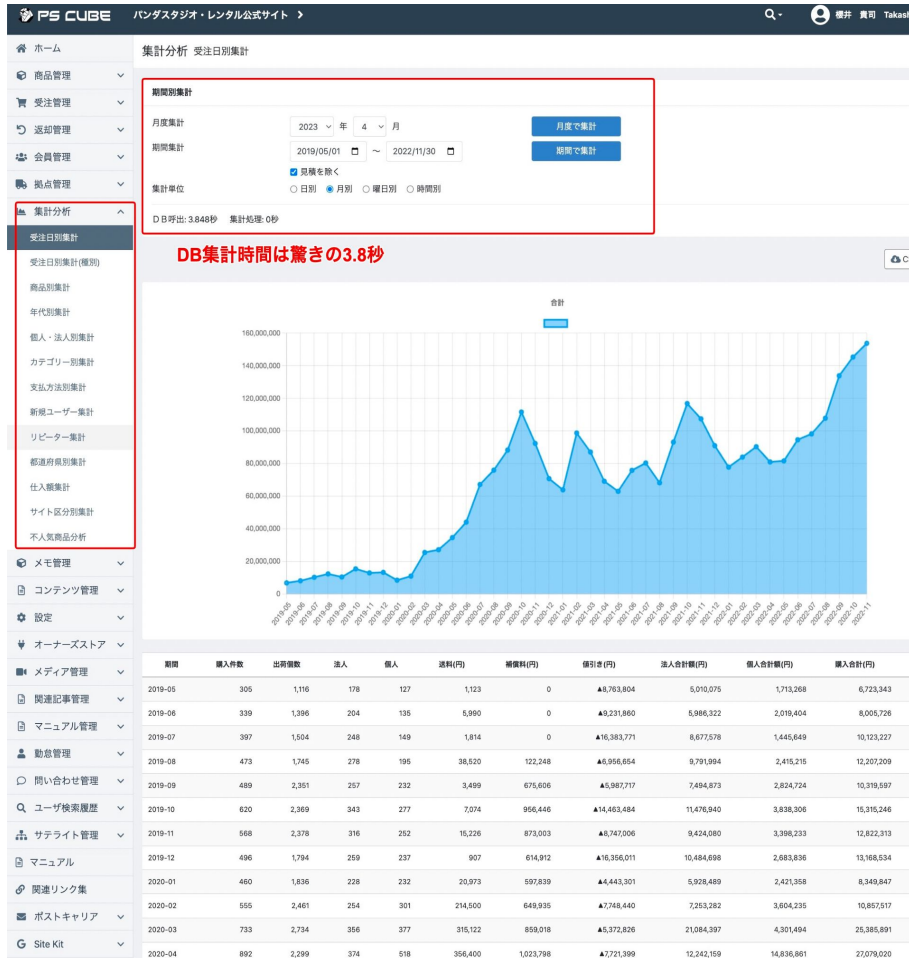
### 5. Repair center/repair parts management/repair work

After-sales service and repair support are very important in Japan. I propose the Dyson method.

The Dyson method is a system in which repair reception is accepted at one location regardless of where the product was purchased. This is to prevent customers from switching to other products when their product is repaired.



## 6. Obtaining marketing information in Japan.



## 6. Marketing data accumulation

PS-CUBE can record and store customer behavior in detail. By analyzing this data, you can clearly identify your next strategy.



7. Having translations in multiple languages.

8. Setting up office equipment and communication environments.

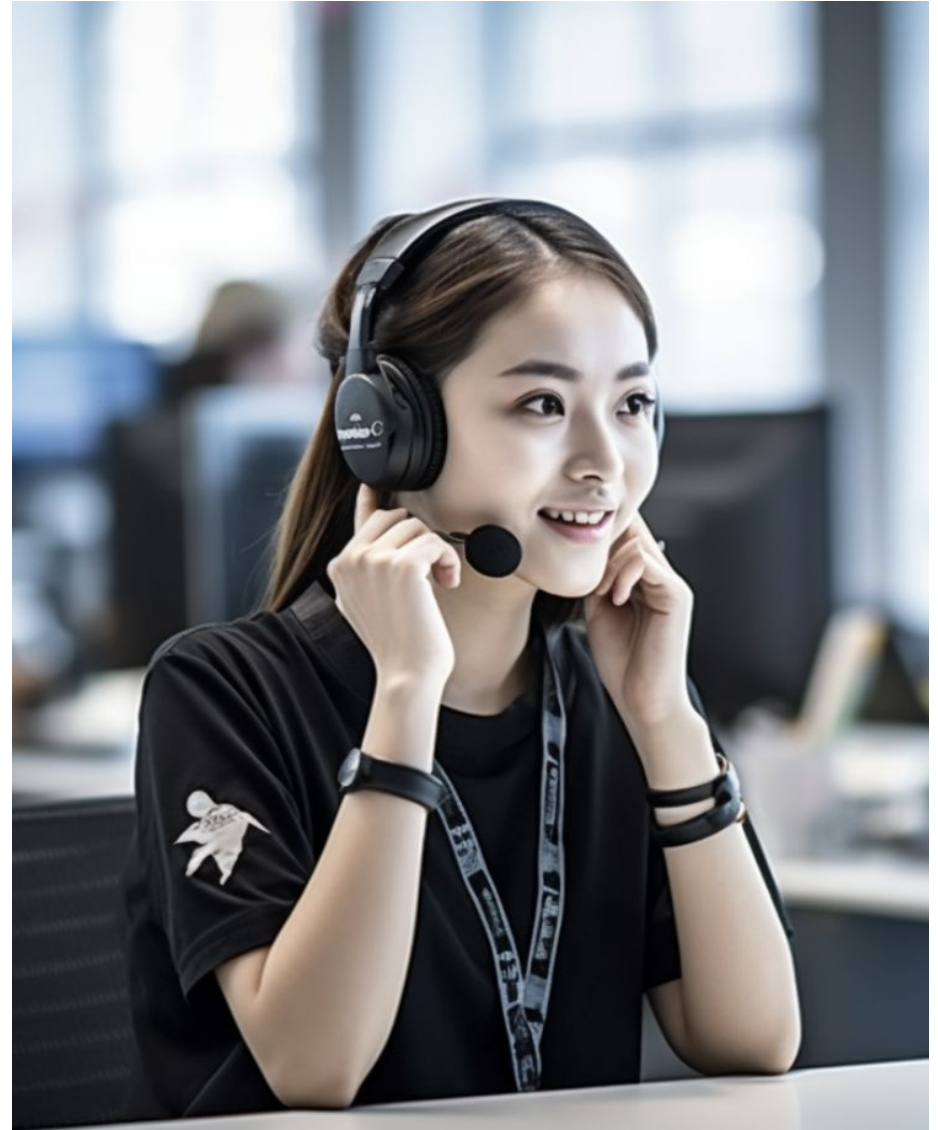


## 7. Multilingual support

Many of our staff can speak Japanese, English, Chinese, and Hindi (India).

## 8. Office equipment, communication equipment, and mobile phone rental

We offer a low-cost rental service for a complete set of equipment required to start a business, including office equipment such as desks and chairs, communication equipment, and mobile phones. This is a great option for businesses that need to reduce their initial investment and operating costs.



## 9. Building a website in Japanese. / 10. Having a consultant in Japan.



9. Web creation support

Our company has a long history of developing our own websites and systems, and we have accumulated a wealth of expertise in this area.

We are using this expertise to help our customers with a variety of tasks, including the creation of websites, the translation of documents and manuals into Japanese, and more.

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## 10. Consulting

We offer our business expertise, including our knowledge of importing and renting equipment.

**We can solve your concerns!**



## Customer's Concerns

1. Having an office in Japan.
2. Finding a warehouse in Japan where I can store equipment and logistics efficiently.
3. Improving the efficiency of inventory management system.
4. Having a call center that can handle Japanese calls.
5. Having a repair center in Japan.
6. Obtaining marketing information in Japan.
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## Our Solution

1. Office space and staffing
2. E-Commerce systems
3. Warehouse logistics
4. Call center
5. Repair center/repair parts management/repair work
6. Marketing data accumulation
7. Multilingual support
8. Office equipment, communication equipment, and mobile phone rental
9. Web creation support
10. Consulting

Lastly,



We look forward to your using of our “Support for Japan Market Expansion Package”!





## Contact Us



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**PANDA STUDIO**

The logo for Panda Studio is a horizontal rectangular bar with rounded corners. The bar is split vertically: the left half is black with the word "PANDA" in white, and the right half is white with the word "STUDIO" in black. The letters "D" and "O" in "STUDIO" are stylized to resemble panda faces, with small black circles above and below them. The entire logo is centered on a white background.