

JTP Helpdesk Service



© JTP Co., Ltd. All Rights Reserved.

About US



© JTP Co., Ltd. All Rights Reserved.

Corporate Profile

Company Name

JTP Co., Ltd.

Headquarters

Gotenyama Trust Tower, 4-7-35 Kitashinagawa,
Shinagawa City, Tokyo

Establishment

October 31, 1987

Number of Employees

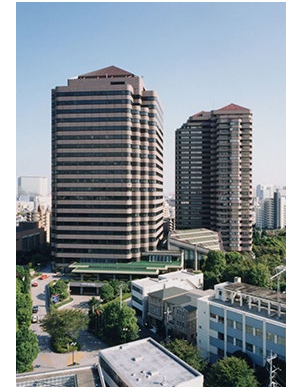
425 (As of March, 2021)

Stock Listing

JASDAQ Standard Stock, Local Code: 2488

Certified Partners

AWS Advanced Consulting Partner
LINE Official Partner
IBM Silver Business Partner
SoftBank ONESHIP Partner



ONE SHIP

SoftBank Business Partner



Our History

1987	Establishes Japan Third Party Co., Ltd.
1990	Expands to the helpdesk service business.
1992	Opens a Learning Center and expands to training and education businesses.
1994	The Field Service Division begins service for chemical analysis equipment.
2003	The Field Service Division adds repairing medical devices to its service menu.
2006	Lists our stock on the JASDAQ.
2012	Releases IT skill assessment service "GAIT".
2015	Expands to the robotics business.
2017	Launches "Third AI" service and expands to the AI business.
2019	Establishes India Delhi branch in Delhi, India.
2021	Changes the company name to JTP Co., Ltd.



Certifications in Key Areas

Certifications in Key Areas

Multi-Cloud / Virtualization

AWS Certified Professional (13)
AWS Certified Associate (112)
RedHat OpenStack RHCE / RHCSA (39)
Google Professional Cloud Architect
Microsoft Azure MCSA Cloud Platform

VMware VCIX (4)
VMware VCAP (25)
VMware VCP (323)

Automation

Certified Kubernetes Administrator (84)
Certified Kubernetes Application Developer (9)
Ruby Gold / Silver
RHCE Ansible
RPA engineer Associate
Blue Prism Developer
UiPath RPA Developer Advanced Certification
Automation Anywhere advanced RPA professional

他多数

Security

CISSP
CCNP Security
CompTIA Security+
Registered Information Security Specialist
Information Security Management

Data solution(AI)

Python 3 Basic Grammar Certification(78)
Python 3 Data Analyst Certification(5)
Deep Learning for GENERAL G exam(32)
Professional Survey Statistician
Oracle Gold (5) / Oracle Silver(20)

Life Science

Healthcare Information Technologies
Authorized chief X-ray inspection engineer
Radiation Protection Supervisor

Our engineers are also certified in a wide variety of fields, such as OS, networking, programming, database, storage, and project management.



Introduction to JTP Helpdesk Service



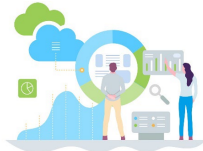
© JTP Co., Ltd. All Rights Reserved.

System integration – Comprehensive Support for ICT Life Cycles



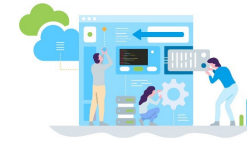
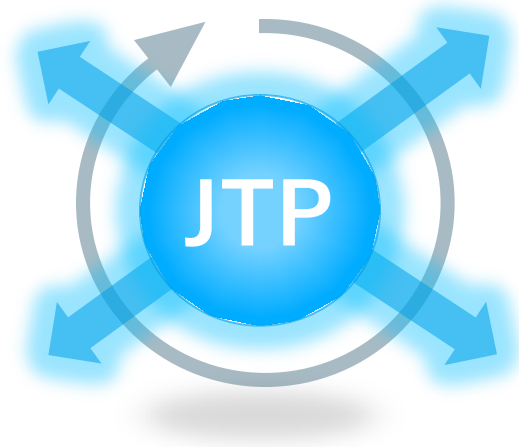
Remote Technical Support

- Front-line support
- Level1/Level2 technical support
- Troubleshooting



Managed Services

- Installation and break/fix
- Professional services
- Account services



Design & Setup

- Cloud migration
- Cloud design
- Cloud setup



Training Service

- IT vendor certification training
- System implementation training
- Facility rentals

Our Customers

Helpdesk



Training



Design Construction MSP



Helpdesk Service Menu

Technical Support For Enterprise

We provide technical support for various business systems (software and hardware) with highly flexible services according to the business type and needs of the customer.

Technical Support For Consumer IT products

We provide user support for consumer products (software and hardware) including PCs, security software and network-related products with step-by-step explanation.

Multi-lingual Support

We provide technical support in multiple languages for users overseas or foreign staff.

Outbound Service

We provide a variety of services as an outbound call center, from telemarketing to sales promotion support.

Consultation Service

We provide consultation on openings and renewals for call centers by reviewing current facilities and services. Analysis and optimization of current operations, costs, and security are our expertise.



Strengths of JTP Helpdesk Service

1

Extensive experience in Technical support

JTP has over 30 years of experience in providing technical support to over 200 products and more than 50 B2B and B2C global companies

2

24X7X365

Since 1988 JTP has provided 24X7X365 product support including off business hours.

3

Scalable

JTP provides a one-stop support for organizations of all sizes with “System Design and Architect”, “Training”, “Professional Services”, “Managed Services” among many others starting from single to multiple support engineer services.

4

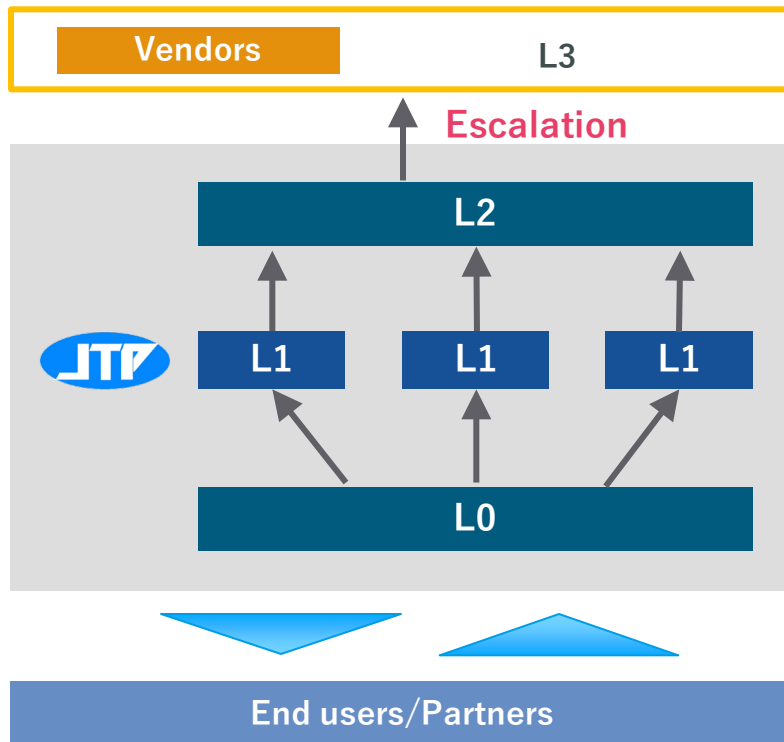
Multilingual

JTP provides support in multiple languages including Japanese, English, Chinese (Mandarin and Cantonese), Korean, etc. along with documentation and translation services.



Levels of Support

Our strengths: 24/7 and multi-lingual support



L3 (Level 3):

Support is provided at the source code level, such as dump analysis or bug recognition.

L2 (Level 2):

In addition to log analysis and reproducibility tests, previous incidents are considered with follow-ups on business matters.

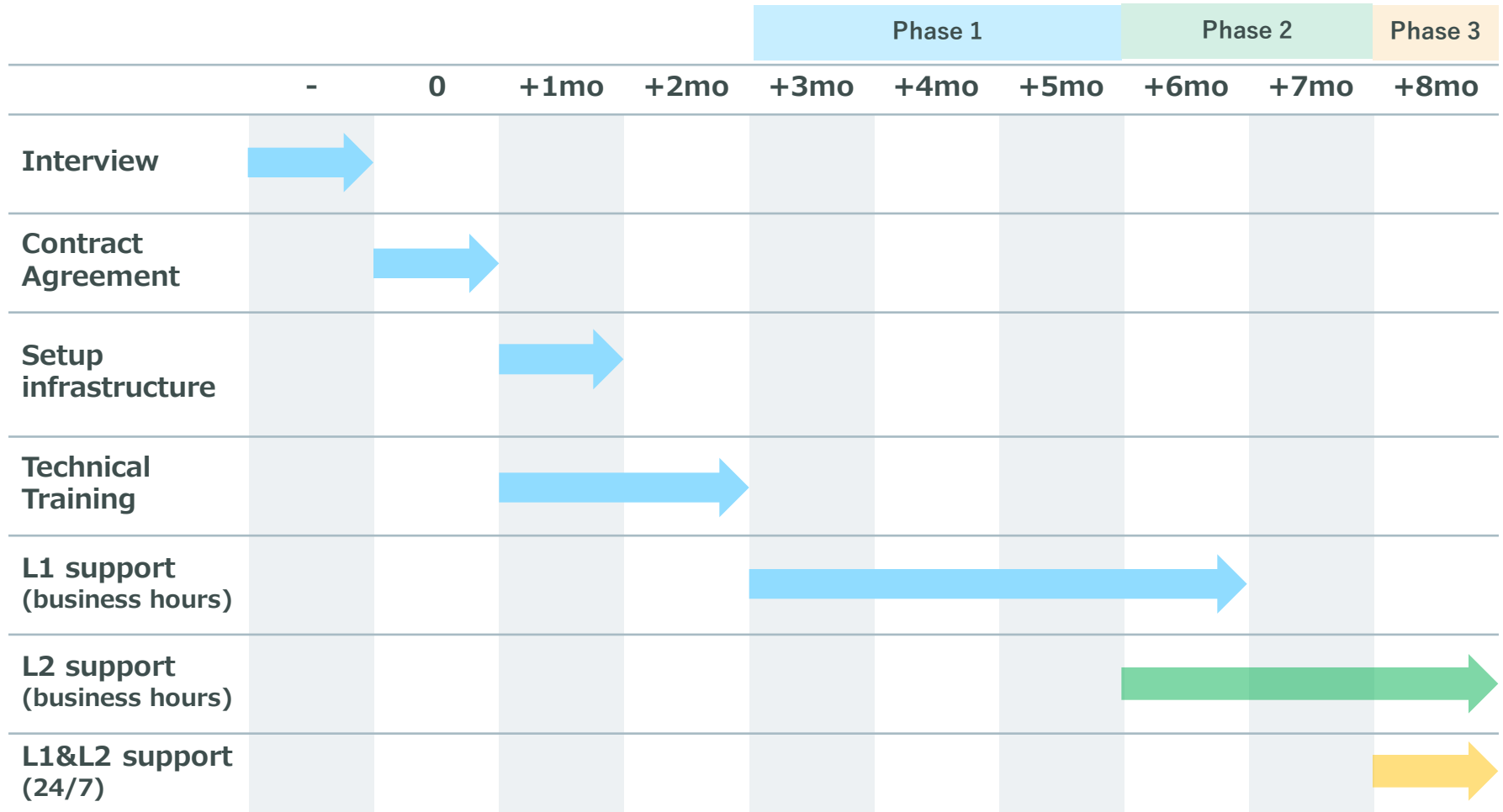
L1 (Level 1):

Support provided based on vendor-supplied documents (such as manuals, knowledge bases, and user communities).

L0 (Level 0):

Initial contact person(s) for inquiries. Support plans are checked to determine validity. Dedicated engineers are assigned according to the inquiries received.

Example of Basic Schedule



Example of Quotation

Quotation is flexible based on size of project.

For Example:

Smaller Scale (10 Cases/month)

Initial Cost : 300,000 JPY~
(Tax not included)



Quotation based on Headcount

+

Monthly Cost : 300,000JPY~
(Tax not included)

Large Scale(400 Cases/month)

Initial Cost : 615,000 JPY~
(Tax not included)



Quotation based on # of Incidents

+

Monthly Cost : 800,000 JPY~
(Tax not included)

Connect to the Future



© JTP Co., Ltd. All Rights Reserved.