



IT Support Services Proposal

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In today's threat landscape, robust IT security is essential. This proposal outlines how eSolia can help strengthen your security posture while maintaining operational efficiency. Our approach balances protection with productivity.

Scope

Comprehensive IT support including help desk, infrastructure management, and security services.

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.

Secure, Globally Distributed Hosting

Your website or application runs on enterprise-grade infrastructure designed for security, performance, and reliability:

Global Edge Network

- Content delivered from data centers worldwide
- Automatic routing to the nearest location
- Sub-100ms response times for most users

Security by Default

- DDoS protection at network and application layers
- Web Application Firewall (WAF) with managed rulesets
- Automatic SSL/TLS certificate provisioning and renewal
- Zero Trust security architecture

Reliability Guarantees

- 99.99% uptime Service Level Agreement
- Automatic failover and redundancy
- Real-time monitoring and alerting

Compliance Ready

- SOC 2 Type II certified infrastructure
- GDPR-compliant data handling
- Regular security audits and penetration testing

All infrastructure is fully managed by eSolia, with 24/7 monitoring and incident response.

eSolia IT Support Services

Reliable, professional IT support tailored to your organization's needs:

TotalSupport — Comprehensive Managed IT

Your virtual IT department. We handle all aspects of your IT operations:

- Help desk for end-user support
- System administration and maintenance
- Vendor management and coordination
- Project planning and execution
- Strategic IT consulting
- Regular reporting and reviews

Ideal for organizations that want to outsource IT operations entirely.

Co-Support — Collaborative Partnership

Work alongside your existing IT team:

- Augment your team's capabilities
- Provide specialized expertise
- Handle overflow and after-hours support
- Knowledge transfer and training
- Backup for vacations and absences

Ideal for organizations with internal IT that need additional capacity or expertise.

Support Delivery

- Bilingual support (English and Japanese)
- Business hours and after-hours options available
- Remote and on-site support
- Work tracking

eSolia's support team brings decades of combined experience supporting businesses in Japan, with deep knowledge of both local and international IT environments.

How We Deliver Support

Systems & Tools

System	Purpose
Ticket System	Issue tracking, SLA monitoring, reporting
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

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.

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Contact Us

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Carrier Fiber Path: Street to Client Server Room

キャリア光回線経路：道路からサーバールームまで

