Plaza-i Platform Support Service

PPSS

Guideline

This is an English translation version of the original Plaza-i Platform Support Service guideline in Japanese as of December 2018. If there are any discrepancies between the information provided in the original version and this translated one, the Japanese original version shall govern. Any such discrepancies are not binding and are of no legal effect.

Business Associates K. K.

1. Purpose of Service

1) Stable operation of Plaza-i

2) Troubleshooting of Plaza-i

3) Quick recovery from Plaza-i failures

2. Types of Service

No.	Type	Description
1	Call center service	Problem and failure reception
2	Helpdesk service	Operating instruction, provision of information about preventive maintenance
3	Secondary failure investigation service	Technical investigation for the solution of problems and failures
4	Multi-vendor service	Negotiation with the support staff of vendors
5	On-site failure recovery service	On-site failure recovery operations by our engineers (paid service)
6	Remote support service	Provision of timely support for the above types of service

3. Scope of Service

1) Contents

- Via this service, we intend to prevent the occurrence of problems and failures in the Plaza-i platforms that we provided (preventive maintenance) and to enable quick recovery if they occur (failure recovery).

- "Problems and failures" means situations in which the Plaza-i platforms that we provided have become unable to function as we consider as normal in the usual use environment.

- "Plaza-i platforms that we provided" means a set of information systems that we select, design or provide to operate the Plaza-i system, such as the IA server, OS (Windows), Oracle, back-up mechanisms, relational database service (RDS) environments, switches, etc.

2) Examples of failures

- The Plaza-i server has gone down.

- Oracle cannot be activated. Plaza-i has become inoperable.

3) Examples of problems

- Oracle errors (ORA-XXXX) occasionally occur on some Plaza-i windows. The increase of data records may be the cause. The phenomena are not recurrent.

- Plaza-i has suddenly become slow.

- Data back-up seems erratic.

- After a Windows Update, Plaza-i window display has become erratic.

- Plaza-i is not operable on some PCs.
- In printing out data into Excel files via RDS, security warnings are displayed on the window.

4. Call Center Service

1) Activities

- Our staff will accept all problems and failures reports concerning the Plaza-i platforms that we provided.

- We ensure that the staff are ready to respond to those reports during the service hours specified in the separately provided Confirmation of the Commencement of the Plaza-i Platform Support Service.

- Based on this service, we will present to you solutions for problems and failures of the platforms verbally or in writing including e-mail.

- If we deem that the problem or failure cannot be solved or that it cannot be solved with the provided solutions, we will forward to the next step such as remote support service.

2) Significance and effects

- As you are contracting to the Plaza-i Application Support Service, you can ensure initial contact to obtain professional support to solve and recover from diverse problems and failures situations of both software and hardware used in the Plaza-i application system.

- This service can save your personnel precious time and enable early recovery from failures. You can keep to the minimum financial impact caused by the cessation of business.

- As the Plaza-i application system provider, we ensure you comprehensive support covering all kinds of problems and failures situations concerning Plaza-i. Just call us, and you will have powerful back-up from us.

- We are confident in the robustness of the platforms, such as the servers, that we provided. If any problems or failures should occur, we will respond however often it might be necessary to ensure the operation of the Plaza-i application system. There is no such quota system as in the Plaza-i Application Support Service.

3) Notes

- Please be advised that you need to subscribe to this service to obtain back-up from the Plaza-i application support staff for problems or failures of platforms that are normally supported.

5. Helpdesk Service

1) Activities

- Our staff will give you instructions, within the range of our usual expectations, for the use of the Plaza-i platforms that we provided.

- The staff will also provide information about problems already reported by our other customers about the platforms and their possible solutions.

2) Significance and effects

- This is a service designed to achieve effective support at an economic price without implementing expensive monthly visits, etc. To this end, cooperation from your personnel is essential.

- Specifically, we request your personnel to learn the basic procedures required for the daily operation of the system, such as exchanging back-up tapes, shutting down and restarting if the building main supply has to be turned off temporarily, and rebooting the servers and Oracle, etc.

- We will provide the subscribers of this service with the Plaza-i Platform User's Guide full of our know-how.

- In addition, as part of our preventive maintenance activities, we will give you instructions about the timing of the application of Windows Updates and server firmware updates based on the information from vendors.

6. Secondary Failure Investigation Service

1) Activities

- If problems or failure situations cannot be solved via the call center service or remote support service within the range of our reasonable expectations, we will assign specialized engineers for investigation.

- We will provide a remote support service or carry out on-site investigations as required.

- If the result reveals that the problem or failure situation was caused not by the platforms that we provided but by equipment, networks, software, etc., provided by other vendors, we will charge you an amount calculated by multiplying the engineer's hourly rate by the number of hours taken for the investigation activities.

- If on-site investigation is necessary because no remote access environment has been established or it is not in service, we will charge you the amount calculated as above, regardless of the cause.

2) Significance and effects

- This support is the next step for the problems and failures concerning the Plaza-i platforms that cannot be solved by our support staff despite their extensive experience in that field. Therefore, it is likely that the cause turns out to have lain outside the Plaza-i platforms that we provided.

- Nevertheless, under our motto of *accepting any problem and failure reports concerning Plaza-i*, we will strive to carry out investigations seeking solutions upon approval of the person in charge within your company.

- Unfortunately, as computing systems today have become complex, failure investigation is often passed around many sections, which delays problem solving. However, as the mission is critical to Plaza-i application system developer and solution provider, we can offer you comprehensive support, only available from such a company, covering aspects from applications to platforms.

3) Examples of cases requiring additional payment

- The monthly closing function became unusable all of a sudden. The accounting personnel requested support from the Plaza-i application support service staff, but the cause was unknown. Then, one of our engineers remotely accessed the Plaza-i server and investigated the alert log. Finally, it became clear that the cause was some software installed onto the Plaza-i server by an engineer of another company without our permission.

7. Multi-vendor Service

1) Activities

- In case of problems or failures situations, our staff will directly contact the vendors and the cloud service provider of the Plaza-i platforms and thereby realize quick recovery from failures.

2) Significance and effects

- We make sure that our customers have entered into maintenance contracts with each vendor of the Plaza-i platforms, such as HP and Oracle.

- However, to obtain quick and precise support from those vendors when a failure occurs, it is often necessary for the supported party to have acquired a sufficient level of technical knowledge.

- Generally, in such cases, it is almost impossible for your personnel, who have many other daily tasks, to communicate with vendors' technical support staff in a timely manner without effort.

- With this service, by directly contacting vendors' technical support staff, our engineers, with technical knowledge and considerable experience in failure recovery, will derive quick and precise response from them and thereby enable swift failure recovery.

- This kind of service is only available from a company like ours that has in-house engineers with official HP and Oracle certifications.

8. On-site Failure Recovery Service

1) Activities

- We will dispatch our engineers to your offices, data centers, etc., to carry out failure recovery activities.

- Basically, regardless of the cause, this service incurs additional fees.

2) Significance and effects

- In this service, we provide support for failure recovery on-site.

- Please be advised that this service incurs additional fees because we will take responsibility to complete recovery activities when a failure has actually occurred.

- Subscribing to this service means that you always have engineers available to perform failure recovery, which is a fundamental condition to ensure business continuity.

- As a paid-for service, by dispatching engineers on-site, we powerfully support problems that cannot be solved via communication such as telephone and e-mail or remote access and bring you definite solutions. This service represents our strong will to ensure you strong back-up that you can rely on in cases of failures.

3) Examples

- The Plaza-i server failed and it became necessary to execute recovery procedures with the back-up tape. After the vendor recovered the server, our engineers restored the data from the tape and confirmed the complete recovery of the server.

- The result of a secondary failure investigation revealed that the failure had been caused by software installed by another company. The software must be uninstalled under the responsibility of that company. However, it needs a reboot of the server and they cannot do that independently. Then, upon request of the person in charge within your company, our engineers visited on-site and observed the uninstallation procedures. Finally, they rebooted the Plaza-i server and confirmed the normal operation.

4) Notes

- If you are not a subscriber of this service, our engineers will not be well-versed in your particular system environment. Therefore, in such a case, we cannot accept your request even if you pay because recovery activities will be very risky.

- Even if third parties are involved in the problem or the cause lies in their software or work, our engineers will visit on-site only upon your request. Therefore, the additional fees shall be borne by you.

9. Remote Support Service

1) Activities

- We will provide you technical support with a remote access service (RAS) method via a virtual private network (VPN).

- Basically, excluding when the cause lies in third parties, the service fees are included in the basic annual service fee like the call center service.

2) Significance and effects

- This is not actually independent service content but a technique with which service is provided.

- However, the technique is highly useful, allowing our support staff to access your servers, etc., remotely from our offices. That really helps to identify the conditions of the failure in a short period of time, to discover the problems and even to apply solutions without visiting on-site.

- The person in charge within your company does not have to spend much time on problem solving or failure recovery. Plus, unlike on-site activities, you do not need to pay any additional fees. This is the way to increase the possibility of quick recovery from failures economically.

- Note that, to subscribe to this service, an established RAS environment is essential.
  - ➢ We can separately provide a RAS environment building service. If you cannot prepare that environment yourself, please request us to do it for you.

10.   Notes and Disclaimer

1) Notes

(a) As a prerequisite, data must be backed up in advance under your responsibility. In case our staff makes operational errors and, consequently, the data is lost, we will restore them from the back-up. If the back-up has not been created precisely, we may not be able to restore the data or delays may prevent us from completing the work within usual business hours. In such cases, we cannot compensate you for any financial impact incurred by inadequate data back-up.

(b) Software drivers upgraded without notification to us may be outside the scope of our support.

(c) Investigations of non-recurrent problems may be terminated at the discretion of our engineers.

(d) Upon the execution of this service, we will make the best effort we can within the limits deemed reasonable. However, it does not mean that all the faults and any other defects contained in the programs and products within the coverage of the service are correctable or those programs and products operate normally at all times. That is, we cannot promise to solve all problems or always succeed in recovery from failures.

(e) As for the Oracle annual maintenance support, due to a change in Oracle support system, the fee may increase and how the service is provided may change.

(f) The fee for this PPSS contract may be raised due to a change in the scope of support and the effect from social conditions, etc.

2) Disclaimer

(a) This service does not include system consulting, system introduction or expansion support, program development, etc.

(b) Any setting modification requiring design changes is subject to additional fees.

(c) Data import/export and general performance improvement/measurement including Oracle tuning will be charged separately.

(d) Problem recurrence tests over a long period of time will be charged separately.

3) Adding a cold standby machine

(a) To configure Oracle on a cold standby server, you need to additionally purchase Oracle licenses and Oracle annual maintenance support since they are required on a per server basis.

(b) As for the PPSS fee for the cold standby server, we will individually draw up an estimate with at least 20% of the PPSS fee for the primary server.

11.   Application and the Commencement of Service

1) The service contract is entered into once you hand in and we confirm receipt of the Confirmation of the Commencement of the Plaza-i Platform Support Service form. The sample is provided at the end of this document.

2) The period of contract is for one year starting on the date when the platform operation starts. In the same manner with the Plaza-i Application Support Service contract, we will bill you a full year's amount, and we will not prorate the amount.

12.   Renewal of Contract

1) If you do not intend to renew the support contract, send us the original copy of Notice

and Confirmation of Support Contract Termination by the end of the second calendar month prior to the commencement date; otherwise, the contract will be renewed automatically.

Confirmation of the Commencement of the Plaza-i Platform Support Service (Sample)

Date: MM/DD/YYYY

To: Business Associates K. K.

Company Name _____

Title _____

Name _____ (Seal)

We apply for the Plaza-i Platform Support Service as follows. (Hereinafter, "we/us/our" refers to Business Associates K. K. and "you/your" to the applicant company.)

Service Subscriber	Plaza-i Platform that we established the name of the person responsible : _____ the name of the person in charge : _____
Commencement Date	MM/DD/YYYY
Service Fee	yen
Support Period and Payment Terms	For one year from the commencement date. (Advance payment is required by the end of the calendar month prior to the commencement date.)
Scope of Service	As per the Plaza-i Platform Support Service Guideline 1. Call center service 2. Helpdesk service 3. Secondary failure investigation service (charged per hour on each occasion) 4. Multi-vendor service 5. On-site failure recovery service (charged per hour on each occasion) 6. Remote support service
Service Hours	Our business days exclude Saturdays, Sundays, national holidays and New Year's Holidays (the dates are specified in the newsletter) 09:00 am - 12:00 pm, 1:00 pm - 6:00 pm
Renewal of Contract	If you do not intend to renew the support contract, send us the original copy of Notice and Confirmation of Support Contract Termination by the end of the second calendar month prior to the commencement date. Otherwise, the contract will be renewed automatically, and the bill will be sent to you. Under no circumstances can we refund the service fee. We can neither prorate payment nor give you a discount.

Terms of the provision of service	(a) The service commences on the date when the platform operation starts (date when the delivery is confirmed). Application after that date cannot be accepted.
	(b) The service requires an advance payment annually and, under no circumstances, can we accept cancellation during the period or refund the payment. In addition, similar to Plaza-i Application Support Service (PASS) contract, we will bill you a full year's amount, and we will not prorate the amount.
	(c) The procurement of the hardware and software constituting the Plaza-i platforms and their maintenance contracts should be made via us. Otherwise, the items will not be covered by our support. Virtual machine (VM) and cloud environments established by another company are treated in the same way as items not procured via us. However, in either case, we support Oracle as long as you have the formal license, its valid annual support contract, the latest versions of media, and we can directly contact the Oracle support desk.
	(d) Any faults and problems that occur via the networks under your control must be dealt with by you. Our support is limited to separating problems.
	(e) On-site support upon request of subscribers of the Plaza-i Platform Support Service (PPSS) will incur a charge that is calculated by multiplying the engineer's hourly rate (normally 18,000 yen per hour) by the number of hours taken for the activities including travel.
	(f) The service is provided to the persons responsible and in charge whose names are in the Service Subscriber field. Upon service provision, cooperation is requested from the person in charge.
	(g) Equipment, software and access rights required for the provision of this service need to be ready at your own expense.
Notes	(a) As a prerequisite, data must be backed up in advance under your responsibility. In case our staff makes operational errors and, consequently, the data is lost, we will restore them from the back-up. If the back-up has not been created precisely, we may not be able to restore the data or delays may prevent us from completing the work within usual business hours. In such cases, we cannot compensate you for any financial impact incurred by inadequate data back-up.
	(b) Software drivers upgraded without notification to us may be outside the scope of our support.
	(c) Investigations of non-recurrent problems may be terminated at the discretion of our engineers.
	(d) Upon the execution of this service, we will make the best effort we can within the limits deemed reasonable. However, it does not mean that all the faults and any other defects contained in the programs and products within the coverage of the service are correctable or those programs and products operate normally at all times. That is, we cannot promise to solve all problems or always succeed in recovery from failures.
	(e) We have operational experience in some VM environments such as VMware, XenServer, and Hyper-V. However, because Oracle whose databases are used as the Plaza-i operational base does not officially support VM products other than their own, problems that do not recur in actual machine environments may not be supported by us.
	(f) As for the Oracle annual maintenance support, due to a change in Oracle support system, its maintenance fee may increase and how the service is provided may change.

Disclaimer	(a) This service does not include system consulting, system introduction or expansion support, program development, etc. (b) Any setting modification requiring design/operational changes is subject to additional fees. (c) Data import/export and general performance improvement/measurement including Oracle tuning will be charged separately. (d) Upgrading Oracle and applying PSR will incur additional costs. (e) Problem recurrence tests over a long period of time will be charged separately.
Other terms	(a) The PPSS contract is mandatory in combination with the PASS contract to maintain the Plaza-i operational environment. The contract cannot be made or cancelled independently of the PASS contract. (b) The service fee stated on the application form is subject to change at our discretion. (c) The bank transfer fee for payment shall be borne by your company. (d) To configure Oracle on a cold standby server, you need to additionally purchase Oracle licenses and Oracle annual maintenance support since they are required on a per server basis. In Oracle SE2, minimum license purchase of 10 licenses is required. (e) As for the PPSS fee for the cold standby server, we will individually draw up an estimate with at least 20% of the PPSS fee for the primary server.
	Other details of the service comply with the descriptions of the Plaza-i Platform Support Service Guideline.

End