

IT Support Services Proposal

Prepared for: **Mr. Hajime Kawafuji, Fortitude Reinsurance Japan**

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Thank you very much for giving us the opportunity to propose our solutions for the construction and continuous support of your company's IT environment.

This proposal document contains an overview of what we can provide. We would also appreciate it if you could review the attached quotation (PDF).

We hope this proposal will help strengthen your company's IT infrastructure and improve operational efficiency. We sincerely hope to have the opportunity to discuss the details and be of service to your company.

Sincerely,
Ena Ishikawa

Scope

IT infrastructure setup and regular professional IT support from eSolia Inc.

Introduction

eSolia is a Tokyo-based B2B IT professional services firm. Since 1999, we have provided bilingual IT support to international companies operating in Japan, functioning as their local IT department with the same skills and expertise as a dedicated in-house team.

What sets us apart:

- **Team-based approach** — We never dispatch single engineers. Our team provides comprehensive coverage across helpdesk, infrastructure, security, and project management.
- **Bilingual professionals** — Native-level English and Japanese communication, bridging headquarters and Japan operations seamlessly.
- **25+ years of experience** — Established operational processes, thorough documentation, and proven track record with multinational clients.
- **Vendor neutral** — We recommend solutions based purely on your needs, not vendor relationships.

We focus on solving your problems, not just providing IT services. Our mission is to deliver practical, durable solutions while maintaining the highest standards of professionalism and confidentiality.

Thank you for the opportunity to present this proposal.

— eSolia Inc.

How We Work

eSolia functions as a **virtual IT department** for our clients. We provide the full range of skills typically found in an internal IT team—from daily support and helpdesk to infrastructure, security, and project management.

Our Approach

Quality over quantity — We focus on delivering real value, not just completing tasks. Our goal is to solve your actual business problems, not just provide generic IT services.

Team-based coverage — We never send a single engineer. Your dedicated team has complementary skills covering all typical IT department functions, ensuring continuity and comprehensive support.

Your problems, our focus — We work as an extension of your team, following your policies and adapting to your environment while bringing our expertise and experience.

Clear communication — With bilingual professionals experienced in both Japanese and Western business cultures, we bridge the gap between headquarters and local operations.

Areas of Focus

Area	Description
Operations	Helpdesk, user support, day-to-day IT operations
Infrastructure	Networks, servers, cloud services, security
Management	Project management, vendor coordination, budgeting
Governance	IT strategy, policy, compliance, risk management

We adjust emphasis across these areas based on your specific requirements.

Small Office Network — Fortinet

A compact, professional-grade network for your office built on Fortinet's integrated security platform. This setup gives a small office the same caliber of network infrastructure used by larger organizations, right-sized for your environment.

FortiWifi — Firewall, Router, and Wireless Access Point

The FortiWifi is an all-in-one device that serves as your firewall, router, and wireless access point. Your team connects to Wi-Fi directly through it, with enterprise-grade security applied to all traffic — web filtering, intrusion prevention, and application control included. It is managed through Fortinet's FortiCloud or FortiGate interface, giving your parent organization visibility and policy consistency across locations.

FortiSwitch — Managed Network Switching

The FortiSwitch provides high-performance wired connectivity for devices that need it — desktops, printers, IP phones, and other equipment. Managed directly from the FortiWifi, the switch requires no separate management interface, keeping administration simple. VLANs, QoS, and port security are configured centrally, so your network segmentation aligns with your organization's standards.

Structured Cabling

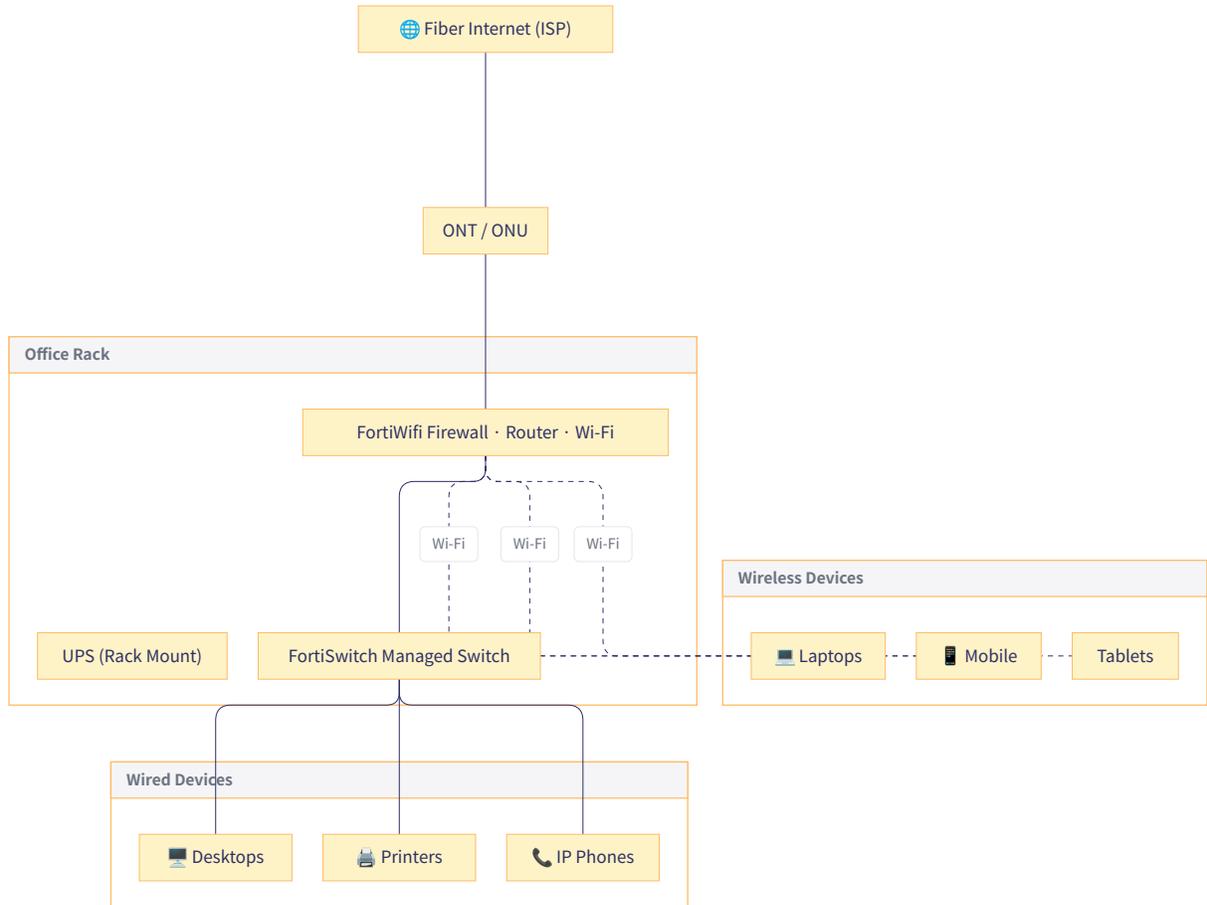
A clean, professional cabling installation using high-quality Category 6 or better UTP cabling, properly terminated patch panels, and neat cable management. Good structured cabling is the foundation of a reliable network — it eliminates the intermittent connectivity issues and performance problems that come from ad-hoc cabling. All runs are tested and certified.

Compact Rack and UPS

All equipment is housed in a small wall-mount or floor-standing rack, keeping everything organized, ventilated, and physically secure. A rack-mount UPS protects against power interruptions, giving the network equipment enough runtime to ride through brief outages and shut down gracefully during longer ones.

Why This Combination Works

- Unified management — FortiSwitch is managed from FortiWifi, one interface for the whole network
- Security built in — not bolted on after the fact
- Consistent with larger Fortinet deployments your parent organization may already run
- Professional installation with clean cabling means fewer support calls down the road
- Power protection keeps you online through the momentary outages that are common in office buildings



eSolia TotalSupport

Your virtual IT department. TotalSupport provides comprehensive IT operations for organizations that need reliable coverage without building an in-house team.

What You Get

- Dedicated team assigned to your account
- Help desk for direct end-user support (EN/JA)
- System administration, maintenance, and monitoring
- Vendor management and procurement coordination
- Project coordination and oversight (project work quoted separately)
- Strategic IT consulting and technology roadmaps as needed
- Regular reporting, reviews, and budget planning

How It Works

- Proactive, scheduled support — not just break-fix
- Role-based rate structure (e.g. engineer, consultant)
- Twice-monthly review meetings with your stakeholders
- Defined response-time guidelines for rapid acknowledgement and assistance
- Dedicated support email with careful request tracking and follow-through
- On-site and remote support as needed

Ideal For

- Foreign-capital companies operating in Japan without local IT staff
- Organizations that want to outsource IT operations entirely
- Companies scaling up in Japan who need immediate, professional IT coverage
- Businesses that need bilingual support bridging HQ and local operations

Outcomes

- Predictable IT costs with transparent reporting
- Reduced risk through proactive maintenance and monitoring
- Single point of accountability for all IT matters
- Institutional knowledge retained across staff turnover
- Seamless coordination with global HQ IT teams

eSolia has provided TotalSupport to businesses in Japan for over 25 years, supporting organizations from startups to enterprises across a wide range of industries.

How We Deliver Support

Systems & Tools

System	Purpose
Email Request System	Request and issue tracking and monitoring
Microsoft 365	Collaboration and documentation
Teams / Zoom	Remote support and meetings
Remote Access	Secure troubleshooting
Knowledge Base	Documented procedures

Support Hours

Type	Hours
Standard	Weekdays 9:00-18:00 JST
Extended	Available by arrangement
Emergency	Best-effort outside business hours

Response Targets

Request Type	Target Response
Urgent/Critical	1-2 hours
Standard	Same business day
Scheduled	Per agreed schedule

Communication

- **Monthly Reports** — Activity summary and recommendations
- **Regular Meetings** — Frequency as agreed
- **Clear Escalation** — Defined procedures for urgent issues

After Hours Support

For contracted clients with after-hours support coverage, emergency contact details are provided separately through your dedicated support channel.

Our after-hours support ensures critical issues are addressed outside regular business hours, providing peace of mind for your Japan operations.

eSolia Pool

Pre-purchased blocks of support hours that give you flexible, on-demand access to eSolia's professional services beyond your fixed agreement.

What Is a Pool?

A Pool is a bank of support hours purchased in advance and attached to your service contract. Draw down hours as needed throughout the year for ad hoc requests, extra on-site visits, or any work outside your regular agreement scope.

Available Sizes

Type	Hours
Pool-25	25
Pool-50	50
Pool-100	100
Pool-200	200
Pool-400	400

How It Works

- Purchase a pool at a discounted per-hour rate compared to ad hoc billing
- Pool is valid for one year from the month of first use
- Hours are debited based on work performed, using a unit-based rate system
- Different roles consume hours at different rates (e.g. senior consultant time costs more units per hour than assistant time)
- Monthly reporting shows hours consumed, remaining balance, and a running tally
- When your pool is exhausted, it can be replenished with a new block

Unit-Based Rate System

Each role has a unit value per hour. Higher-skilled roles consume more units, reflecting their expertise. For example:

- **Senior Consultant** — highest unit rate per hour
- **Engineer** — moderate unit rate per hour
- **Assistant** — lowest unit rate per hour

This means a pool covers more assistant hours than consultant hours, giving you flexibility in how you allocate the time.

What Pools Cover

- Ad hoc remote support requests outside your regular agreement
- Additional on-site visit hours beyond your contracted schedule
- Short-duration projects or investigations
- Temporary surge capacity during busy periods
- Specialized consulting or advisory sessions

Monthly Reporting

Each month you receive a clear report alongside your regular service summary:

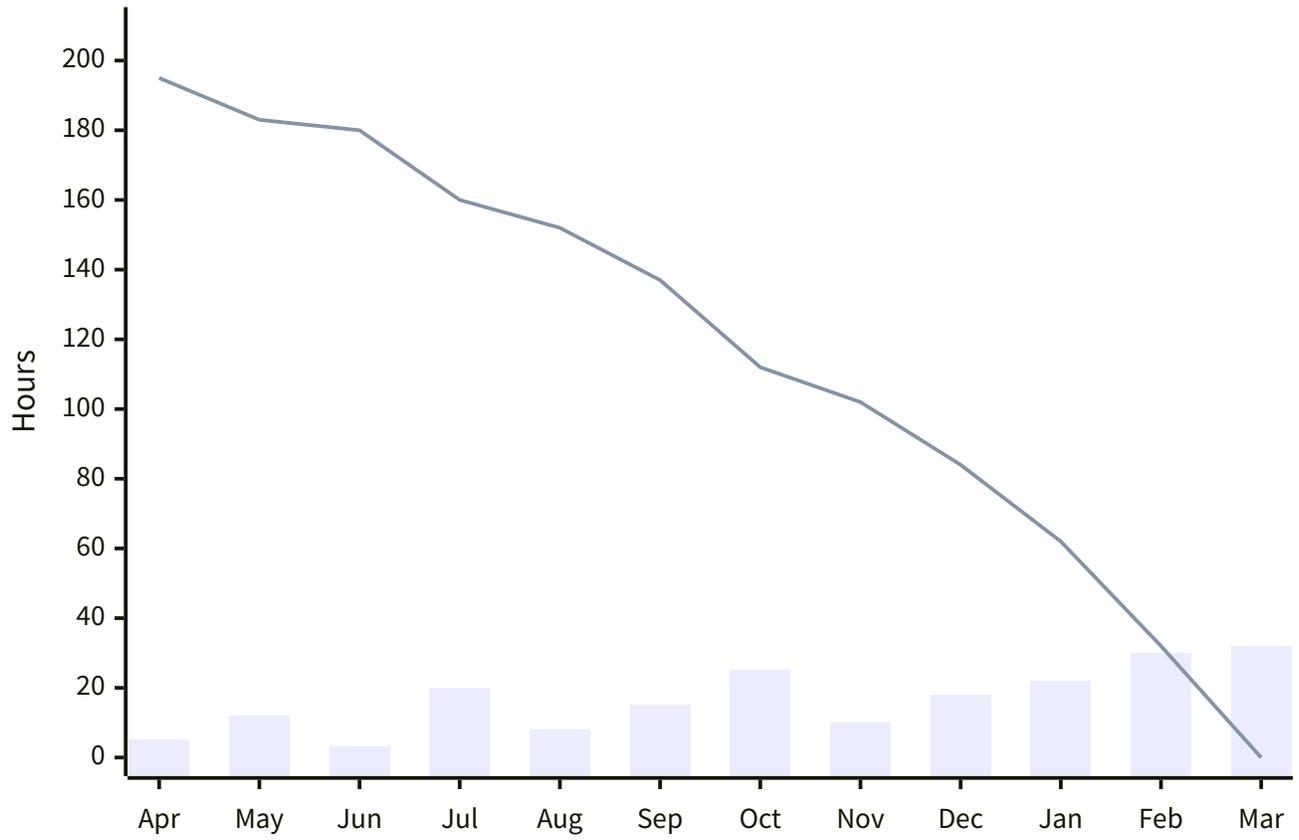
- Hours used this period, broken down by role type
- Running balance of remaining hours
- Projected depletion timeline based on current usage trends

Why Use a Pool?

- **Predictable costs** — lock in a discounted rate for the year
- **Flexibility** — use hours when and how you need them
- **No waste** — hours are consumed only when work is performed
- **Transparency** — monthly tracking keeps you informed
- **Budget-friendly** — avoid surprise ad hoc invoices

Pools complement your fixed support agreement, ensuring you always have professional IT assistance available when unexpected needs arise.

200-Hour Pool — Example Usage Over 12 Months



Agreement Structure

Contract Format

eSolia uses a **Master Services Agreement (MSA)** and **Statement of Work (SoW)** structure:

- **MSA** — Basic terms covering confidentiality, liability, and general conditions
- **SoW** — Specific scope, services, and pricing for each engagement

Billing Model

Our agreements are time-and-materials based with transparent pricing:

Item	Description
Minimum billing	1 hour minimum per visit
Increments	15-minute billing increments beyond minimum
Administration fee	Monthly fixed fee for account management
Callout fee	Per-visit fee for onsite work, per engineer (Tokyo 23 wards)

Rate Options

Greater commitment means better rates:

- **Reserved Hours** — Regular monthly commitment
- **Pool Blocks** — Pre-paid time (12-month validity)
- **Multi-year Term** — Reduced rates for longer commitment

Next Steps

- **Review** — Review this proposal and let us know any questions
- **Discussion** — Schedule a call to discuss details
- **Agreement** — We prepare the MSA and SoW documents
- **Signatures** — Both parties sign
- **Kickoff** — Begin onboarding

We are flexible and can adjust scope and terms based on your feedback.

In Closing

Thank you for considering eSolia. We look forward to supporting your IT needs in Japan.

Please contact us anytime with questions.

eSolia Inc.

Tel: 03-4577-3380

Email: hello@esolia.co.jp

Web: <https://esolia.co.jp/en>

About eSolia

eSolia Inc. is your B2B IT partner for professional services in Japan. Since 1999, our bilingual team has provided the full capabilities of a dedicated IT department, resolving Japan IT challenges for foreign-affiliated companies.

At a Glance

Founded	1999 (25+ years)
Location	Shiodome City Center, Tokyo
Team	Multilingual certified professionals
Approach	Team-based, not temp staffing
Standards	ISO 27001 compliant

What We Do

We bridge the gap between your headquarters and Japan operations, communicating effectively with both HQ and local teams while negotiating on your behalf with Japanese vendors.

- **IT Support** — Remote and onsite support for your Japan business
- **Project Management** — Practical PM ensuring Japan project success
- **Helpdesk** — Bilingual helpdesk for your Japan team
- **Security** — Information security and compliance
- **Cloud & Infrastructure** — Design, implementation, and management
- **Consulting** — Expert guidance for your IT strategy

Why eSolia

Strength	Description
Expertise	Multilingual certified professionals with real-world experience across IT disciplines
Secure & Private	ISO 27001 standards prioritizing information security in all services and systems
Proven Track Record	Over 25 years delivering IT solutions in Japan with focus on quality and satisfaction
Service Value	Team-based approach—we work as a cohesive unit, not as individual contractors
Professionalism	Highest standards of conduct, ethics, confidentiality, and continuous improvement
Tools & Techniques	Well-developed support systems for documentation, communication, and service delivery

By the Numbers

- **60,000+** hours booked over 5 years
- **3,000+** support tickets resolved annually
- **2** professionals assigned per account
- **100+** years combined management experience

Track Record

Since 1999, we have successfully delivered projects across multiple industries including finance, legal, healthcare, manufacturing, and retail. Our experience spans:

Office & Facilities

- Office moves and setup (IT, security, AV)
- Data center construction and optimization
- Building power outage coordination (annual Japan requirement)

Infrastructure & Security

- Network design, implementation, upgrades
- Microsoft 365 deployment and management
- VPN and secure remote access
- Security assessments and compliance

Compliance & Audit

- SOX IT controls design, testing, documentation
- FDA/PMDA regulatory compliance support
- SSAE audit support for financial services

Systems & Development

- Enterprise software projects (ERP, CRM)
- Database development and migration
- Cloud PBX and video conferencing

Ongoing Support

- Helpdesk services (Tier 1, 2, 3)
- IT department interim management
- Co-support with client IT teams

For detailed success stories, visit: <https://esolia.co.jp/en/success/>