

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



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

Corporate Information

Company Name	eCorpOne Co., Ltd. (JP Name: Yugen Gaisha eCorpOne)
Director	Akihiro Fujikawa
Telephone number	+81-3-5577-6700
Office location	Kanda-tsukasamachi bldg #501, 2-19 Kanda tsukasa-machi, Chiyoda, Tokyo, Japan 101-0048
E-mail	gp-itsales@eCorpOne.com
Main bank	MUFG Bank Horidome branch, Rakuten Bank, Japan net Bank
Capital	10 million Japanese yen (about 100,000 USD)
Business registrations to Japanese government	Japan type 2 telecom carrier registered: # A-23-12326 (Renewed in 2020) Human resource dispatch registration:# Specific 13-309794
Some of our clients	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

Device	Description	Installed	Agent Version	5	+	⏻	🔌	📱	📄	🔍	🌐	🌍	🔧
Ker's Laptop	Laptop	10 Feb 2011	v8.8.2	5			✓	✓		✓	✓		✓
VIRTUALXP-21071	Test	28 Jul 2011	v8.9.2	5			✓			✓	✓		✓
VIRTUALXP-92922	test	07 Sep 2011	v8.9.4	5			✓			✓	✓		✓
TECHNICALXPBOX	Test	26 Sep 2011	v8.9.4	5			✓			✓	✓		✓
WIN-DDS3K9Q0AO	test	03 Mar 2011	v8.9.5	5			✓			✓	✓		✓

DSC Checks

- Antivirus Update Check
- Backup Check
- Critical Events Check
- Drive Space Change Check
- Event Log Check
- Exchange Store Size
- File Size Check
- Hacker Check

24x7 Checks

- Bandwidth Monitoring
- Disk Space Check
- Event Log Check
- File Size Check
- Performance Monitoring Check
- PING Check
- Script Check
- SNMP Check
- TCP Service Check

Reboot

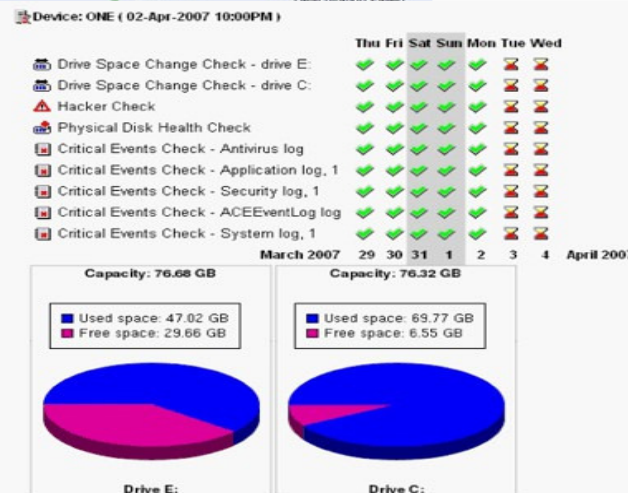
- Requiring Reboot
- Pending Reboot

Automated Tasks

- Site
- Automated Tasks
- Automated

Take Control

- Active
- Pending or Deactivating
- Installation or Deactivation Failed



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)

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

Details

- 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.

- Managed service except hardware. (Customer is required to provide electricity, space for the hardware, hardware vender 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.

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

Price

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

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.

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.

Travel

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

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

Reason

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

- 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

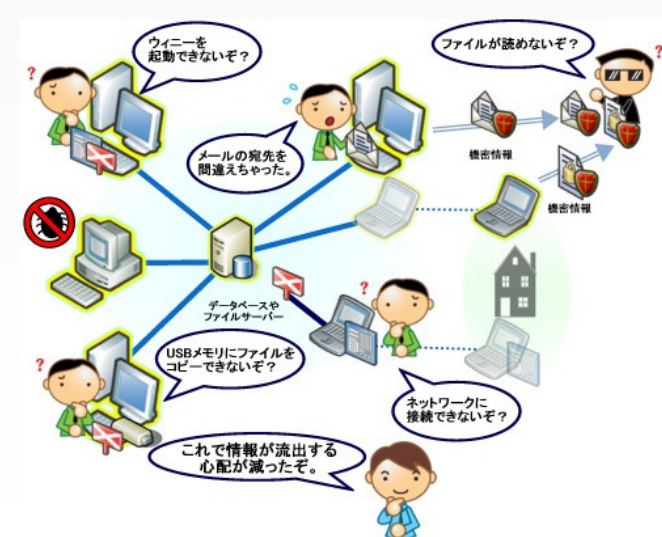
Data security are a keystone for success. If data are leaked this can bring down even the most successful company. By using Active Directory (AD), a company can ensure that only authorized people have access to sensitive data.

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.

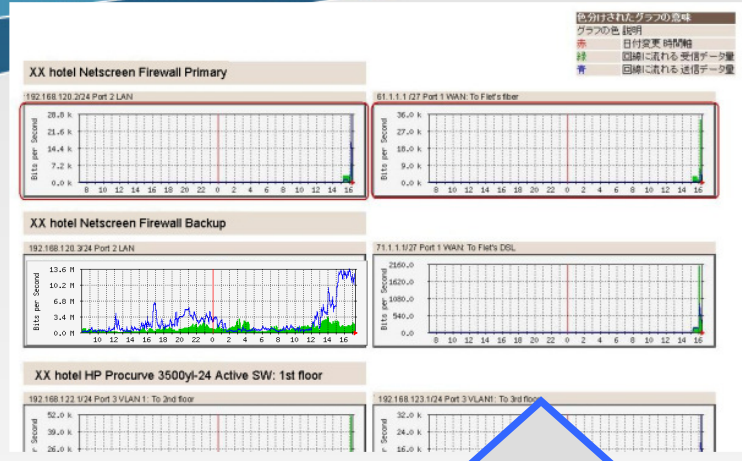
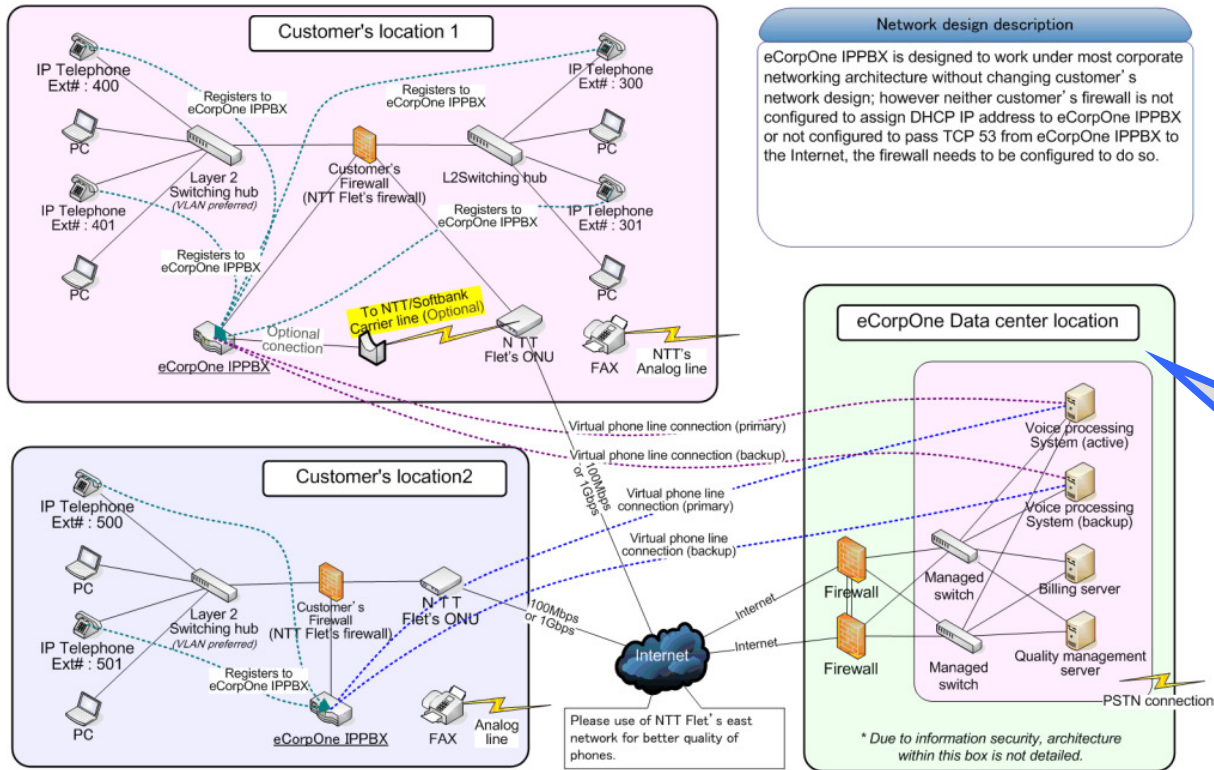
Information security is:

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



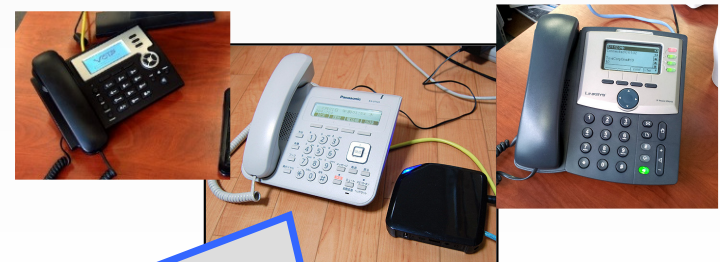
Introducing our experience: Network and server system for voice over IP

eCorpOne Co., Ltd.'s Secure & simple corporate IP telephone system typical networking architecture Updated: Dec, 2012



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.



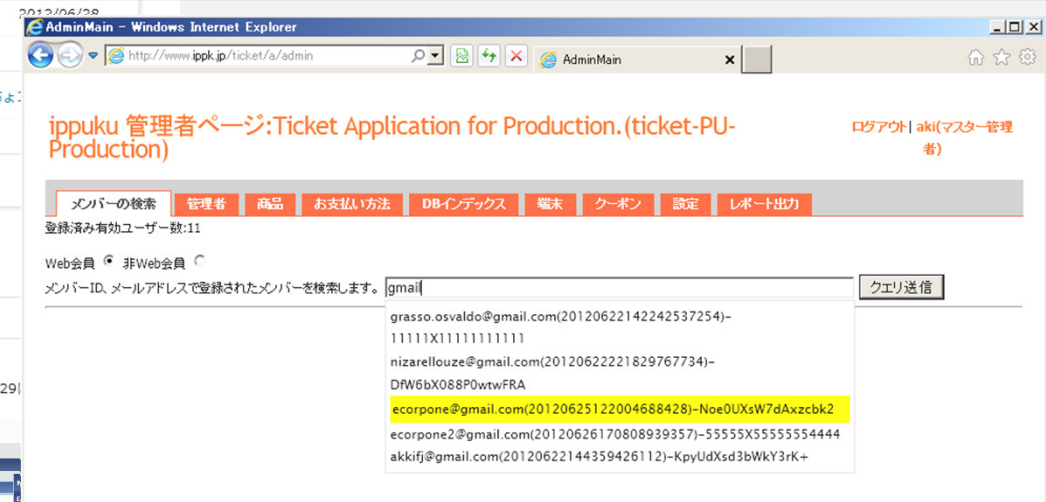
This is example of eCorpOne's network infrastructure design and implementation. Strength of eCorpOne's service is not only using robust networking equipment but also having care in details in customer's environment.

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..

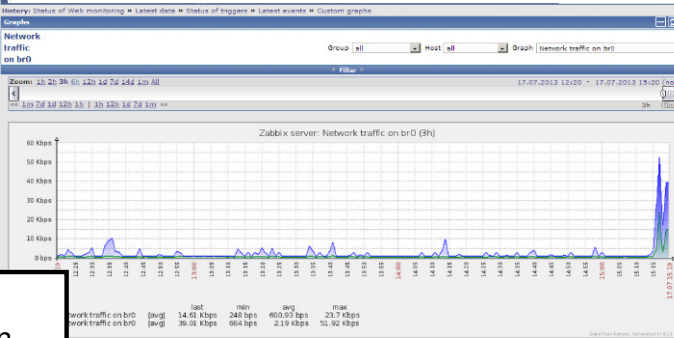
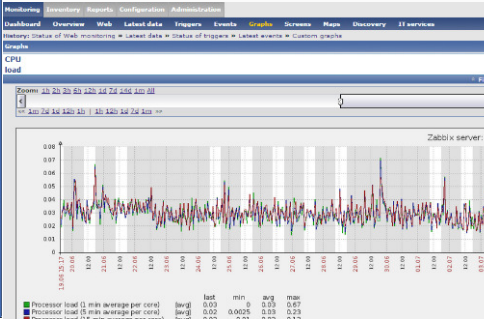
Introducing our experience: Payment web site and Monitoring system



- 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.



Host	Name	Threshold	OK	Warning	Critical	Stages
192.168.1.1	cpu	0.0000%	0.0000%	100.0000%	0.0000%	5min
192.168.1.1	mem	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	net	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	disk	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	load	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	temp	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	uptime	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	swap	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	free	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	used	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	inode	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	free_inodes	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	used_inodes	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	net_io	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	disk_io	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	processes	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg2	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max2	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min2	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev2	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg3	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max3	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min3	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev3	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg4	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max4	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min4	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev4	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg5	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max5	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min5	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev5	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg6	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max6	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min6	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev6	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg7	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max7	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min7	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev7	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg8	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max8	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min8	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev8	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg9	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max9	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min9	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev9	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_avg10	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_max10	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_min10	0.0000%	100.0000%	0.0000%	0.0000%	5min
192.168.1.1	top_processes_stddev10	0.0000%	100.0000%	0.0000%	0.0000%	5min



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.

Introducing our experience: 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.

Barcode reader hardware.
Electric door unlocks after showing barcode.
Youtube video is available online.

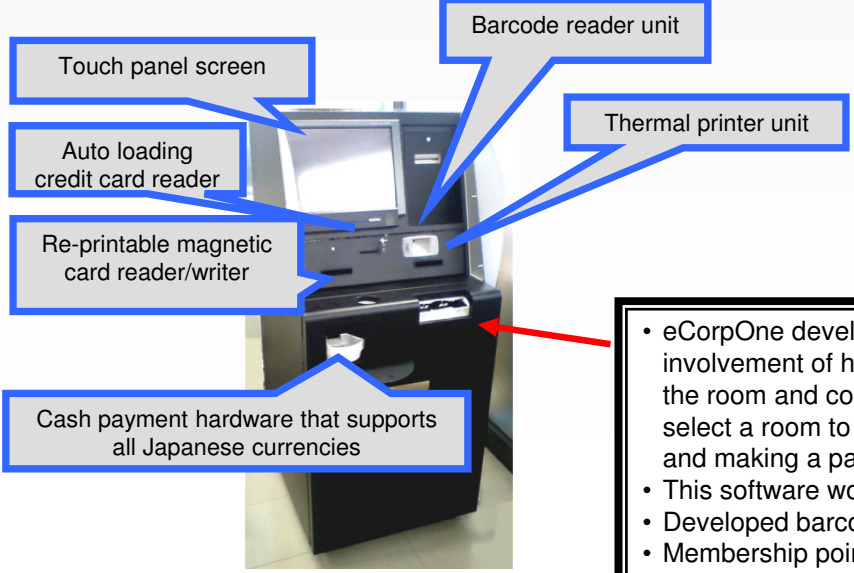


Hotel room selection screen

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 3rd party Hotel Operations Management software.
- Developed barcode-LAN converter hardware.
- Membership point system allows to engage customers to come back.



Touch panel screen

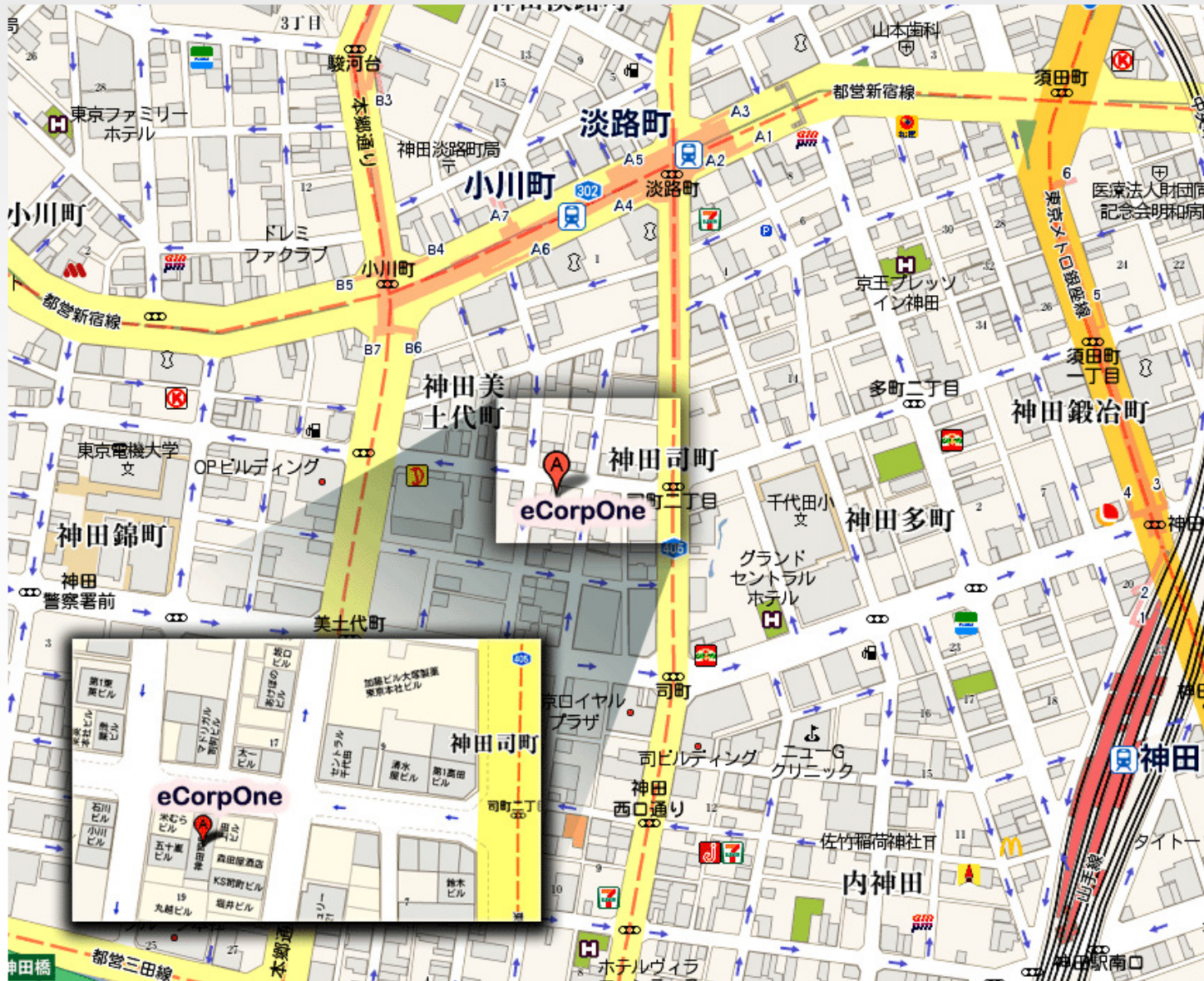
Barcode reader unit

Auto loading credit card reader

Thermal printer unit

Re-printable magnetic card reader/writer

Cash payment hardware that supports all Japanese currencies



<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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