



CEL F

Cloud Service Specifications

(For USA Environment)

Version 1.0



SCSK Corporation

Revision History

Version	Date	Changes
v1.0	2024/1/25	First English version for USA environment

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1. Purpose of This Document

The CELF Cloud Service Specification describes the contents, provision methods, and inquiry methods of the CELF Cloud Service and its derivatives (hereinafter referred to as **"This Service"**) that our company provides to customers. Matters not covered in this document shall be subject to the the CONTRACTUAL TERMS of the CELF Cloud Service (hereinafter referred to as **"Agreement"**) between our company and customers.

2. Overview

This Service is a cloud service that allows users to "create" and "publish" web apps linked to a database, which can be shared and "used" by multiple users in their company.

By using This Service, information that was previously managed on a file basis can now be centrally managed in a database. So that customers can share and utilize the registered information in real time, and make quick decisions.

This Service provides features for creators, users, and administrators.

(1) Features for Creators

Provides features to create layout, link database, and publish application without programming.

(2) Features for users

Provides features such as running published app, doing copy and paste from/to Excel sheet, printing, and exporting to Excel file.

(3) Features for Administrators

Provides features such as user management, group management, and access authority management.

※ **For more information on the features provided by CELF cloud service, please contact your CELF distributor, or visit our CELF website in Japanese (<https://www.celf.biz/>).**

3. Offered Documentations and Softwares

The following items are provided in This Service.

Name		Quantity	Expected delivery time *1	offering location
Installer	Installer for using This Service	1	From the contract start date	Website
	Installation Guide	1	same as the above	Website
Extended Options	Modules for utilizing derivatives	1	From the first day of use	Website
	User's Guide	1	same as the above	Website

*1 Expected delivery time is standard time period. The number of days may vary depending on the application status, etc.

4. Terms and Conditions on Using This Service

Customers can use This Service by setting up the CELF software and related software from an environment that can access the internet. The CELF software is multilingual and available in English or Japanese. However, some derivatives of This Service may not be multilingual support.

We provide This Service to customers in accordance with the standards set forth in "5. Service Level Agreement (SLA)." After the start of This Service, we will not be able to respond to any changes in the contents of the service, operation standards, etc. requested by customers, or to any matters not stipulated in this document.

We provide the CELF software installed at designated IaaS(Infrastructure as a Service) provider. The number of available users is as specified in the contract.

Available data capacity: Number of Users x 2GB *Expansion available for an additional fee.

IaaS provider designated by our company: Microsoft Azure (East Japan region)

The following applies to the services provided by the above IaaS provider.

- Data center site, building, server room, and equipment
- Data center management and operations

(1) Client Environment

CEL F runs on Windows OS. It is necessary that it can be installed in the customer's environment. For more details, please contact your CEL F distributor.

The web applications that operate on browsers created with CEL F software support the following browsers:

- Microsoft Edge version 88 and later
- Google Chrome version 87 and later
- Apple Safari version 13.1 and later

(2) Number of Users

Customers use This Service within the number of users specified in the contract between customers and our company. If usage that exceeded the number of constructed users is detected, we may stop providing This Service to the customers. If operations with exceeding the number of constructed users are required, contact us in advance.

(3) Customer's Available Lines:

Internet connection environment

- Depending on the firewall settings, customers may not be able to access This Service. In this case, customers can use This Service by changing the firewall settings.

This Service uses the HTTPS protocol on port 443.

- We shall not be held responsible for any problems that may arise in the use of the system due to the circumstances of the Internet service provider or ISP.
- Recommended network bandwidth: 100 Mbps or higher.

Using a line with a slow network bandwidth may interfere with your use of This Service.

(4) Connection Line to This Service

IaaS provider line is used, and line speed is best effort type. The response time is also best effort type. We shall not be responsible for any inconvenience in the use of This Service caused by IaaS provider. If the amount of data communication exceeds the number of users x 10 GB/month, the bandwidth may be limited. Also, there is a restriction that the connection is disconnected after a certain period of inactivity.

(5) Security

- Encrypt communication data with an SSL certificate supporting the SHA 256 algorithm
- Virus check by general anti-virus software (pattern files are always updated)
- Prevent and monitor unauthorized access to servers by IPS (Intrusion Prevention System)
- Prevent and Monitor unauthorized access to Web Servers by WAF (Web Application Firewall)
- Conduct regular vulnerability inspection and response
- Company ID/User ID/Password Authentication
- Access restriction by IP Address
- Two-Factor Authentication
- Password Policy

(a) Specify number of characters Yes

(b) Combination of character types Yes

(c) Validity period Yes

* Please do not share, lend, or transfer your ID and password with third parties. Customers are solely responsible for the use and management of their ID and password.

(6) Service Hours and Outage Times

Complies with "5. Service Level Agreement (SLA)."

(7) Software Version Upgrade

If we determines that CELF software needs to be updated, the upgrade will be performed at the time specified by us. Reasonable efforts will be made to notify customers in advance of scheduled version upgrades; however, we may not be able to notify customers in advance of emergency upgrades.

(8) Use in Previous Versions

If there is a problem with the latest version of CELF software, customers can revert back to the previous version.

The available versions are:

- All patch versions in the same minor version as the latest
- Last patch version of the previous minor version

(9) Backup

Apps and data are backed up daily. Backups are stored at multiple geographically separated locations for a minimum of seven days. Apps and data can also be backed up manually by customers.

(10) Access and Using Information on This Service

The information collected on This Service (such as access logs and operation logs excluding personal information) can be grasped and analyzed for the purpose of developing of This Service.

(11) Send E-mail

The e-mail sending function provided by This Service is available under the following conditions.

- The maximum number of e-mails that can be sent is the number of users * 60 messages per month. This limit is based on the number of mail recipients. When sending to 10 people, the number is counted as 10.
- If the number of e-mails that do not reach the address properly or that are judged as spam exceeds 5% of the total number of e-mails, the e-mail sending function may be stopped even if the maximum limit has not been reached.
- Up to one e-mail sending action call per process (action set).
- Up to 50 addresses (Including CC and BCC) can be specified per email sending action call.

(12) Application Compatibility

Changes in the specifications of the software or infrastructure that make up This Service may alter or disrupt the operation of developed applications. In such instances, it may be necessary for the

Customer to undertake modifications or other remedial actions to the applications.

(1 3) Other Conditions

- We shall not be responsible for any case that customers are/become unable to use This Service due to customer's environment that does not meet the above requirements.
- Even if the above conditions are met, some functions may not be available depending on the restrictions or settings of the user's specific environment.
- Customers are responsible for installing the software to use This Service.

5. Service Level Agreement(SLA)

(1) Scope of the SLA in the Contract

Services provided by This Service.

(2) Service Contents

The contents of This Service are as follows.

*The times listed below are in Japan time zone (UTC+9).

Item name	Contents
Service Delivery Time	24 hours 365 days (excluding planned outages/scheduled maintenance)
Service Utilization Objective	99.9% Service Utilization Rate: It is a percentage calculated by dividing the total annual hours of failures directly attributable to software manufactured by our company (i.e., This Service is in a state being unable to respond) by the annual scheduled hours of operation.
Service Outage	1. Planned service outage Planned service outages are performed to ensure stable operation and maintenance of services. During the planned outage as defined below, The Service may be temporarily stopped or access may be restricted. <ul style="list-style-type: none"> • Planned Service Outage Date and Time: 2nd Friday of each month from 15:00 to 21:00 (JST) • Spare Date: 3rd Friday of each month from 15:00 to 21:00 (JST) • Main Outage Tasks: OS Security Updates, Middleware Updates, CELF software updates, etc. 2. Unplanned Service Stop <ul style="list-style-type: none"> • There are emergency service outages due to failures or security incidents. Service outages may also be performed due to maintenance work after prior notification.
Service Restrictions	This Service may be temporarily inaccessible during the following time periods due to backups or routine maintenance by the IaaS provider.: <ul style="list-style-type: none"> • Daily backup 18:00~19:00 (JST)
Notice	Notification of service outages or failures will be posted on the CELF website (https://www.celf.biz/support/ (Japanese)). <ul style="list-style-type: none"> • The planned service outage will be notified in advance on the above website. • Unplanned service outage will be promptly notified on the above website after the failure is found. We will make every reasonable efforts to notify customers in advance, but if we deems it urgent, we may stop all or part of This Service without notifying customers in advance.
Data Recovery in Case of Failure	If data is lost due to a failure, restore data up to 24 hours ago. Backups are stored at multiple geographically separated sites, but data may be

	lost if a crash occurs simultaneously at each site.
Recovery Time Objective	Recovery within 12 hours

(3) Outside the Scope of SLA

Failures caused by the following factors are not covered by this SLA:

- Service outage due to natural disasters or other force majeure
- Failures caused by software and operating systems not manufactured by our company (third party)
- Service outage due to the user's intention or negligence
- Failures associated with third-party attacks
- Scheduled maintenance and emergency maintenance notified in advance
- Restrictions set by our company, such as traffic limit and access restrictions
- Problems with third-party software adapted in our company
- Access delays and failures due to customer and customer environment
- Other events or phenomena which are outside our company's responsibility as described in the contract

(4) Service Warranty

If a month's service utilization rate is 90% or less, the fee for the following month will be discounted by 50%.

For customers with annual contracts, if there are three or more months in which the service utilization rate is 90% or less, the fee for the following year will be discounted by 5%.

(5) SLA's Modification

We reserves the right to change the contents of this document at any time. Any changes will be notified in advance on the CELF website.



6. Flow to Start Using This Service

Please fill out the “CEL F Cloud Service Application Form” and submit it to the address indicated on the application form.

7. After Service Cancellation

- All apps and data will be deleted after 30 days of service cancellation. They cannot be restored even if customers sign the contract again and resume using This Service.
- Customers can back up the application and data before the service end date.

8. About Inquiry

Customers who encounter any issues while using This Service or require assistance can seek support through the contact methods specified in the notification email(Subject: Notification of CEL F Cloud Edition Readiness for Use) sent at the commencement of CEL F usage, Japanese users could inquire through the CEL F website support information page (<https://www.celf.biz/support/> (Japanese)) as stipulated in the "Help Desk Support" section.

9. Others

- We shall not respond to individual audit requests, including the submission of documents tailored to specific customer requirements.
- Implementation of additional features tailored to customer-specific requirements will not be carried out.
- We do not provide a recovery service for data lost due to customer's negligence.
- Disclosure or provision of logs such as access logs, operation logs, and error logs is not conducted.
- Our approach to personal information protection is outlined in our Privacy Policy, available on our website at https://www.scsk.jp/privacy_en.html .