

# eCorpOne Co., Ltd.

## Service guide

### What we are

Since year 2006, eCorpOne Co., Ltd, which is located in Tokyo Japan, has been providing IT infrastructure and software services that deliver mixture of best-fitting values combined with technical expertise and customer centric analysis.

### What we do

Improve business stability, security, and efficiency using IT.

- Delivery of speedy and flexible services mainly with well configured IT equipment.
- Efficient use of resources and delivery of complete set of assured services as major responsibility.
- Continuous improvement of technical excellence to make businesses efficient.

### Brand logo mark

Our brand logo mark indicating corporate identity consists of the following 3 keywords.

**“e”:** Electricity, Internet

**“C”:** Corporation & cooperation

**“O”:** One, ring, global



# eCorpOne

The line that expands from the left side of 'C' touching 'O' shapes 'e'. As for shape that 'e' (Internet) and 'C' (Corporation) touching 'O' (ring) indicates, the wish that it wants is to achieve a global uniting. The expanding line from 'e' reddens. It means that high energy by 'C' (cooperation) is constantly poured into 'O'. A red line is not stick in but supporting 'O': it implies that growth of global fusion with "e" is not forced but gently supported.

**Web: <http://www.eCorpOne.com> +81-3-5577-6700 E-mail: [gp-itsales@eCorpOne.com](mailto:gp-itsales@eCorpOne.com)**

<u>Corporate Information</u>	
<b>Company Name</b>	eCorpOne Co., Ltd. (JP Name: Yugen Gaisha eCorpOne)
<b>Director</b>	Akihiro Fujikawa
<b>Telephone number</b>	+81-3-5577-6700
<b>Office location</b>	Kanda-tsukasamachi bldg #501, 2-19 Kanda tsukasa-machi, Chiyoda, Tokyo, Japan 101-0048
<b>E-mail</b>	gp-itsales@eCorpOne.com
<b>Main bank</b>	MUFG Bank Horidome branch, Rakuten Bank, Japan net Bank
<b>Capital</b>	10 million Japanese yen (about 100,000 USD)
<b>Business registrations to Japanese government</b>	
Japan type 2 telecom carrier registered: # A-23-12326 (Renewed in 2020)	
Human resource dispatch registration: # Specific 13-309794	
<b>Some of our clients</b>	NTT DoCoMo - Complex VPN, security Komax Japan - Office IT infrastructure Survey Sampling - VoIP and network integration Max&Co. - Virtualized systems Many other examples available.

## Managing director, Akihiro Fujikawa

He graduated from California State University, Chico, in the year of 2003. The school is renowned for producing successful professionals at IBM and HP. He majored in Computer Information Systems and minor Business administration. He joined in the largest medical sample testing company in Japan in 2004. He lead various IP groundbreaking telephony projects, for both domestic, and international clients. He was appointed as director of software company. In the year 2006, he created eCorpOne and produced various IT solutions, hotel check-in and payment terminal, IT infrastructure support and IP telephony solutions. He has over 25 years of experience in computing environment.

## Service offerings of eCorpOne

### **Remote monitoring and management (RMM)**

- 24/7/365 monitoring of servers / clients /network equipment
- Alerting and reporting.
- Support for Windows / Linux / Mac
- Instant remote support, a call away from getting help.
- IMAC and Break/Fix service

### **Managed server hosting service**

- Virtual machine hosting with frequent backup and spare hardware.

### **Implementation and coordination**

- CTO/CIO service for Japan offices
- Improvement of current IT infrastructure
- From “zero” to full office, we will help with all IT aspects in setup of new office

### **Network/server integration and development**

- Active Directory (AD) integration with file servers, with enhanced security and redundancy.
- Hyper-V, KVM, and VMWare support (Cross platform, IO optimization, backup to NAS)
- Backup solutions for virtualized environment; Synology, Veeam, BackupExec.
- Firewall and networking solutions; harden security, block unwanted traffic in, and out of the office. Network design and migration projects for some of Japan's major companies, including with NTT Communications. Secured communication between branch locations using MPLS VPN migration and IP-Sec VPN, traffic prioritization, separation of data and voice traffic, connection between branch locations with consideration of disaster recovery, load balancing, and security. Network traffic quality assurance providing smooth voice service- QoS, policy-based routing
- Wireless LAN implementation

### **Non-IT services**

- Solar energy plant EPC service in Japan

# Remote Monitoring and Management (RMM)

- Active monitoring of client machines, and server(s)
- Automated IT maintenance (for a complete list please ask)
- Remote support to servers, and workstations
- Monthly report of system health / issues that have occurred

The screenshot displays the Network Health Monitor application interface. On the left, a sidebar lists 'DSC Checks' and '24x7 Checks' with corresponding icons. The main area shows 'Reboot' tasks (Requiring Reboot, Pending Reboot), 'Automated Tasks' (Site, Automated Tasks, Automated), and 'Take Control' status (Active, Pending or Deactivating, Installation or Deactivation Failed). A central status bar indicates 'Device: ONE (02-Apr-2007 10:00PM)'. Below this is a table of scheduled checks. At the bottom, two pie charts show disk usage for 'Drive E:' and 'Drive C:'.

Task	Requiring Reboot	Pending Reboot	Automated Tasks	Take Control
Drive Space Change Check - drive E:	✓	✓	✓	✓
Drive Space Change Check - drive C:	✓	✓	✓	✓
Hacker Check	✓	✓	✓	✓
Physical Disk Health Check	✓	✓	✓	✓
Critical Events Check - Antivirus log	✓	✓	✓	✓
Critical Events Check - Application log, 1	✓	✓	✓	✓
Critical Events Check - Security log, 1	✓	✓	✓	✓
Critical Events Check - ACEEventLog log	✓	✓	✓	✓
Critical Events Check - System log, 1	✓	✓	✓	✓

**Drive E:**

Capacity: 76.68 GB

Used space: 47.02 GB  
Free space: 29.66 GB

**Drive C:**

Capacity: 76.32 GB

Used space: 69.77 GB  
Free space: 6.55 GB

## INCLUDED

- RMM (Remote Monitoring and Management)
- Support IT Problems
- Help User with program
- Check AntiVirus/Spyware Update
- Check System Updates
- Check machine performance.
- Clean disk of temporary files.
- Review System Logs
- Network and PC security
- Backup Monitoring
- Server health check
- Free Discussion for Planning
- Unlimited Phone Help Desk + Remote Support

## Optional

- On-site Requests (IMAC and Break/Fix)
- Annual / 6 month report include:
  - System / Network infrastructure
  - Purchases
  - IT Inventory
  - Machine Change / Update Logs
  - Recommendations for future improvement to get the best from your IT
- 24/7 Coverage
- Call-out at any time (day or night) for emergency situations.
- Offsite backup storage

# eCorpOne IT management service

## Customer site Full Managed Service for Active Directory, file server, policy management Including tangible materials (Server, network, Internet Managed service)

Core IT tangibles with spare included.  
(UPS, Servers, storage, networking devices, software license for Windows)

Monitoring, automatic shutdown, replacement, backup, fault tolerance, disaster recovery.

Highly utilized VPN & 99.9% available SLA business fiber Internet connections for 3 locations. (1Gbps business fiber)

### IT engineering service

Including on site support (Mainly from Junior engineer + Senior level support)

IT hardware setup and management  
(Servers/PC/iPhone/printer/networking devices)

Full on site survey of current infrastructure & proposal.

Active maintenance (Remote monitoring, alerting, and response).

### vCIO service (remote support)

Consultancy & training support

Employee training.

IT help desk.

Corporate IT consultancy

Document management

### Service

### Details

### Price

### Travel

### Reason

- Fully managed service.  
(Customer is required to provide electricity and space for the hardware devices.)
- Customer does not need to own MPLS nor Internet contract.
- Management of entire IT resources, including virtualized servers, PCs, and networking devices.
- SLA guidelines.

Up to 100 PCs: +300,000 JPY/month  
+ each location (JP&KR): 149,000 JPY/month  
(Price verification required. Can be lower or higher)

- Delivery: 75 days
- Contract: 2 years auto-renew 1 year (5% discount).
- Cancellation notice: 30 days.
- Minimum charge: 950,000 JPY/location

- Customer requested travel for 1 day (\*Free of charge for travel for service management purpose.)
- Japan – Junior: 30000, Senior: 50000

- Hardware spare included.
- Significant cost reduction and optimization.

- Managed service except hardware.  
(Customer is required to provide electricity, space for the hardware, hardware vendor support (minimum of Next normal business day on site replacement), and Internet connections.)
- Customer requires to buy various equipment if required. eCorpOne suggests various hardware and software with best mix.

Up to 10 PCs: 159,000 JPY/month  
Up to 20 PCs: 205,000 JPY/month  
Up to 50 PCs: 500,000 JPY/month  
Up to 100 PCs: 1,090,000 JPY/month  
Up to 150 PCs: 1,590,000 JPY/month  
Up to 200 PCs: 1,900,000 JPY/month

- Delivery: 30 days
- 1 year contract, auto-renew (15% discount).
- No additional HR fee during travel.
- Cancellation notice: 60 days.

- Low cost yet efficient spending.
- Allows to maintain minimum operations based on the guidance from IT head office.
- Employees self resolution training.

Up to 20 PCs: 98,000 JPY/month  
Up to 50 PCs: 189,000 JPY/month  
Up to 100 PCs: 290,000 JPY/month  
Up to 150 PCs: 540,000 JPY/month

- Delivery: 15 days
- 1 year contract, auto-renew.
- Cancellation notice: 30 days.

- Any travel for 1 day
- Japan – Junior: 49000, Senior: 69000

- Deep analysis and replacement of obsolete hardware required.
- Monitoring, alerting, and response structure and software required.

- Larger organizations tend to require highly skilled engineers despite effort for optimization.
- High workload for document management and assistance.

# **eCorpOne's experience**

Introducing our experience:

# Corporate policy enforcement and file storage using Windows 2008 & 2012 Active Directory

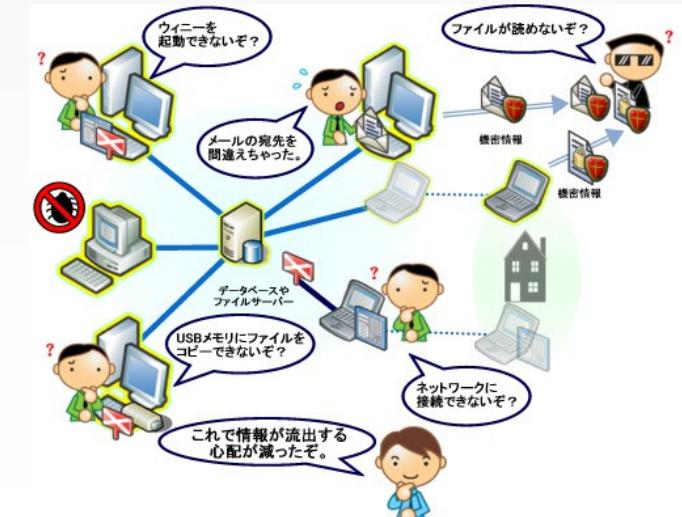
Data security are a keystone for success. If data are leaked this can bring down even the most successful company. By using Active Directory (AD), a company can ensure that only authorized people have access to sensitive data.

Using Microsoft Active Directory using Windows 2008/2012 servers professionally configured by eCorpOne, information in your company can be protected.

- Rules can be enforced. For example, access to USB storage can be restricted to avoid data be taken to outside.
- Active Directory can audit file access, to see what user login, accessed / modified the file
- Active Directory will keep “previous versions” of files, this will allow a speedy restore of a modified/deleted file.
- Active Directory can set “login times” so users cannot use the workstation out of office hours
- Active Directory can control what users are allowed to use VPN (Virtual Private Network), and what hours the user are allowed to connect
- The time to configure each PC after purchase can be minimized using Active Directory. For example, by registering a fresh computer into Active Directory, new printer drivers can be automatically installed from automated request from Windows server.
- Windows PC and Windows server configured by eCorpOne will keep track of the changes of files so that in case a user mistakenly erase or modify files in correct ways, you can always get version of the file that you are looking for.
- Windows PCs and Windows server configured under management of eCorpOne will be designed to let a Windows client place all the documents on Windows server so that in case a user loses a PC or being stolen, data is safe on the server. This task is performed with or without network access to the server, so a user always have access to his or her files while when there is network access to the Windows server, file is synchronized.

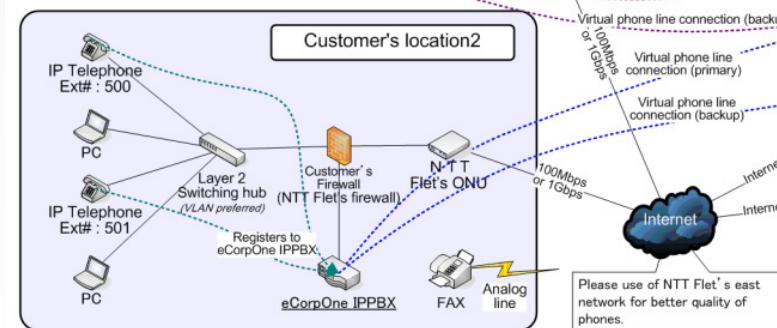
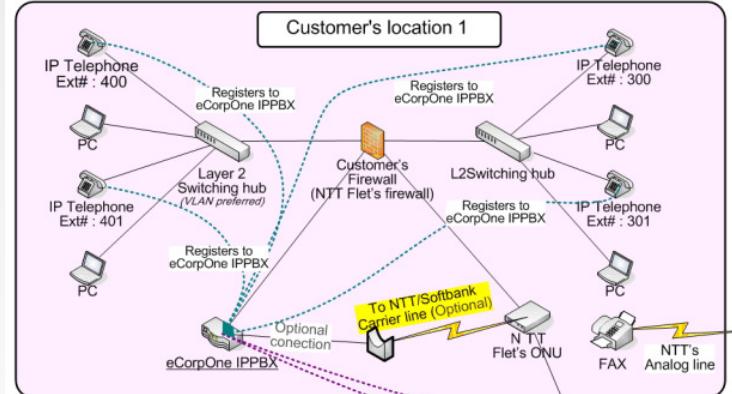
Information security is:

- Integrity: Information must be correct.
- Accessibility: Information is always retrievable.
- Privacy: Only authorized people can access.



# Introducing our experience: Network and server system for voice over IP

eCorpOne Co., Ltd.'s Secure & simple corporate IP telephone system typical networking architecture

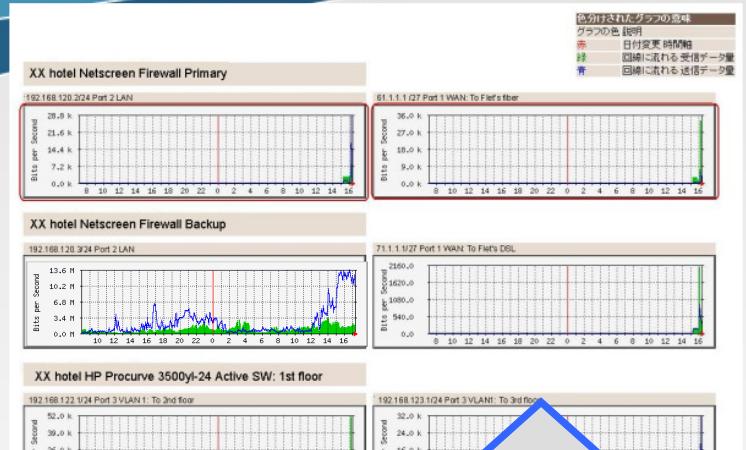
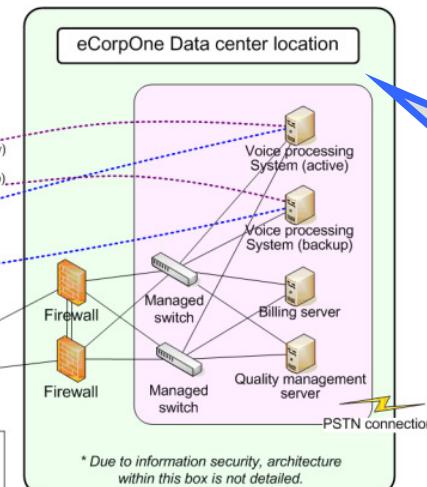


This is example of eCorpOne's network infrastructure design and implementation. Strength of eCorpOne's service is not only using robust networking equipment but also having care in details in customer's environment.

Updated: Dec, 2012

## Network design description

eCorpOne IPPBX is designed to work under most corporate networking architecture without changing customer's network design; however neither customer's firewall is not configured to assign DHCP IP address to eCorpOne IPPBX or not configured to pass TCP 53 from eCorpOne IPPBX to the Internet, the firewall needs to be configured to do so.



This is an example of monitoring system showing amount of traffic. Different graphs are available - 24 hours, weekly, and yearly trend.

Example of eCorpOne's IP telephone system network architecture: Core IP telephone system is redundant, and 2 virtual network connections are established to realize disaster tolerance.



IP telephone system that runs with LAN cable and power cable and no need of dedicated phone line. Able to make/receive public calls with Tokyo 03 numbers..

# Introducing our experience: Payment web site and Monitoring system



The screenshot shows the ippuku (いっぷく) payment website. At the top, there's a logo and a login form for 'ippuku (いっぷく)'. Below the login, a user profile is displayed with the name 'あきあき' and member ID '20120622144359426112'. A 'ログアウト' (Logout) button is also present. The main content area is titled '現在のチケットの状況' (Current Ticket Status) and shows a list of ticket-related information. The bottom of the page has a footer with the ippuku logo and some links.

- This is a web based software that allows customers to login and make payments online. This software is communicating with a hardware located in our stores where RFID based payment card is implemented.

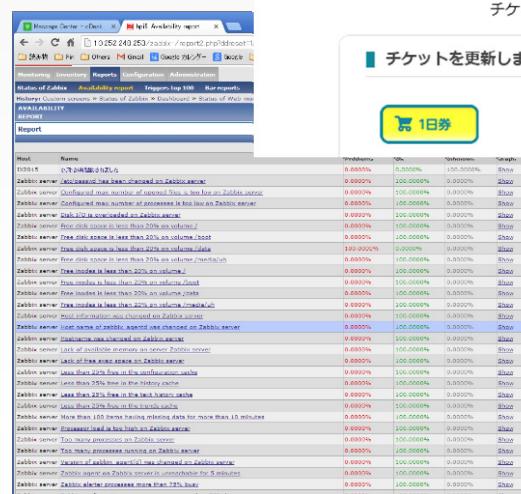
- This web system has various security mechanisms to prohibit unauthorized access and protect data with various layers of encryption. The system detects brute force attacks, TCP/UDP syn scan detection. VPN tunneling allows to communicate securely between servers and client PCs.

- This system works with Japanese payment card called SUICA. eCorpOne make very first implementation of online based SUICA system in Japan.

- Since customer decided to close its business, the web site has been shutdown.



The screenshot shows the ippuku management page titled 'Ticket Application for Production. (ticket-PU-Production)'. The page has a navigation bar with links for 'メンバーの検索', '管理者', '商品', 'お支払い方法', 'DBインデックス', '端末', 'クーポン', '設定', and 'レポート出力'. Below the navigation, a search bar is used to find a member by ID or email. The main content area displays a list of registered users. On the right, there are two large graphs: 'CPU load' and 'Network traffic on br0'. The 'CPU load' graph shows processor load over time, with a significant spike around 17:00 on 2013-07-17. The 'Network traffic' graph shows traffic on interface 'br0' over a 3-hour period, with a sharp peak reaching nearly 60 Kbps at the same time.



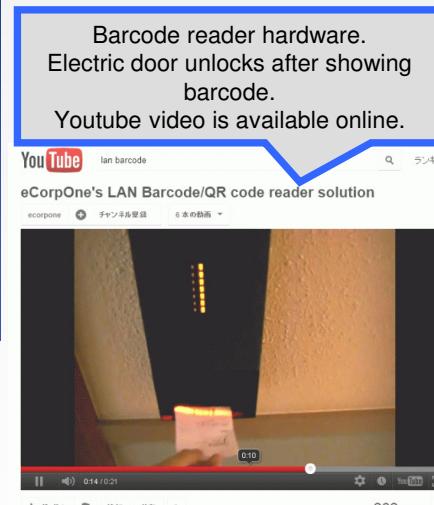
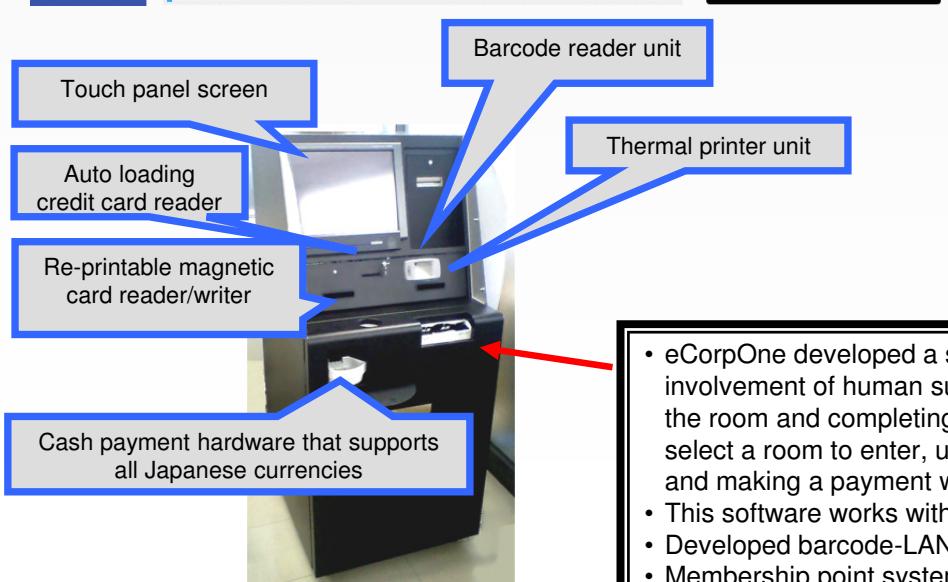
## Network quality management platform

Monitors usage and quality of networks. Alerting system notifies an operator in case of network outage, and management team responds quickly.

# Hotel check-in terminal software and hardware



- eCorpOne developed its own payment software solution for its customer.
- The software to control opening/closing gate, charging to customer using RFID based cash card, purchase of ticket, and sales management software.
- By touching over the gate, it can charge customer and open gate.
- People with ticket that is recorded with RFID cash card can enter freely to smoke. If no ticket, it charges to customer's RFID card.
- Encryption at data storage and network transmission are included. In order to open gate within 0.5 seconds, asynchronous database design is implemented.
- This device has been approved by Japan Railway Mechatronics Inc. Japan for RFID cash card charging.



Customized design of rewritable and re-printable magnetic membership card as it shows "eCorpOne's management card" in reprintable window.



- eCorpOne developed a solution to let customers to enter hotel rooms without involvement of human support. It is designed to automate process of entering the room and completing payment without human interaction. Hotel guests can select a room to enter, unlock the room door with a piece of paper with barcode, and making a payment with barcode for the customer when leaving.
- This software works with 3<sup>rd</sup> party Hotel Operations Management software.
- Developed barcode-LAN converter hardware.
- Membership point system allows to engage customers to come back.

# Office location (Japan office)

Page 10



## <Closest train station>

- Ogawa-cho A6 exit (Toei Shinjuku line)  
2 minutes by walk
- Awaji-cho A4 exit (Marunouchi line)  
3 minutes by walk
- Shin Ochanomizu B6 exit (Chiyoda line)  
5 minutes by walk
- Kanda A6 exit (JR line)  
7 minutes by walk
- 15 minutes from Tokyo station by walk

## <Office address>

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Tokyo, Japan 101-0048  
Tel: (03) 5577-6700