



October 16, 2023

Press Release

Micron, Inc.

## **Release of 24-hour Multilingual Inquiry Support System - Imaging Support Beyond Time, Language, and Regional Borders -**

Tokyo, Japan – Micron, Inc. (Headquarters: Minato-ku, Tokyo; President: Michita Sato) is pleased to announce the release of 24-HOUR MULTILINGUAL INQUIRY SUPPORT SYSTEM. This innovative system is designed to provide enhanced access to imaging technology for the clinical development of pharmaceuticals and medical devices.

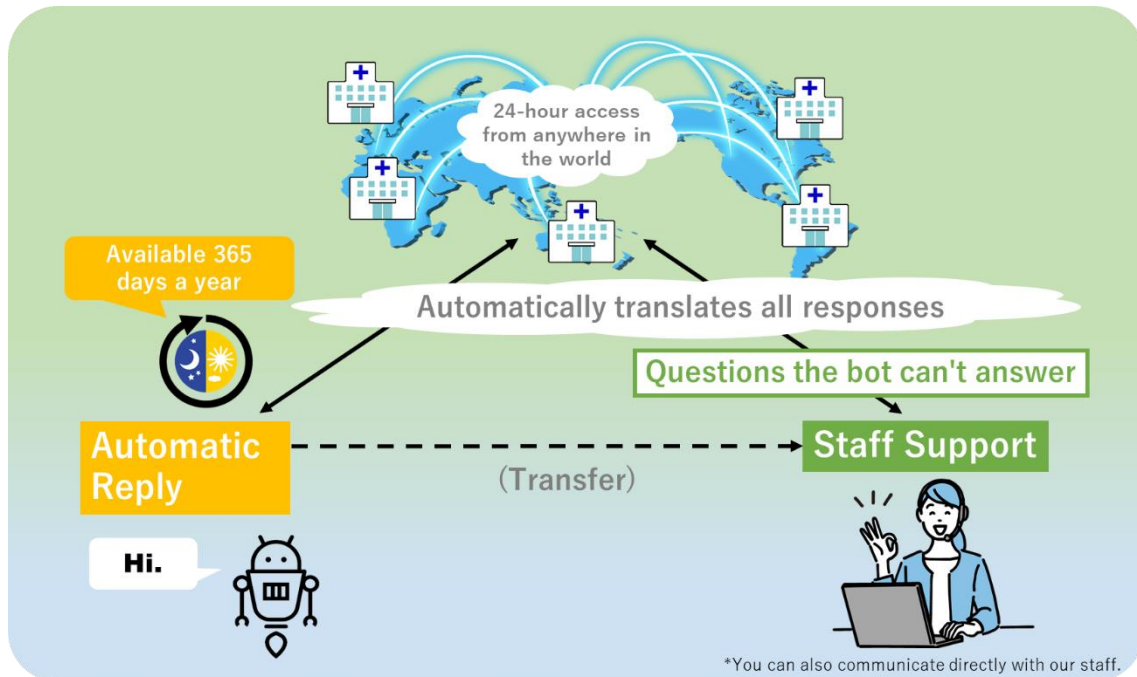
Micron, Inc. is proud to be the only Japanese company capable of offering comprehensive support for pharmaceutical and medical device clinical development through the utilization of cutting-edge imaging technology. We are actively engaged in a wide range of activities both domestically and internationally.

Imaging technology plays a crucial role as objective evidence for evaluating the effectiveness and safety of pharmaceuticals and medical devices in clinical research. Accurate image data collection from medical institutions is fundamental to the success of research. At Micron, we support medical institutions worldwide, including those in Asia, Europe, North America, and South America. As imaging technology continues to advance, the ability to promptly address inquiries from medical institutions becomes crucial for maintaining the quality of clinical research. To meet this need, we have established a dedicated helpdesk staffed by experts, offering tailored support, including local language assistance.

Our newly released 24-hour Multilingual Inquiry Support System comes equipped with a dedicated chatbot, incorporating the knowledge and expertise accumulated over 18 years in our imaging business. It provides real-time responses to inquiries from medical institutions and others. Inquiries are accepted 24 hours a day, from anywhere in the world, regardless of language, and responses are instantly translated into the language of the inquiry. If you wish to communicate directly with our staff or have a question that cannot be resolved by the chatbot, the chatbot will facilitate direct communication with our staff.

24-hour Multilingual Inquiry Support System was developed in collaboration with SB Technology Corp, renowned for its expertise in cloud services centered around Microsoft

Azure, ensuring high stability and security. In addition to the chatbot, 24-hour Multilingual Inquiry Support System offers various support materials such as video tutorials, serving as an information hub for all things related to imaging. Our goal is to provide faster and more efficient support to medical institutions worldwide for any imaging-related issues.



Supported languages (as of August 31, 2023)

English	German	Polish
Arabic	Greek	Portuguese
Basque	Hebrew	Romanian
Catalan	Hindi	Russian
Galician	Hungarian	Serbian (Cyrillic)
Spanish	Italian	Serbian (Latin)
Bulgarian	Indonesian	Slovak
Croatian	Chinese	Slovenian
Czech	Kazakh	Swedish
Danish	Korean	Thai
Dutch	Latvian	Turkish
Estonian	Lithuanian	Ukrainian
Finnish	Malayan	Vietnamese
French	Norwegian	

## SB Technology Corporation Company Profile



Location	17F SHINJUKU EASTSIDE SQUARE, 6-27-30 Shinjuku, Shinjuku-ku, Tokyo
Date Established	October 16, 1990
Business	Provision of ICT services for Enterprise companies, Public Sectors (Central ministries, Independent administrative institutions, and Local governments) and the SoftBank Group Cloud consulting/Construction/Operation/AI/IoT/DX Solutions Security consulting/ Introduction support/ Monitoring operation services Construction, operation and maintenance of on-premises systems, etc.
Website	<a href="https://www.softbanktech.co.jp/">https://www.softbanktech.co.jp/</a>



## Micron, Inc. Company Profile

Location	3-13-16 Mita, Minato-ku, Tokyo, Japan
Date Established	October 3, 2005
Business	<ul style="list-style-type: none"><li>• Clinical development support (monitoring, quality control, imaging core lab, image analysis, central imaging review, etc.)</li><li>• Supports the development of pharmaceuticals, diagnostics, medical devices, biomarkers, and AI guided SaMD by utilizing imaging technologies</li><li>• PET tracer manufacturing support</li><li>• Consulting for clinical development</li></ul> Second-class marketing license for medical devices
Website	<a href="https://micron-kobe.com/en">https://micron-kobe.com/en</a>

## Contact

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