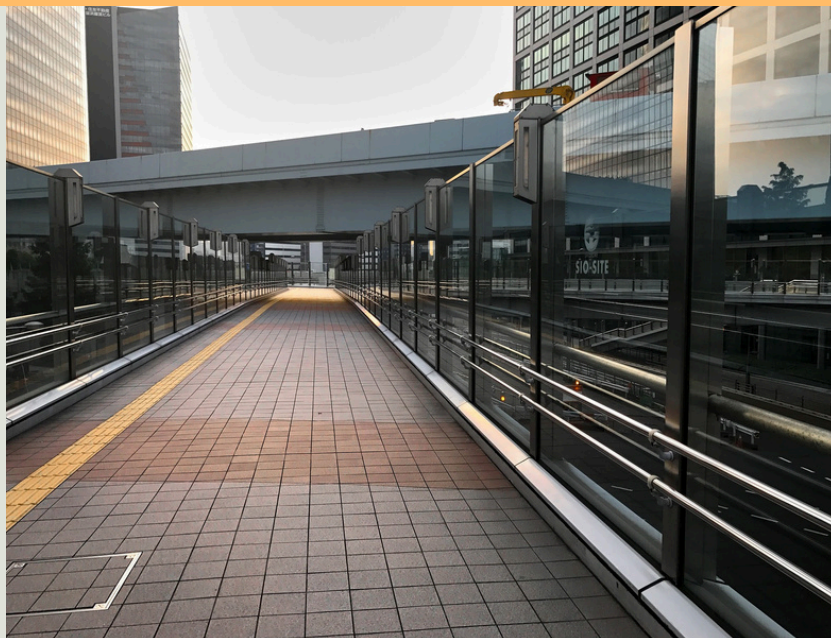


CAPABILITY STATEMENT



Empowering Multinationals with World-Class IT in Japan since 1999

eSolia is a premier bilingual IT outsourcing partner, established in 1999, with our head office in Tokyo and dedicated to empowering multinational firms across Japan. Our professional, bilingual team delivers comprehensive IT solutions, from robust infrastructure management and operations to strategic IT governance.

Acting as an extension of your team, we provide the full breadth of a highly skilled in-house IT department. We streamline your operations by managing local vendor relationships seamlessly, ensuring clear communication and optimal outcomes in the Japanese market.

We're adept at identifying and resolving complex system and process challenges, evidenced by our successful track record in high-pressure project environments. Our robust support frameworks ensure clear documentation and effective communication, providing lasting solutions.

Built on more than a quarter-century of unwavering commitment, eSolia is poised to be your trusted, long-term IT partner, ensuring your continued success and innovation in Japan.

CORPORATE DATA:

Main Business	eSolia provides a wide range of contract outsourced IT services to multinationals based in Japan
Established	7 July, 1999
Directors	James Cogley, Co-RD & CEO ✓ Takumi Fukuoka, Co-RD & COO
Invoice System Registration №	T4-0104-0109-3761
DUNS №	69-443-9998
Japan Corporate "Hojin" №	4010401093761
HQ Address	Shiodome City Center 5F (Work Styling), 1-5-2 Higashi-Shimbashi, Minato-ku, Tokyo, Japan, 105-7105
Contacts	+81-3-4577-3380 hello@esolia.co.jp
Web Properties	https://esolia.com https://esolia.co.jp https://blog.esolia.pro

NAICS CODES:

- **541512-02, 03, 05, 06, 11, 17, 20**
Computer Systems Design and Planning
- **541513**
Computer Facilities Management
- **541519-03, 05**
Other Computer Related Support and Network
- **449210-71**
Computer Parts and Supplies
- **541618**
Other Management Consulting
- **541511**
Custom Computer Programming
- **541690**
International Business Consulting
- **561110-11**
Office Services
- **811210-01, 20, 22, 33**
Contract Computer Room
- **813410-22**
Business Support

PARTNERS



- SB C&S
- Fortinet
- HP
- Dell
- Microsoft Surface
- Microsoft 365
- Watchguard
- Adobe
- Denphone
- Foresoft

...and other HW, SW, Carrier services

CORE COMPETENCIES

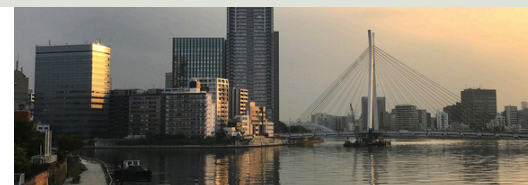
- **Bilingual IT Support & Helpdesk Services:** Proactive and reactive on-site and remote support for IT infrastructure and end-users, fluent in English and Japanese.
- **Managed IT Services:** Comprehensive monitoring, maintenance, and management of IT systems, ensuring optimal performance and uptime.
- **Cloud Solutions & Migrations:** Expert implementation, migration, and management of cloud platforms including Microsoft 365, Azure, and AWS.
- **Network Design & Implementation:** Strategic planning, secure design, and robust deployment of local and wide area networks.
- **Cybersecurity Consulting & Solutions:** Assessment, implementation, and ongoing management of advanced cybersecurity measures (e.g., endpoint protection, firewall management, compliance with ISO 27001 etc).
- **IT Project Management:** End-to-end management of complex IT projects, from planning and execution to successful delivery and adoption.
- **IT Procurement & Vendor Management:** Strategic sourcing, purchasing, and management of IT hardware, software, and third-party vendor relationships.
- **Data Backup & Disaster Recovery:** Designing and implementing robust solutions to protect critical data and ensure business continuity.
- **Website Development and Localization:** Localizing English sites to work in Japanese language, site development from scratch, Interop with other systems and DevOps.
- **Database Application Development:** Develop, integrate and maintain various business applications on top of our Cloud PaaS solution.

DIFFERENTIATORS

- **Deep Understanding of Multinationals in Japan:** Over two decades of experience serving the unique IT needs, compliance challenges, and cultural nuances of foreign-affiliated companies in Tokyo and across Japan.
- **Native Bilingual (English/Japanese) IT Professionals:** Seamless communication and support for diverse workforces, eliminating language barriers common in the Japanese market.
- **Proactive & Strategic Partnership:** We go beyond reactive support, acting as a strategic IT partner to optimize operations, enhance security, and drive business growth.
- **Agile & Client-Focused Service:** Providing personalized attention and flexible solutions tailored to individual client requirements, unlike larger, less adaptable providers.
- **Proven Track Record Since 1999:** A long-standing history of stability, reliability, and continuous innovation in the Japanese IT services market.

SELECTED PAST PERFORMANCE

- **Global Optical Device Company (Japan HQ):** Managed ERP implementation, complete IT infrastructure, including servers, networks, and cloud services for 100+ users. Achieved ERP launch connecting the subsidiary with global, and EDI connectivity with key business partners.
- **International Financial Services Firm (Tokyo):** Designed and implemented a secure network integrating with various cloud systems including M365 and others. Enhanced information security protocols to meet compliance standards.
- **European Luxury Brand (Japan HQ):** Provided full IT project management and deployment for new office and shop setups, including network installation, workstation provisioning, and ongoing helpdesk support.
- **International Medical Test Firm:** Developed order entry system used by 5000+ physicians across hospitals in Japan, integrating with US and partner systems.
- **Global Law Firm:** managed IT aspect of datacenter replacement and office move, including structured racks and cabling, network, WAN line install, floor-to-floor fiber, physical security system, videoconferencing system, and system integration testing.
- **All Major Buildings:** steward IT shutdown before annual power outage for inspections.



CERTIFICATIONS

- eSolia Internal
- CompTIA
- Fortinet
- Watchguard
- IT Passport
- IDEO
- Microsoft