

Optimal Remote, OPTiM's Revolutionary Remote Support Tool, now Supports iOS 8!

~ OPTiM has 15M users -- the largest number of users in Japan! ~

Tokyo (September 30, 2014) – In 2006, OPTiM Corporation, a leading global provider of remote support services, launched Optimal Remote, its groundbreaking flat-rate paid remote support service. In the eight years since, OPTiM has acquired 15M users^{※1} and become Japan's #1 remote support solution. Now, OPTiM proudly announces that Optimal Remote, the company's flagship product supports iOS 8 as of September 19, 2014 Japan-time.

With its motto of “We make the Net as simple as breathing”, OPTiM offers solutions that enable customers worldwide to easily use the internet. And with the number of smartphone and tablet device users increasing exponentially, the need to support these devices is increasing just as fast. With Optimal Remote, iPhone/iPad users running iOS 8 can now enjoy the same comprehensive device management benefits offered to users of Windows®, Mac, and Android™ devices.

■What is Optimal Remote?

Through screen-sharing and remote control of a user's device, Optimal Remote reduces user support time and increases customer satisfaction. And now that Optimal Remote supports iOS 8, every major device and platform is now covered, and a wider range of customers can enjoy fast, knowledgeable support. In fact, Optimal Remote now supports 80%^{※2} of smartphones in the Japanese market, including iOS and Android™ devices!

Optimal Remote's website:

<http://en.optim.co.jp/products-detail/top/40>

How to support your iPhone/iPad with Optimal Remote (video):

<http://youtu.be/6oW Ay5u6g4>

Via the creation of increasingly innovative technologies developed in Japan and overseas, OPTiM will continue providing products and services that are efficient, secure and user-friendly.

※1 Basis for calculation: Contracted quantity of remote support service of NTT East and NTT West (4530,000)^{※3} x domestic average number of household members (2.57 persons / household)^{※4} + other services users.

※2 Source: IDC Japan -- quarterly smartphone share in Japan in Q3 2013 (July 2013 - September 2013). The total combined share of Apple, Sony and Samsung (the manufacturers that Optimal Remote supports) is 78.2%.

※3 Source: Overview of Business Results by Business Segment (April 1, 2012- March 31, 2013) by NIPPON TELEGRAPH AND TELEPHONE CORPORATION – (3) Improving customer service.

※4 Source: Comprehensive Survey of Living Conditions by the Ministry of Health, Labour and Welfare - 1. Structure of household and types of household.

Press Release



【About OPTiM】

Based in Tokyo, Japan, OPTiM provides solutions that reduce its clients' support costs, with an overall focus on evolving online experiences to the point that the Internet becomes something you aren't even conscious of, like breathing. OPTiM's solutions' suite includes setup, diagnostic and marketing tools for NGN and home networks, as well as mobile devices, routers, TVs, gaming platforms, multifunction peripherals, servers, printers and DVD recorders.

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For inquiries, please contact:
OPTiM Corporation Marketing/Promotion Team
TEL: 81-3-6435-8570 FAX: 81-3-6435-8560
E- Mail : press@optim.co.jp
Optimal Remote Page : <http://en.optim.co.jp/products-detail/top/40>