

Japan IT Support Proposal

2025-01-15

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MedTech Innovations Inc.

Japan IT Support Proposal

Date: 2025-01-15 **Version:** 01 **Prepared by:** Rick Cogley, Takumi Fukuoka

Attention: - Ms. Sarah Chen, IT Director, Asia Pacific - Mr. Kenichi Tanaka (田中 健一), Japan Office Manager

MedTech Innovations Inc. メドテック・イノベーションズ株式会社

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Introduction

eSolia is a Tokyo-based Information Technology management firm providing well-regarded, business-focused IT consulting, project, outsourcing and cloud database services, to a variety of blue-chip foreign and Japanese organizations in Japan and abroad.

Our mission is simple — eSolia exists to create value that serves our clients, helping their businesses achieve success in Japan and the Asia Pacific region, by delivering exemplary, standards-based IT services unbiased by maker affiliation, and by facilitating multicultural understanding.

Since 1999, we have had the pleasure of successfully handling multiple complex high-pressure projects via creative problem-solving, and we possess the confidence to find solutions for your system and process challenges.

At eSolia, we sow the seeds that help you build your business on strong IT foundations. Let us begin helping your company meet its business commitments today.

Thank you sincerely for the opportunity.

— eSolia Inc.

eSolia Profile

Company Headquarters	株式会社イソリア d.b.a. eSolia Inc. Sawa Building 6F, Nishi-Shimbashi 2-2-2, Minato-ku, Tokyo 105-0003 Japan
Contact	Tel: 03-6273-3510 (Main) Fax: 03-3593-3511
Websites	https://esolia.com , https://esolia.co.jp
Representative Directors	James R. Cogley (CEO), Takumi Fukuoka (COO)
Established	7 July 1999 as “kabushiki gaisha” shared-stock entity
Paid-in Capital	30 MM JPY

Lines of Business

- Outsourced User Support and Helpdesk
- System Engineering - Design, Build, Validate, Test, Upgrade
- Outsourced Run and Maintain for IT Systems
- Bilingual IT Consulting and Solutions
- Project Management
- Training
- Online General Business Database Service “PROdb”
- Software and Website Development

Staff

No temp-staff; contract employees hired for their skillset; all personnel bilingual or trilingual.
Breakdown: 90% booking professionals, 10% support staff.

eSolia Background

To explain eSolia generally, we act as a kind of “**virtual IT department**” for our clients, and thereby must possess a wide range of skills to allow us to handle most any IT-related activities, such as support, helpdesk, development, infrastructure, risk management, compliance, and so on.

Our Typical Areas of Focus

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

We adjust the emphasis on each of these areas, depending upon client requirements.

Types of Support We Provide

- **Skill Support** — Supplement your local or overseas staff with our team’s skills.
- **Topical Consulting** — Focused discussion and “just in time” training for topics such as VPN, backup, network basics, and others.
- **Manpower Support** — When manpower is required for specific tasks, eSolia can supply it with reasonable notice.

- **Staff Absence Cover** — When local staff cannot be on site due to illness or vacation, eSolia can substitute.

Learn More

- Vision & General Info: <https://esolia.com/about/>
 - Management Team: <https://esolia.com/management-team/>
 - Our Mandate & Process: <https://esolia.com/why-esolia/>
 - Code of Conduct: <https://esolia.com/esolia-code-of-conduct/>
 - Services: <https://esolia.com/topics/services/>
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Project Types

We have performed project management and technical execution on many projects across a wide range of areas—from Governance, to Management, to Operations and Infrastructure—and for various industries, including medical devices/healthcare, finance, and legal.

Compliance & Audit (Priority for Medical Devices)

- SOX-related IT systems control design, test, documentation
- FDA-regulation-related testing and validation
- System UAT test execution and documentation
- Security audits and assessments

Infrastructure

- Structured cabling design, install, upgrade
- Network switch and router installation and upgrades
- Data center reorganization and “earthquake proofing”
- VPN and secure remote access implementation

Microsoft & Enterprise Systems

- Microsoft BackOffice installs, upgrades, migrations
- Microsoft 365 deployment and management
- Software imaging and distribution systems
- Enterprise software projects (ERP, CRM)

Office & Facilities

- Office design, setup, move (including IT, Security, and AV assets)
- Laboratory environment monitoring and data collection
- Logistics center design and setup

Annual Operations

- Building power outage IT coordination (legally required in Japan)
- BCP site maintenance
- Security compliance reviews

Past Projects in Medical Devices Industry

eSolia has extensive experience supporting medical device companies in Japan:

Recent Medical Device Clients - Thermo Fisher Scientific Japan — Helpdesk and infrastructure support - Cook Medical Japan — Office setup, EDI implementation - Abiomed Japan — IT support and compliance projects - FEI Company / Analytik Jena — Ongoing IT management

eSolia Common Agreement Characteristics

Please note a few common aspects of our engagement agreements:

Agreement Structure

eSolia agreement structure takes the “**Master Services Agreement**” (MSA) and “**Statement of Work**” (SoW) style:

- MSA covers all basic agreement points (terms, confidentiality, liability, etc.)
- SoW(s) cover support, projects, and development, as needed and appropriate

Billing Model

eSolia agreements are largely **time and materials-style contracts**, but with an assumption of service volume:

Item	Description
Minimum billing increments	Visits are billed at a minimum of 1 hour’s labor × rate
Administration fee	Work beyond minimum is assessed in 15-minute increments
Callout fee	Monthly fixed fee for account management
	Per-visit fee for onsite work within Tokyo 23 wards

Rate Structure

We set **base rates** in the agreement for various rate types: Senior Consultant, Consultant, Engineer, Assistant. The rates actually billed depend upon the **volume of work** a client can commit to.

Favorable Rate Options

A greater commitment means lower rates:

1. **Reserved Hours** — Reserving visits and hours regularly per month
 2. **Pool Blocks** — Pre-paid block of time (valid for 1 year, replenishable)
 3. **Multi-year Term** — Committing to a multi-year contract term
 4. **Sliding Scale** — Rates decrease as cumulative hours increase
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MedTech Innovations Requirements

Following our initial discussion with Ms. Chen and Mr. Tanaka on January 10, 2025, we understand that MedTech Innovations requires comprehensive IT support for your Japan office.

Current Situation

- **Office Location:** Shibuya, Tokyo
- **Staff Count:** 25 employees (projected growth to 40 within 2 years)
- **Current IT:** No local IT staff; managed remotely from Singapore HQ
- **Pain Points:**
 - Slow response for Japan-specific issues (time zone gap)
 - Language barrier with local vendors
 - Compliance requirements for medical device industry
 - Upcoming office expansion and equipment refresh

Key Requirements Identified

1. **Bilingual On-Site Support** — Local presence, Japanese vendor coordination, English HQ communication
 2. **Compliance Support** — FDA/PMDA documentation, SOX controls, secure data handling
 3. **Infrastructure Management** — M365 admin, network monitoring, power outage coordination
 4. **Project Support** — Office expansion (Q3 2025), PC refresh (30 units), AV upgrade
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Proposal

Based on your requirements, we recommend our **TotalSupport** agreement:

Perform Ongoing Support

Scope: - Tier 1 and Tier 2 helpdesk support (bilingual) - On-site visits as needed (Tokyo 23 wards) - Remote support via Teams/phone - Vendor coordination in Japanese - Monthly activity reports

Expected Volume: 8-12 hours per month

Perform Project Work

Scope: - Office expansion IT planning and execution - PC deployment and imaging - AV system installation coordination - Network infrastructure upgrades

Billing: Project work billed separately at agreed rates

Perform Process Management

Scope: - IT asset inventory management - License tracking and renewal coordination - Vendor contract management - Procurement assistance - Documentation maintenance

Perform Compliance Support

Scope: - SOX IT controls evidence collection - Audit support and documentation - Security policy review and updates - Data handling procedure documentation

Support Agreement Types

eSolia offers two primary support styles:

Feature	TotalSupport	Co-Support
Nature	Proactive, SLA-based	Request-only, flexible
Rate Structure	Multiple hourly rates by role	Single blended rate
User Support	Direct user contact possible	Via designated contact only
Monthly Meetings	2x per month	1x per month
Expected Hours	2-4h+ per month	As needed
Staff Cover	Per SLA	Best-effort

Based on your requirements for proactive support and compliance needs, we recommend the **TotalSupport** model.

Service Provision Mechanics

Support Systems

System	Purpose
PROdb Ticketing	Issue tracking, SLA monitoring, reporting
Microsoft 365	Email, collaboration, documentation
Teams/Zoom	Remote support, screen sharing, meetings

System	Purpose
Remote Access	Secure remote desktop for troubleshooting
Knowledge Base	Documented procedures and solutions

Support Hours

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

Response Model

Request Type	Channel	Target Response
Urgent/Critical	Phone + Email	1-2 hours
Standard Request	Email/Ticket	Same business day
Scheduled Work	Email	By agreed schedule

Offer Details

CONFIDENTIAL — The following pricing information is confidential and intended solely for MedTech Innovations Inc.

Agreement Structure

Item	Details
Agreement Type	TotalSupport
Initial Term	12 months
Renewal	Auto-renewal, 60-day notice to cancel
Billing	Monthly, Net 30

Monthly Fees

Item	Amount (JPY)	Notes
Administration Fee	¥30,000	Account management, reporting
Reserved Hours	¥120,000	8 hours @ ¥15,000/hr
Total Base	¥150,000	Before callout fees

Hourly Rates

Rate Type	Base Rate	With 50h Pool
Senior Consultant	¥18,000/hr	¥16,200/hr
Consultant	¥15,000/hr	¥13,500/hr
Engineer	¥12,000/hr	¥10,800/hr

Additional Fees

Item	Amount	Notes
Callout Fee	¥3,000	Per on-site visit (Tokyo 23 wards)
After-Hours	+50%	Work outside 9:00-18:00 JST
Holiday/Weekend	+100%	National holidays, weekends

Pool Option (Recommended)

Pool Size	Discount	Valid Period
50 hours	10% off	12 months
100 hours	15% off	12 months
200 hours	20% off	12 months

Recommendation: Based on your projected usage, we recommend the **100-hour pool**.

First Year Estimate

Category	Low Estimate	High Estimate
Monthly Base (×12)	¥1,800,000	¥1,800,000
Additional Hours	¥300,000	¥600,000
Project Work	¥500,000	¥1,200,000
Callout Fees	¥72,000	¥144,000
Annual Total	¥2,672,000	¥3,744,000

Next Steps

To proceed with this proposal:

1. **Review** — Review this proposal and let us know if you have any questions
2. **Discussion** — Schedule a call or meeting to discuss details
3. **Agreement** — Once aligned, we will prepare the MSA and SoW documents
4. **Signatures** — Both parties sign the agreements

5. Kickoff — Begin onboarding and transition process

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

In Closing

We at eSolia appreciate the opportunity to present this proposal, and we sincerely hope to work together with you to help meet your IT needs in Japan.

Please feel free to contact us at any time if you have questions or require clarification.

eSolia Inc.

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Document Provenance

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This sample proposal demonstrates the Codex fragment assembly system.