CELF

Cloud Service Specifications

Version 1.7

SCSK

SCSK Corporation

Revision History

Version	Date	Changes
v1.0	2024/1/25	First English version for USA environment (based on v1.6 ja)
v1.7	2024/10/24	Revised version number to 1.7 (the same ver. of the Japanese SLA). ・ Added description of the License Key file and the deliverables for the RPA Option and CELF Anywhere to "3. Delivered Documents and Software." ・ Revised "4. Terms and Conditions on Using This Service " to clarify that the number of users is determined by the "CELF Cloud Service Use Notification." ・ Removed mention of IaaS providers from "4. Service Usage Terms and Conditions." ・ Added "(3) Definition of User Count" to "4. Service Usage Terms and Conditions." ・ Removed "(5) Changes to the SLA" from "5. Service Level Agreement (SLA)." ・ Added "6. Customer Data Privacy." ・ Added "10. Changes to This Document."

Contents

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. Delivered Documentations and Software

The following items are provided in This Service.

Name		Quantity	Expected delivery time *1	offering location
Installer	License Key File	1	Effective Date of Agreement	Individual Delivery
	Installer for Using This Service	1	Effective Date of Agreement	Website
	Installation Guide	1	Effective Date of Agreement	Website
Extension Options	Modules for Using Derivatives	1	Commencement Date of This Service	Website
	User's Guide	1	Commencement Date of This Service	Website
RPA Option	License Key File	1	Commencement Date of This Service	Individual Delivery
	RPA Extension Option Module	1	Commencement Date of This Service	Website
	Installation Guide	1	Commencement Date of This Service	Website
CELF Anywhere	License Key File	1	Commencement Date of This Service	Individual Delivery
	Installation Guide	1	Commencement Date of This Service	Website

*1   The expected delivery time is within the standard timeframe. However, the timeframe may vary depending on the application status and other factors.

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 CELF Cloud Service Use Notification.

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

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

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

The web applications that operate on browsers created with CELF 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 CELF Cloud Service Use Notification from our company. If usage that exceed the number of contracted users is detected, we may stop providing This Service to the customers. If operations with exceeding the number of contracted users are required, contact us in advance.

（3） Definition of User Count

The number of users stated in the "Notice of Use" can be used for each service based on the following definitions:

1. CELF Cloud Service

・ A user is defined as an individual who can log in to CELF.

・ One user ID can be issued to one user.

・ Access from multiple devices is allowed with one user ID, but simultaneous access is not permitted.

・ One user ID cannot be shared by multiple users.

2. CELF Anywhere

・ A user is defined as an individual who can log in to CELF inside a web browser.

・ One user ID can be issued to one user.

・ Access from multiple devices is allowed with one user ID, but simultaneous access is not permitted.

・ One user ID cannot be shared by multiple users.

3. RPA Option

・ The number of units refers to the number of terminals where the RPA execution environment is installed and used to log in to CELF.

（4） 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.

（５） 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.

（６） 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.

（７） Service Hours and Outage Times

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

（８） 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.

（９） 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

（１０）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.

（１１）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.

（１２）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.

（１３）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.

（１４）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. 　　・ Planned Service Outage Date and Time: 　　　**2nd Friday of each month** from **21:00** to **3:00** of **next day (JST)** 　　・ Spare Date: 　　　**3rd Friday of each month** from **23:00** to **5:00** of **next day (JST)** 　　・ Main Outage Tasks: OS Security Updates, Middleware Updates, 　　　　　　　　　　　CELF software updates, etc. 2. Unplanned Service Stop 　　・ 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.: 　　・ **Daily backup 2: 00** to **4: 00 (JST)**
Notice	Notification of service outages or failures will be posted on the CELF website (https://www.celf.biz/support/ (Japanese)). ・　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%.

6. Customer Data Privacy

SCSK does not access customer data stored using CELF. However, in the following exceptional situations, SCSK might access customer data:

- **Support Requests from Customers**: If a customer seeks assistance from the CELF Help Desk Support to resolve a technical issue, your data may be accessed only to the extent necessary to resolve the issue.
- **Responding to Security Incidents**: In emergencies requiring response to security threats or unauthorized access, it may be necessary to access customer data.
- **Legal Requests**: If there is a valid warrant or court order based on law, SCSK may need to disclose customer data in compliance with legal obligations.

Even in these exceptional situations, SCSK will limit access privileges to the bare minimum necessary, follow strict security procedures for data access. Additionally, we strive to provide customers with advance notice whenever possible to ensure transparency.

7. Flow to Start Using This Service

Please fill out the "CELF Cloud Service Application Form" and submit it to the address indicated on the application form.

8. 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.

9. 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 CELF Cloud Edition Readiness for Use) sent at the commencement of CELF usage, Japanese users could inquire through the CELF website support information page (https://www.celf.biz/support/ (Japanese)) as stipulated in the "Help Desk Support" section.

10. Changes to This Document

We may revise the content of this document. In the event of changes, we will provide notification on the CELF website at least 30 days in advance.

11. 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 .