A large, stylized graphic of the HULFT logo, consisting of two overlapping, elongated, teardrop-like shapes in a lighter shade of orange, creating a sense of motion or a stylized 'X' or infinity symbol.

HULFT

Sales Guide

SAISON INFORMATION SYSTEMS CO., LTD.

HULFT Division

Introduction

This material is a sales guide for the agents and business partners involved in the sales promotion of HULFT.

This is a brief summary of the information on HULFT's introduction, overview, and case studies of system configuration. We hope this material will be of help to your daily business activities.

Please inquire with our sales department on the latest prices of our products and system estimation.

This material has been prepared based on the information as of the month of its publication.

The new features and screen images on this document may differ from the actual product.

Prices listed in this document do not include consumption tax.

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Some programs may not be provided overseas.

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1. Overview of HULFT

What is HULFT?

■ HULFT is a middleware that realizes data integration through file transfer!

- By implementing HULFT, intersystem file transfer becomes possible, and conditions for implementation are simple and easy!

① Implement HULFT onto target server

② Ping communication can be verified through the host names on both sides

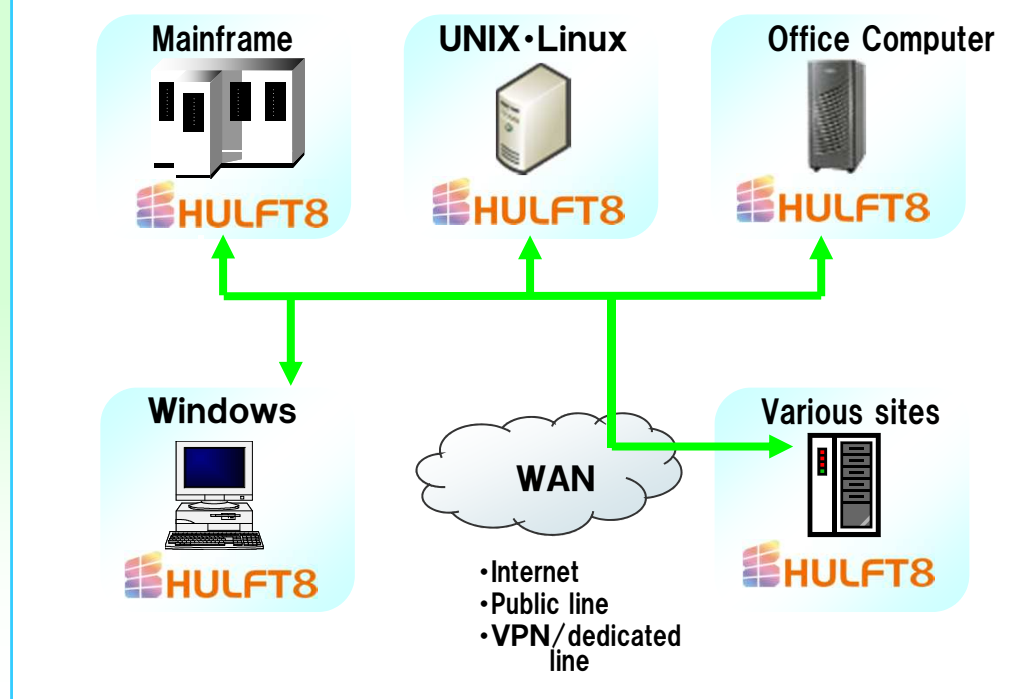
HULFT Basic Functions

- Send and receive (control) function
- Security function
- Code conversion function
- Application interface function

HULFT8 New Functions

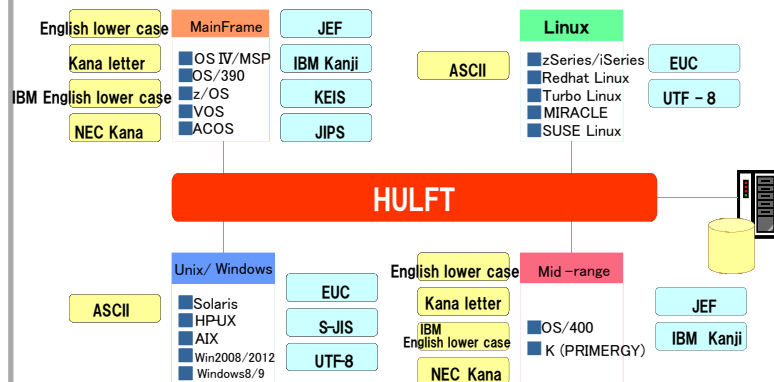
- DEFLATE compression preference
- Transfer test function
- Selection of language and date format
- HULFT Script

[Example of HULFT LAN/WAN Connection]



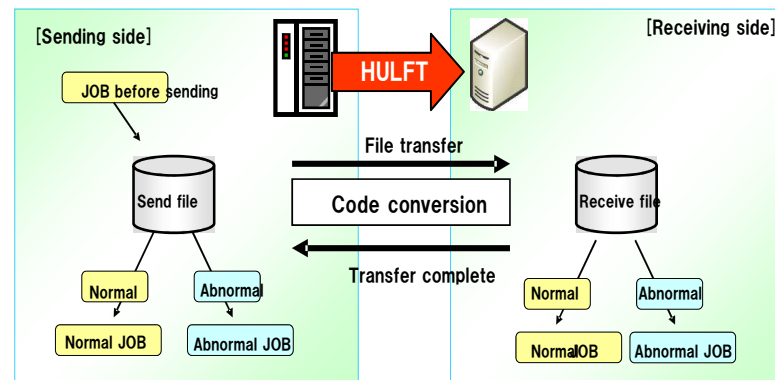
4 Main Features of HULFT

Multi-platform supported



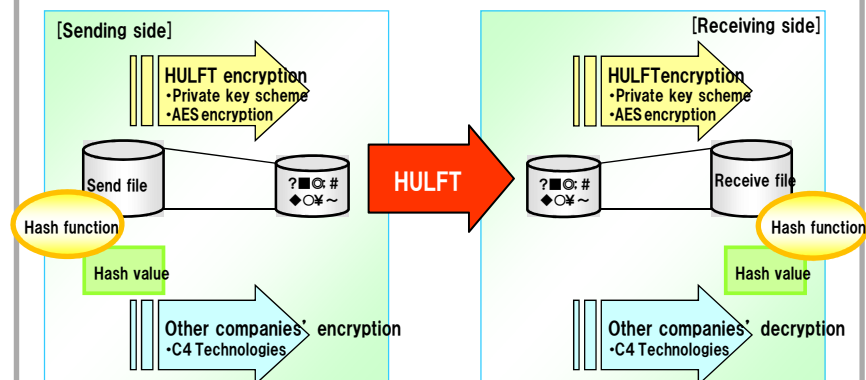
- Realize data transfer in various platforms (Communication between Windows, UNIX, Linux, Mainframe, and office computers is possible)
- Support code conversion between 1-byte code ASCII-EBCDIC and EBCDIC-EBCDIC
- Support 2-byte code JIS level 1, level 2, and JIS2004

Easy JOB integration



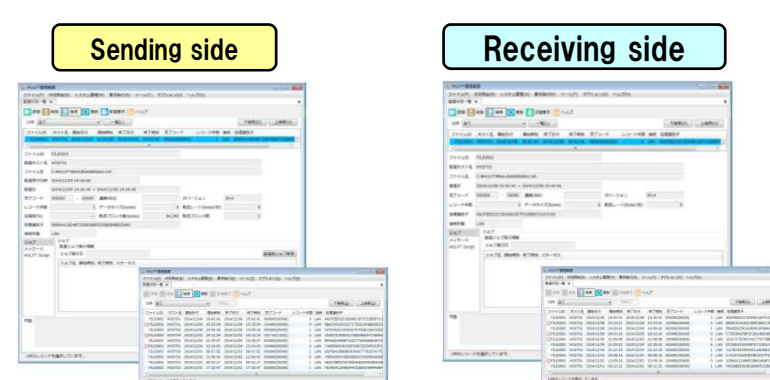
- Able to kick JOB setup in advance before and after file transfer
- Able to run the JOB by splitting between normal and abnormal transfer on sending and the receiving side

Security



- Provide encryption through private key scheme at 160-bit level and AES encryption that is adopted by the US government by 2010
- Provide encryption products of other companies (products of C4 Technologies)
- Prevent character corruption, and loss or falsification of data through data verification with hash value
- Realize compression rate of 60-70% with our own compression technology

Send log function



- Able to check sending and receiving status of files from control screen
- Able to check sending and receiving log
- Able to change layout for each user ID and able to strengthen access authority

2.HULFT License

2.HULFT License Guidelines

[How HULFT licenses are counted]

- HULFT license can be used for one operating system (OS) per license.
- In case of using HULFT in the environment of active cluster, VM, hot-standby, cold-standby, multicluster, PR/SM, Parallel Sysplex, a license is necessary for each OS that runs HULFT.

[HULFT cluster configuration license]

- In the following graded products of HULFT8 and HULFT7, inexpensive license for cluster configuration is available
 - Enterprise grade (server grade) of HULFT8 for UNIX / Linux / zLinux / Windows
 - EX grade of HULFT7 for UNIX / Linux / zLinux / Windows
- Please note that there are applicable conditions and patterns.

[Standby license]

- Inexpensive license is available that can be implemented in a standby environment for the purpose of disaster preparedness.
- Please note that there are applicable conditions and patterns

[Temporary use license]

- A license that allows file transferring for the purpose of development for a specified period for HULFT8 is available.

[Transition license]

- A license for a specified period where additional licenses equal to the number of licenses that are already owned can be used is available.

For details of license, please see “HULFT License Guidelines” in a separate material.

2. HULFT Grade 1/3

- HULFT8 and HULFT7 have different grades based on their functions. Consequently, functions and the pricing differ. *There are no grades for HULFT7 for zOS / XSP / MSP/ i5OS.
- Functions that correspond to different grades are listed as follows. (For supporting status of each version, please refer to the following pages)

Multicasting	<p>Can simultaneously send to multiple hosts</p> <p>If there is no multicasting function, files will be queued until the sending is complete. Transfer will have to wait until the current sending process is completed.</p>
Fault tolerance function	A duplicating function of control information to implement fail over
Process management function	<p>As the application that operates under the cluster configuration system, the following functions will be offered</p> <p>Startup synchronization···Checks that each process of HULFT starts up normally, and the resident process started</p> <p>Heartbeat check···Checks whether each process of HULFT is operating normally</p> <p>Termination synchronization ···Executes forced termination of monitoring target process</p>
HULFT Multiple Startups	Multiple processes of HULFT can be started up.
Scheduler	<p>Scheduler that supports the setup of execution frequency (daily, weekly, monthly, end of the month), execution time and holiday processing.</p> <p>The log can be administered within HULFT</p>
File trigger function	Using the update (production, deletion, change) of a specified file as a trigger, it can automatically start up jobs such as file transfer processing or backup
Network file compatible	A function that directly sends and receives files that have been accumulated in Network-Attached Storage (NAS) servers or Windows file servers
Remote heartbeat monitoring	A function that can check the heartbeat of each resident process of HULFT from a remote location

2.HULFT Grade 2/3

•HULFT8 and HULFT7 have different grades based on their functions. Consequently, functions and the pricing differ.

*There are no grades for HULFT7 for zOS / XSP / MSP/ i5OS.

•The difference in functions for each grade of HULFT8 is listed as follows.

Product name	Function								
	Basic functions (File transfer related functions)	Multicasting	Multiple startups of HULFT	Remote heartbeat monitoring	Cluster supported function		File trigger function	Network file supported	Scheduler
					Fault tolerance function	Process control function (Startup synchronization, heartbeat check, termination synchronization)			
HULFT8 for UNIX-Enterprise	○	○	○	○	○	○	○	○	—
HULFT8 for UNIX-Standard	○	○	○	○	—	—	—	—	—
HULFT8 for zLinux-Enterprise	○	○	○	○	○	○	○	○	—
HULFT8 for zLinux-Standard	○	○	○	○	—	—	—	—	—
HULFT8 for Linux-Enterprise	○	○	○	○	○	○	○	○	—
HULFT8 for Linux-Standard	○	○	○	○	—	—	—	—	—
HULFT8 for Windows-Server	○	○	○	○	○	○	○	○	○
HULFT8 for Windows-Client	○	○	○	○	—	—	—	—	—

2.HULFT Grade 3/3

•The difference in functions for each grade of HULFT7 is listed as follows.

Product name	Function								
	Basic functions (File transfer related functions)	Multicasting	Multiple startups of HULFT	Remote heartbeat monitoring	Cluster supported function		File trigger function	Network file supported	Scheduler
					Anti-failure function	Process control function (Startup synchronization, heartbeat verification, termination synchronization.			
HULFT7 for NSKJ-M	○	○	○	—	—	—	—	—	—
HULFT7 for NSKH-M	○	○	○	—	—	—	—	—	—
HULFT7 for NSKS-M	○	○	○	—	—	—	—	—	—
HULFT7 for UNIX-EX	○	○	○	○	○	○	○	○	—
HULFT7 for UNIX-M	○	○	○	—	—	—	—	—	—
HULFT7 for UNIX-L	○	—	○	—	—	—	—	—	—
HULFT7 for zLinux-EX	○	○	○	○	○	○	○	○	—
HULFT7 for zLinux-M	○	○	○	—	—	—	—	—	—
HULFT7 for Linux-EX	○	○	○	○	○	○	○	○	—
HULFT7 for Linux-M	○	○	○	—	—	—	—	—	—
HULFT7 for Windows-EX	○	○	○	○	○	—	○	○	○
HULFT7 for Windows-M	○	○	—	—	—	—	—	—	○
HULFT7 for Windows-L	○	○	—	—	—	—	—	—	—
HULFT7e for UNIX-M	○	○	○	—	—	—	—	—	—
HULFT7e for UNIX-L	○	—	○	—	—	—	—	—	—
HULFT7e for Linux-M	○	○	○	—	—	—	—	—	—
HULFT7e for Windows-L	○	○	—	—	—	—	—	—	—

2.Change in HULFT License (change in OS, grade increase, reloading)

We will provide the following responses to users who have signed the technical support agreement or users who have purchased the support package for the upgrade of products, change in OS, or the reloading of products.

If there is no technical support agreement or purchase of the support package for the target product, everything needs to be newly purchased.

1. For HULFT7, the reloading of HULFT Japanese edition to the English edition, or the vice versa is not possible.

Since the Japanese and the English editions are integrated in HULFT8, you can select products regardless of the language that is used in the OS.

2. It is possible to upgrade the level from a lower grade to a higher grad of HULFT.

If you request for the upgrade, you must pay for the difference between the current standard price and the previous one.

3. Upgrade is only possible within the same OS.

4. When a upgrade is conducted, the technical support fees will be changed to the grade product price after change.

5. We do not offer downgrade.

6. With regard to UNIX supported products, if you wish to change the UNIX OS, we will provide our product that supports the new OS with your payment for the license rewrite fee (flat-price of US\$1,000 for a product or a volume package.) .

This rule applies only to when the change is made from a UNIX OS to a UNIX OS.

Change to Linux or Windows from UNIX OS cannot be made, but it is handled as a new purchase.

7. With regard to Linux supported products, if you wish to change the Linux OS that you are using, there will be no additional charges.

3. HULFT Optional Products

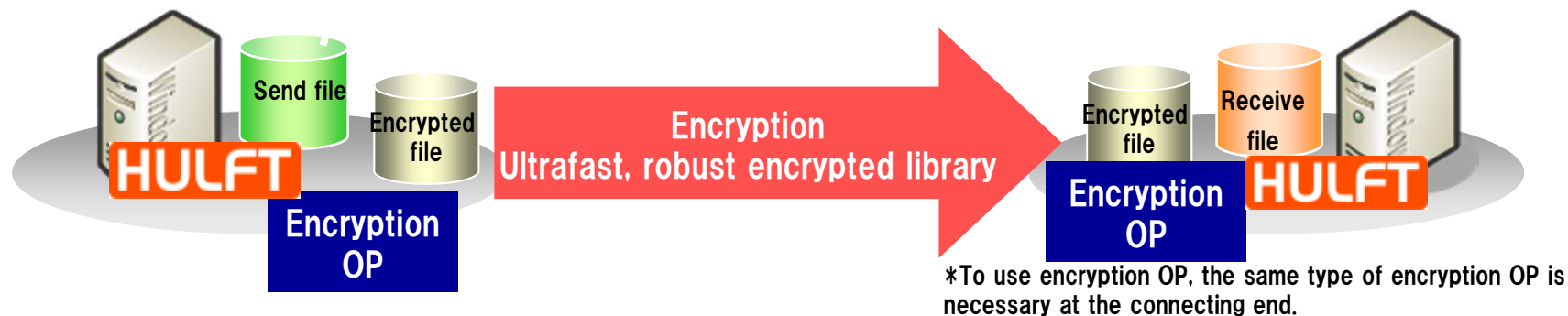
3. HULFT Optional Products (Cipher Option)

HULFT applies its own protocol to transfer files by regularly checking the delivery on both sending and receiving sides.

HULFT is equipped with an encryption function as a basic function through its own private key scheme. It is possible to boost its encryption capabilities by adding an encryption option.

There are two types of encryption options available, AES cipher and C4S cipher, and you can choose either one.

◆Selecting from two encryption options (AES cipher/C4S cipher)



AES Cipher

Supports the AES cipher scheme that is certified by the National Institute of Standards and Technology (NIST).

C4S Cipher

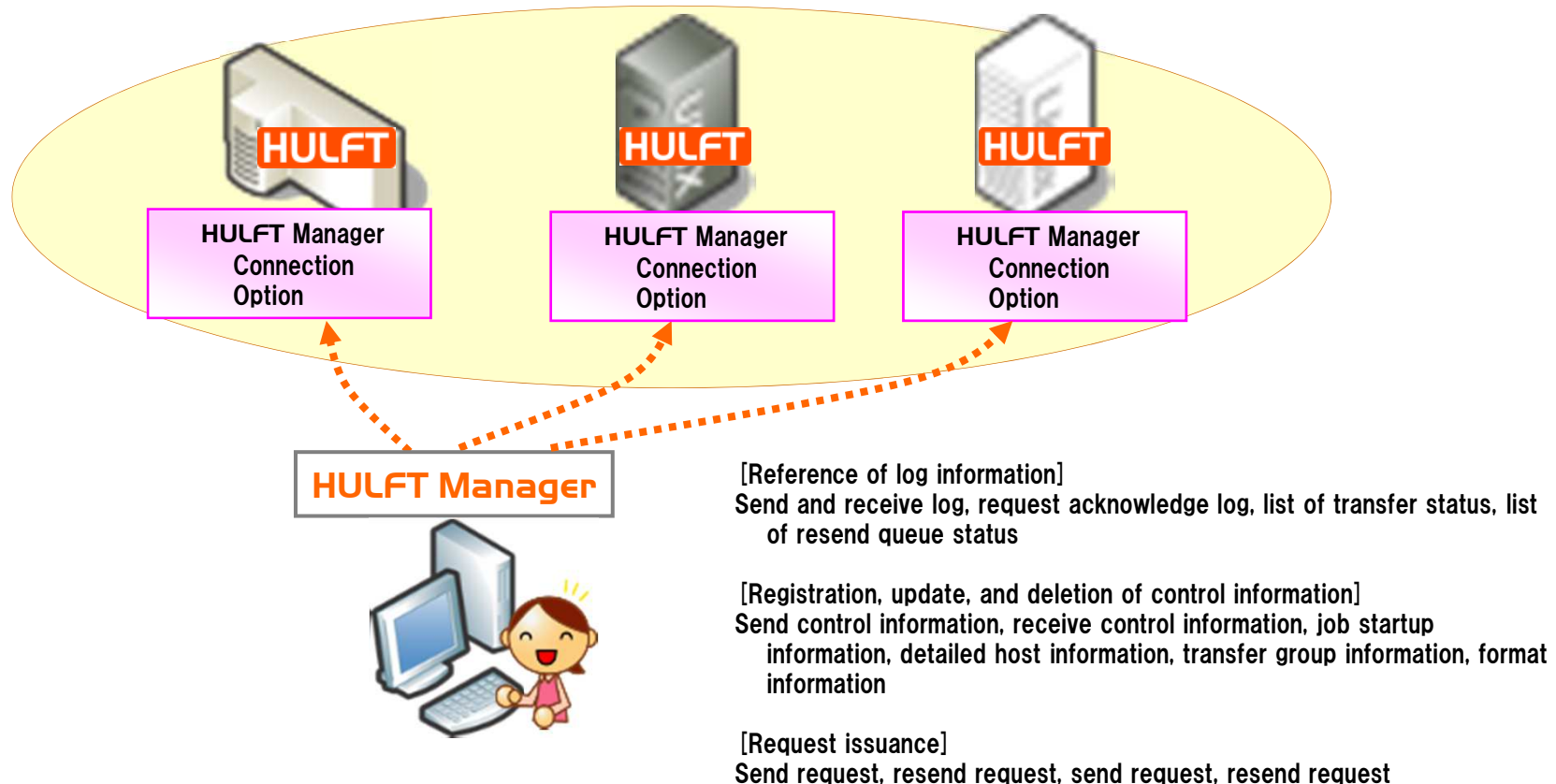
Loaded with encryption algorithm that achieves both safety and processing performance by using the encryption logic and chaos theory of Focus Systems Corporation.

3. HULFT Optional Products (HULFT Manager Connection Option)

“HULFT Manager Connection Option” is an option that needs to be installed on HULFTs, which are being controlled by each Manager, when “HULFT Manager” and “HULFT-HUB Manager” are being connected to HULFT.

*Standard installation from HULFT7e and HULFT8

*For HULFT7, it is a standard installation on the NSK/zLinux/Linux/Windows version

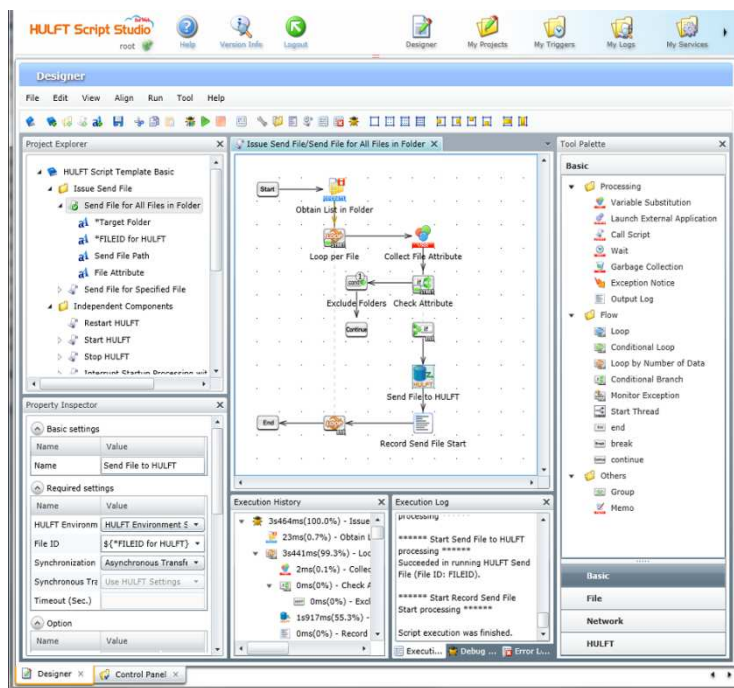


3. HULFT Optional Products (HULFT Script Option)

“HULFT Script Option” easily creates and operates frequently occurring processes that take place before and after file transfers through GUI (Graphical User Interface).

HULFT Script Option provides a frequently occurring process flow as a template. By changing the setup of this template, you can easily create the targeted process.

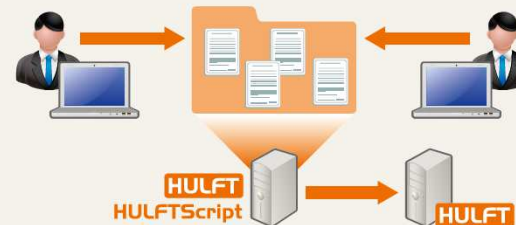
GUI-based
development screen



Template

Send process: "Send all files inside the folder"

Automatically sends stores' daily data that is kept inside a specified folder.



Post-receive processing:
"Email notification of unsuccessful transfer"

Administrator is notified through email when there is a failure in file transfer. Trouble is quickly detected and rapid recovery is accomplished.



The latest templates
can be downloaded
From HULFT.com.

4.Estimation Process

4. Estimation Process

[Check] Basic idea of HULFT license

★ **1 license is necessary per OS (1 partition)**

*Even for VM or cold standby, one license is necessary.

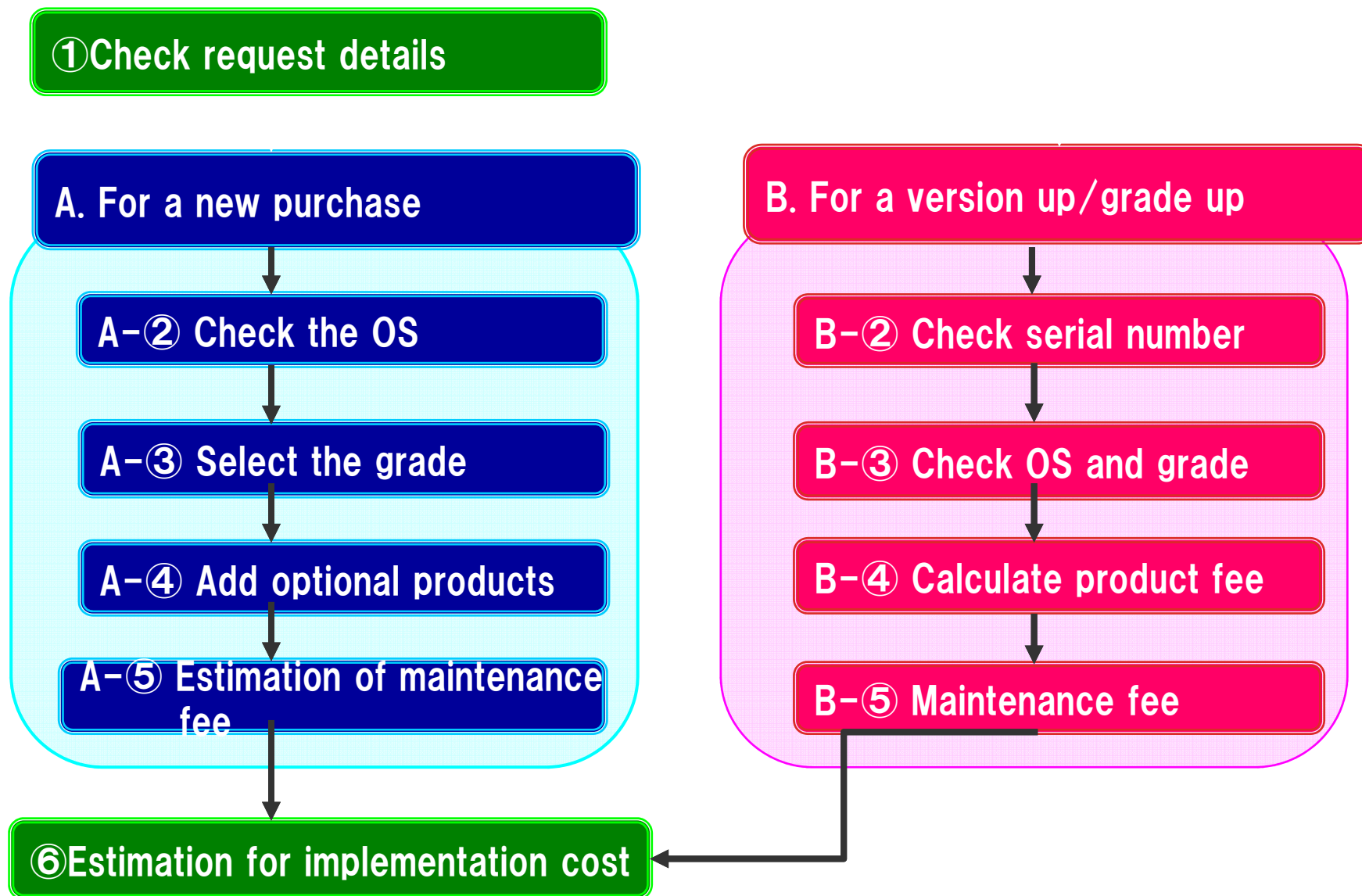
*For details, please refer to “2.HULFT License Guidelines”

★ **License fees are not dependent on the number of CPU or number of core.**

*However, for HULFT Ver.6 type LI/LZ, the prices will differ according to the number of CPU.

★ **There is no concept of server and client.**

4. Estimation Process (Overall Flowchart)



4. Estimation Process (① Check Request Detail)

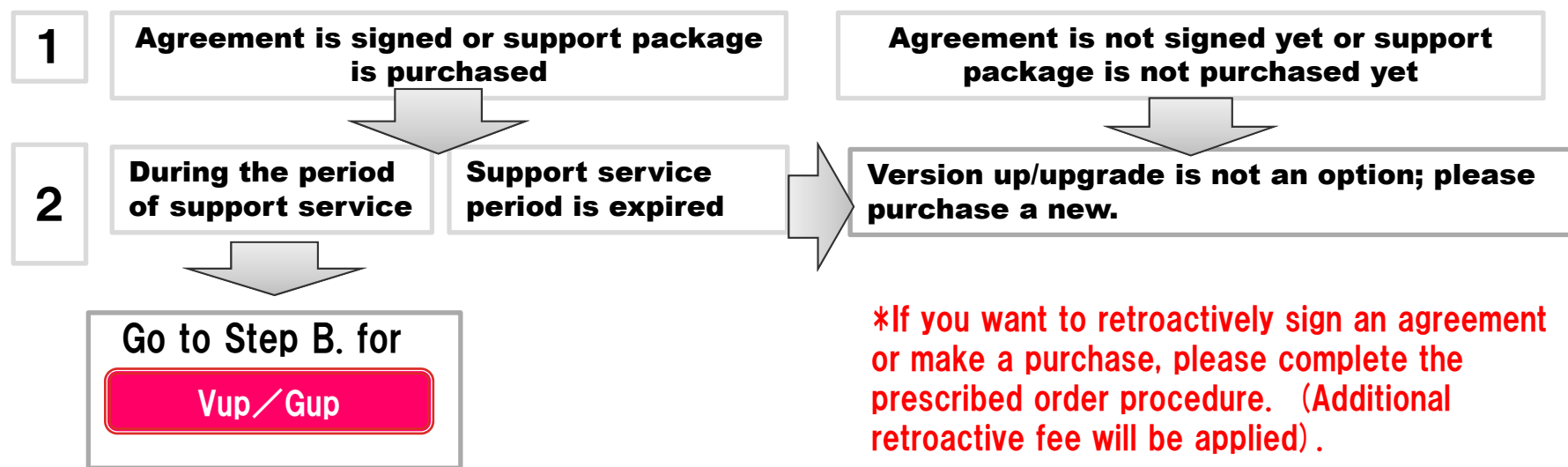
A. For a new purchase

→ Go to the step on the next page

B. For a version up/upgrade

***We do not support down grade or version down.**

Please check technical support service agreement of the product or the purchase status of the support package, as well as the support service period.



☆Version up (Vup) e.g.) Ver.7 → Ver.8

•Version up price will be applied

☆Upgrade (Gup) e.g.) Windows-Client grade → Windows-Server grade

•Changes can be made by paying the difference of the product and support service fees.

4. Estimation Process (A-② Check the OS)

A. For a new purchase

A-②. Check the OS that HULFT will be implemented on, its version, CPU architecture and volume

- ◆ Supported OS version... Windows 2012 Standard Edition 32bit, etc.
- ◆ Supported CPU architecture... x86, x64, Itanium, etc.

For the supported operating environment and OS, please see the "Operating environment, etc." of each product on the "List of products" of "HULFT.com."

[Listed URL] <http://www.hulft.com/en/index.html>

For details of non-compatibility, please refer to "New functions and manual on non-compatibility" of each product.

"Guide on New Functions and Non-Compatibility" is put on the dedicated website for the partners.

[Listed URL] <http://www.hulft.com/partner/index.html>

4. Estimation Process (A-③ Select the grade)

A. For a new purchase

A-③. Select the corresponding grade of HULFT from the OS

➤ Mainframe (zOS)

➤ i5OS

➤ UNIX

Select the grade from the necessary functions *Reference: “2. HULFT Grade”

•UNIX-Enterprise ... Supports file transfer basic functions, multicasting, multiple startups, remote heartbeat monitoring, cluster supported function, file trigger, network file supported

* For supported cluster software, please check our company website.

•UNIX-Standard ... File transfer basic function, multicasting, multiple startups, remote heartbeat monitoring

4. Estimation Process (A-③Check for grade)

A. For a new purchase

➤ Linux

Select the grade from the necessary functions. *Reference: “2. HULFT Grade”

- Linux-Enterprise ... File transfer related basic function, multicasting, multiple startups, remote heartbeat monitoring, clustering function, file trigger, network file compatible
* Check our website for supported cluster software
- Linux-Standard ... Supporting type in the case of operating from a single server
- zLinux...zLinux supporting type that operates on IBM's M/F
As with Linux, there are Enterprise and Standard grades

➤ Windows

Select grade from supported OS, and necessary functions *Reference: “2. HULFT Grade”

- Windows-Server...Supports cluster environment, Windows server OS
*Check our website for supported cluster software
- Windows-Client...Supports Windows client OS

4. Estimation Process (A-④ Select optional products)

A. For a new purchase

A-④. Add optional/related products if necessary

◆ HULFT Manager/HULFT Manager connection option

Unified control of multiple HULFTs will be achieved through the combination of “HULFT Manager” + “HULFT Manager connection option” that will be implemented into the HULFT that is the target of management.

◆ HULFT Cipher Option (AES/C4S)

Execute reinforced encrypted communication (HULFT's own encrypted logic is provided as standard)

***To use the above cipher option, the same type of cipher option needs to be installed on the connecting destination.**

◆ HULFT SCRIPT OPTION

Frequently occurring processes that take place before and after file transfers will be easily created and applied through GUI.

◆ HULFT-DataMagic

*Related product

Able to easily replace data items and change attributes

Able to add code conversion and DB integration adapter if necessary

4. Estimation Process (A-⑤ Attach estimation of support services)

A. For a new purchase

A-⑤. Attach the estimation of the annual technical support service fee.

[Details of annual technical support service]

For details, please refer to “5. Support Service”

*These services are not available unless you purchase the support services.

☆Support is available 24 hours a day, 365 days a year

☆There are additional benefits if you purchase multiple year support (3 years, 5 years)

- Discount of support service fee=3 years: 5% off, 5 years: 10% off from standard prices

*The start date of support services is the first day of the following month after purchasing the product.

4. Estimation Process (B-②Check serial number)

B. For Vup / Gup

B-②. Check the “serial number” of HULFT that will be covered under the scope of version up and grade up.

■ **Serial number ... Unique number that is allocated to every HULFT product**

- The standard licenses of all HULFT products are controlled by serial numbers.
Example) For HULFT Windows = 407-0000-123456
- Revision of the products that are shipped and downloaded as well as the existence and the period of support agreement are all controlled by the history management with serial number.

4. Estimation Process (B-③ Check OS/grade)

B. For Vup/Gup

B-③. Check the support status of the corresponding grade based on the OS version that HULFT will be implemented after the version up/grade up.

■ Check the OS version

Product module may change depending on the OS version and CPU architecture. Therefore, please make sure to check the OS version.

The latest supported OSs are listed in the “Operating Environment” of each product from the “Product List” in HULFT.com. Please check the latest information.

[Listed URL] <http://www.hulft.com/software/index.html>

■ Grade after Vup/Gup

When making a version upgrade to HULFT8 from an old version and selecting grade, please make sure that some products have been reorganized.

Example) Old: HULFT6 WIN-CL(2NP) in cluster environment

⇒ New: HULFT8 for Windows-Server CL License

HULFT8 for Windows-Server CL Add License (2nd node is at half the price.)

***For the prices of Vup/Gup, please refer to the “Quick guide to version up/upgrade” or refer to HULFT8 price manual.**

4. Estimation Process (B-④Calculation of product fee)

B. For Vup / Gup

B-④. We will estimate the cost of version up and grade up.

■ Version up fee

Version up between the same grade such as Ver.7→Ver.8 will be free in principle.

*If the grades are different = Grade up fee will be charged for the case of
HULFT7 Windows M grade ⇒HULFT8 Windows-Sever.

■ Grade up fee

It is possible to reload to a higher grade by paying the difference of the product grade.

*For version up path and prices, please refer to “Quick guide on version up/grade up path,”
or refer to HULFT8 Price Manual.

[For revision up] Example) Ver.8.0.0→Ver.8.0.8

Revision up is released when there is an “additional supported OS” within the same version or when there is a “bug fix.”

- This will be provided at free of charge for the users who purchased a support services agreement or a support package.
- Patches will not be provided

*Please refer to “6. Product Life Cycle” for the definition of version up, level up, and revision up.

4. Estimation Process (B-⑤ Check support service fee)

B. For Vup / Gup

B-⑤. Check the support service fee after the version up / grade up, and make an addition if there are any changes.

• Change in Technical Support Fees

Depending on the selected product configuration, additional or change in technical support fees may be applied to a Version Upgrade.

- (1) In case the period of the Technical Support Service Agreement is less than one year
During the period of the present agreement, no difference fee will be charged. From the next renewal, the support fee after the change (new price) will be charged.
- (2) In case the period of the Technical Support Service Agreement exceeds one year (for example: 3-year agreement or Support Pack for 3 years or 5 years)
 - ① If there is less than 12 months from the following month of the change until the expiration of the agreement, no difference fee will be charged.
 - ② If there is 12 months or more from the following month of the change until the expiration of the agreement, the difference fee will be charged annually during the present agreement period until the expiration of the agreement. For both above ① and ②, the support fees after the change (new price) will be applied from the next renewal of the agreement.

[Fees will change in the following cases]

• When there is a change in grade.

(example) HULFT6 WIN-CL(2NP)

⇒ HULFT8 Windows-Server CL License x 1, CL Add License × 1, and so forth.)

• When there is a change in product configuration

(example: HULFT6 WIN1 *Standard installation of HULFT data conversion Ver.6 ⇒ HULFT8 + HULFT-DataMagic)

4. Estimation Process (⑥HULFT implementation support)

Common for A/B

A-⑥/B-⑥. “Implementation Service” will be estimated as needed basis.

Professional staff will support the implementation of HULFT.

We will promise the implementation in a short period of time by specialized staff and smooth Application.

SAISON INFORMATION SYSTEMS provide the following services:

◆ HULFT implementation service

- New implementation support
- Version up and revision up support
- *For price, work details, and prerequisites, please refer to the HULFT price manual or our website.

◆ Onsite service

- At customer' s request, we will provide a support by HULFT technical staff who will visit the customer' s site (provision of onsite service) for trouble solution (the solution agreed with the customer beforehand) .
- *For price, work detail, and prerequisites, please refer to our website.

◆ SE support/entrusted development of HULFT peripheral system

- We will propose support based on the customer' s system environment and request.
- Estimation will be made separately.

4. Estimation Process (How to order/delivery date)

◆ Necessary documents for making an order

A. For a new purchase

- (1) Order form
- (2) Customer Application Form for HULFT Series

B. For Vup/Gup

- (1) Order form (serial number information needs to be included)
- (2) Version/Revision Upgrade Application Form for HULFT Series

*For products other than HULFT8 or HULFT7, "Installation environment memorandum" is necessary in addition to the above.

*Please download the latest versions of "HULFT License Support Application," "Version up and revision up application," and "Installation environment memorandum" from our website.

◆ Shipment

*The latest shipping schedule is available on the partners dedicated website of HULFT.com.

Every business day/receipt of order (close at 17:00) ⇒ Our shipping cycle is that shipment will be made 2 business days later.

*If the application form is not completed appropriately, the order will not be accepted. Please make sure that the application form is fully completed before sending it.

*For HULFT7 for NSKH/NSKJ/NSKS and HDC-EDI, please contact us for details since the shipping cycle differs.

*For more than 30 items for an order on a day, we may ask for the delivery schedule adjustment.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (Windows) 1/2

HULFT6

Type: WIN-CL

Type: WIN-ENT

Type: WIN1

Type: WIN2

Type: WIN3

Type: WIN2E(English)

Vup 1st node (50,000 Yen)
Vup 2nd node (25,000 Yen ~)

Vup(50,000 Yen)

Vup(200,000 Yen)

Vup(262,000 Yen)

Vup(352,000 Yen)

Vup(160,000 Yen)

US dollar price is the difference between HULFT8 (US\$) and HULFT6(US\$).

HULFT8

Windows- Server

Gup (262,000 Yen)

Type: WIN2

Type: WIN3

Type: WIN2E

Vup (No charge)

Vup (No charge)

Vup (No charge)

Windows- Client

Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (Windows) 2/2

HULFT7

HULFT8

Windows-EX

Vup (no charge)
Vup CL 1st node (no charge) , 2nd node ~ (no charge)

Vup (50,000 Yen)
Vup CL
1st node (50,000 Yen)
2nd node ~ (25,000 Yen)

Windows-ENT

Windows-M

Vup (200,000 Yen)

Windows-L

Vup (262,000 Yen)

Windows-L (English)

Vup (160,000 Yen)

US dollar price is the difference between HULFT8 (US\$) and HULFT6(US\$).

Windows- Server

Gup (262,000 Yen)

Windows-M

Vup (no charge)

Windows-L

Vup (no charge)

Windows-L (English)

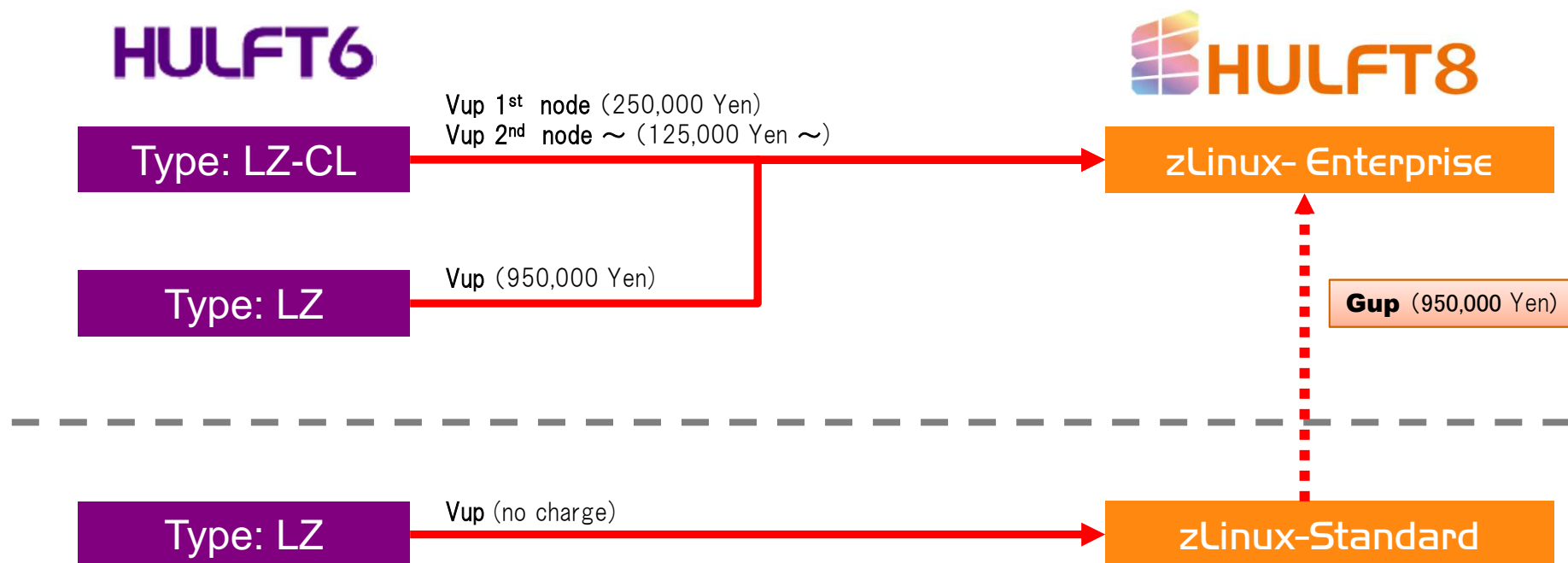
Vup (no charge)

Windows-Client

Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

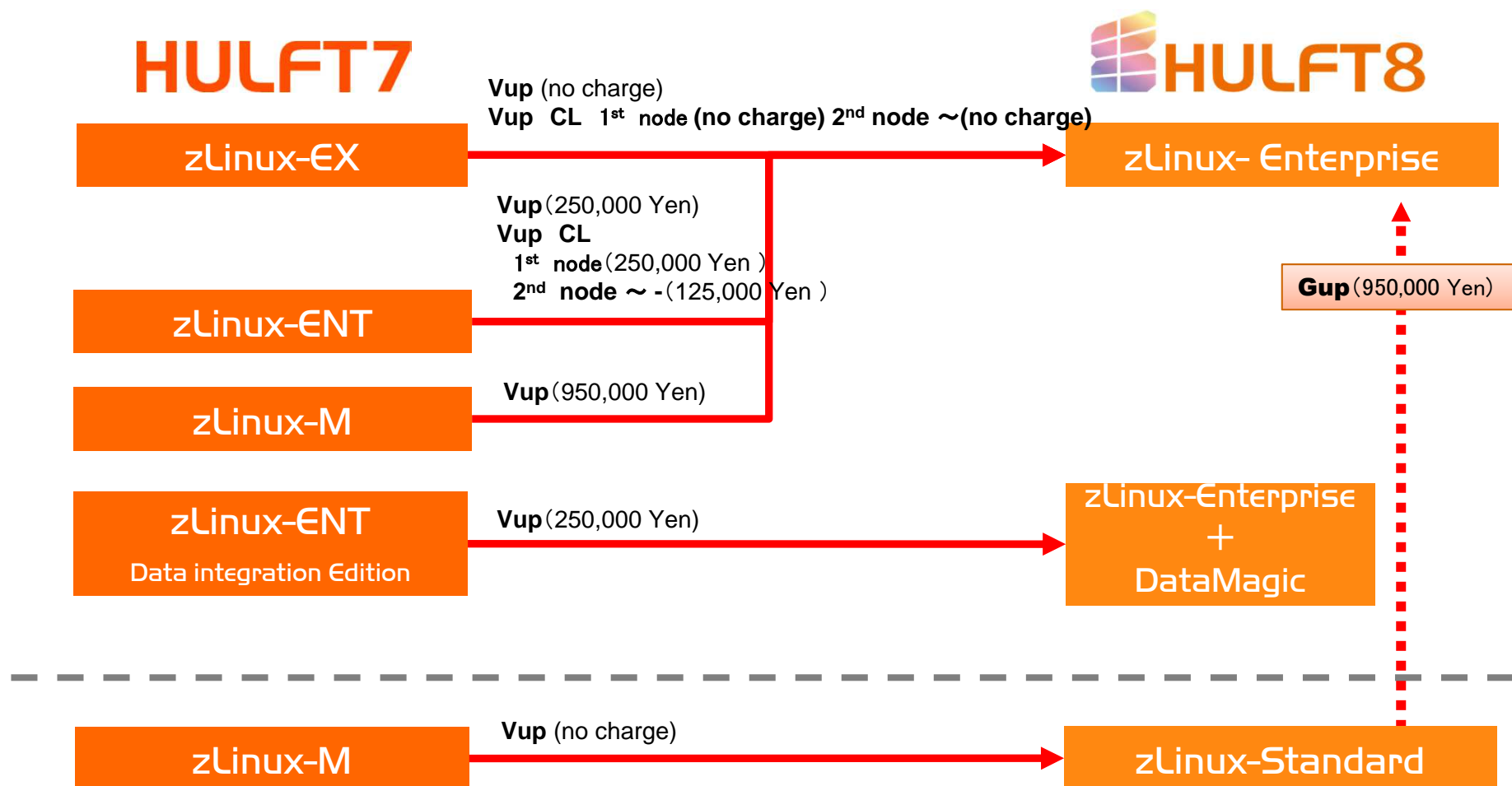
Quick guide for version up/grade up (zLinux) 1 / 2



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (zLinux) 2/2



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

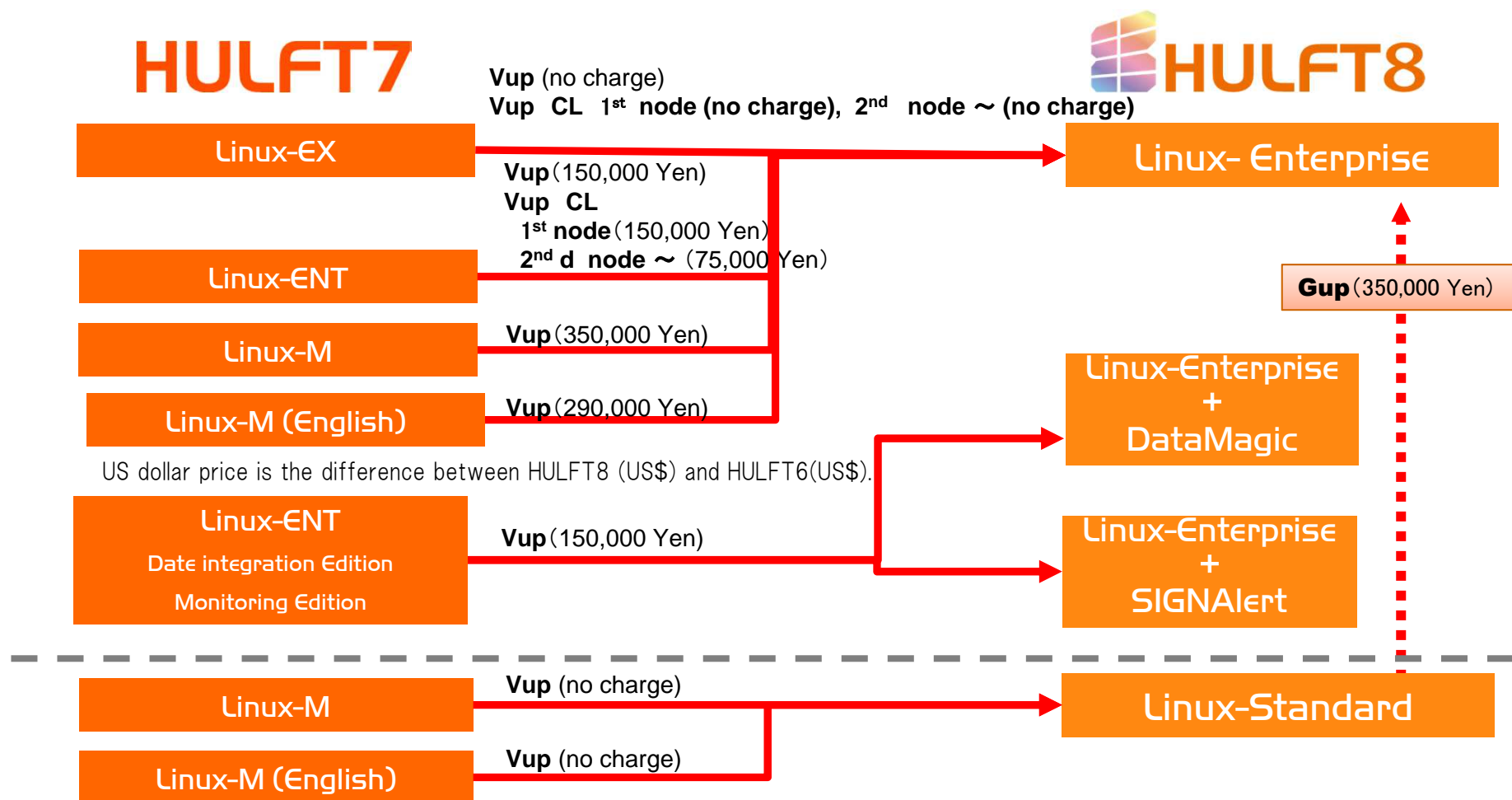
Quick guide for version up/grade up (Linux) 1/2



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

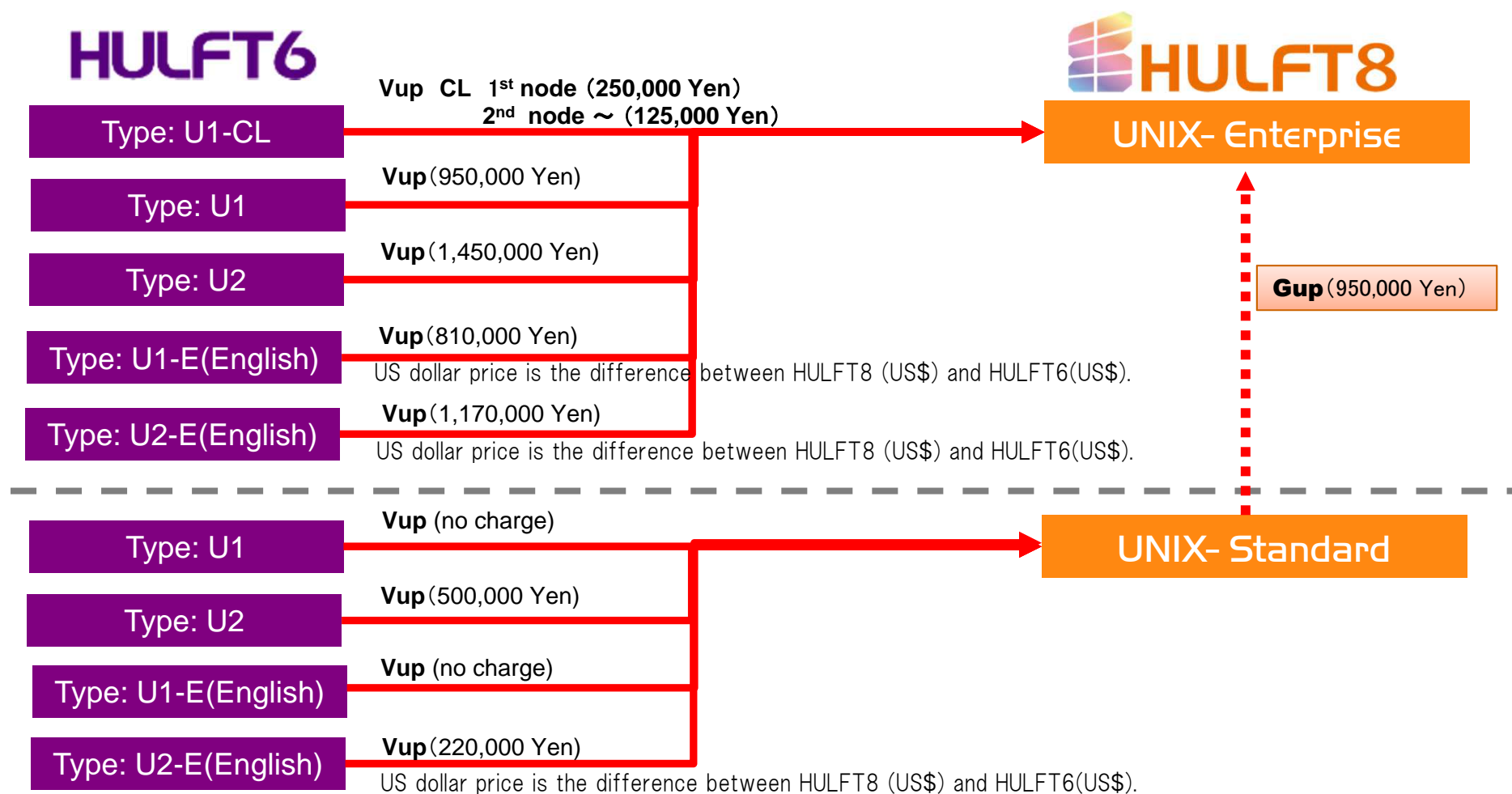
Quick guide for version up/grade up (Linux) 2/2



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (UNIX) 1 / 4



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (UNIX) 2/4

HULFT6

Type:U1-SD	Vup (250,000 Yen)
Type: U1-S	Vup Enterprise (950,000 Yen)
Type: U2-F	VupEnterprise (1,450,000 Yen)
Type: U2-S	Vup Enterprise (1,450,000 Yen)

HULFT8

UNIX-Enterprise
+
DataMagic

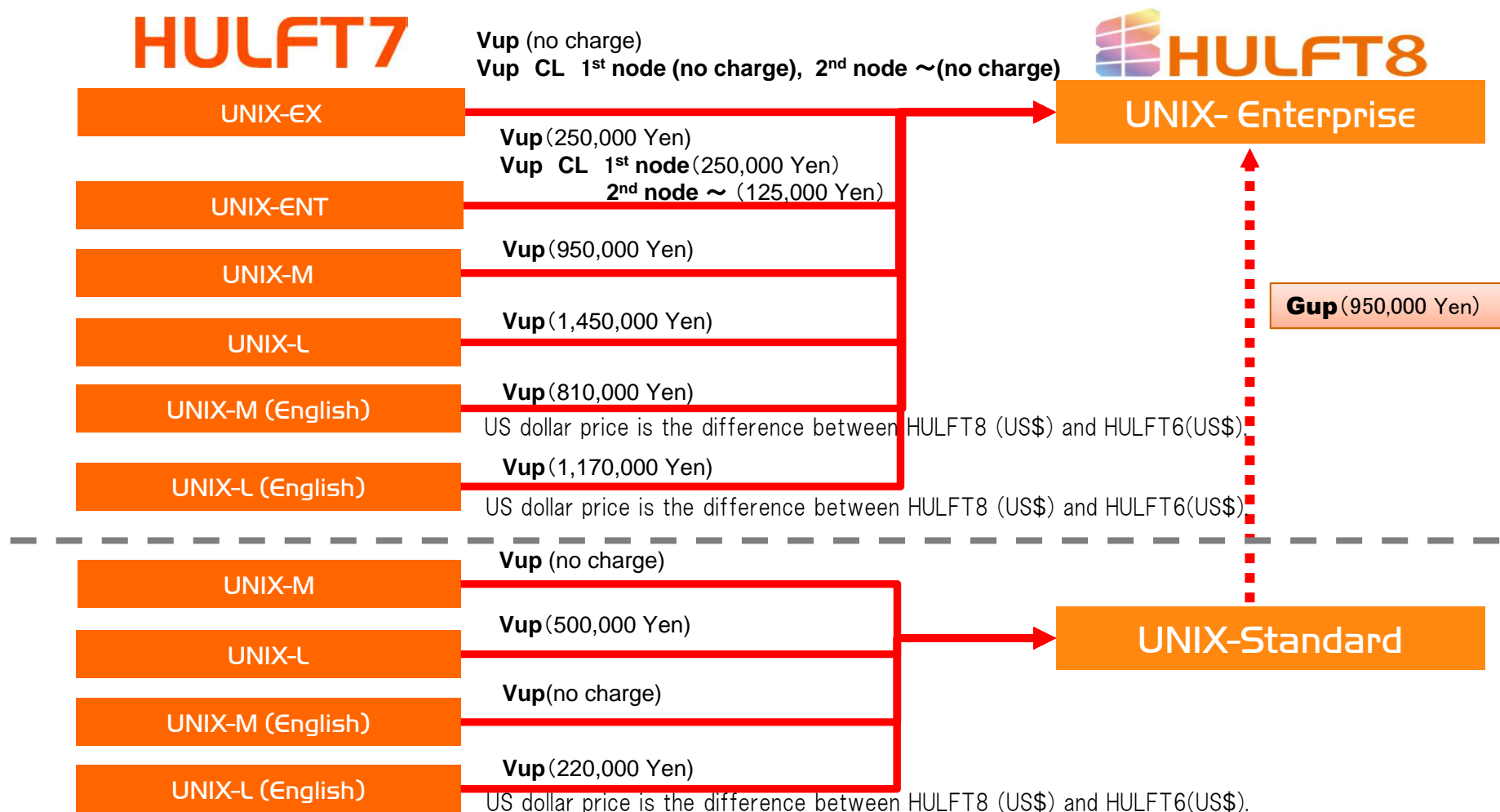
Type: U1-S	Vup Standard(no charge)
Type: U2-F	Vup Standard(500,000 Yen)
Type: U2-S	Vup Standard(500,000 Yen)

UNIX-Standard
+
DataMagic

Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

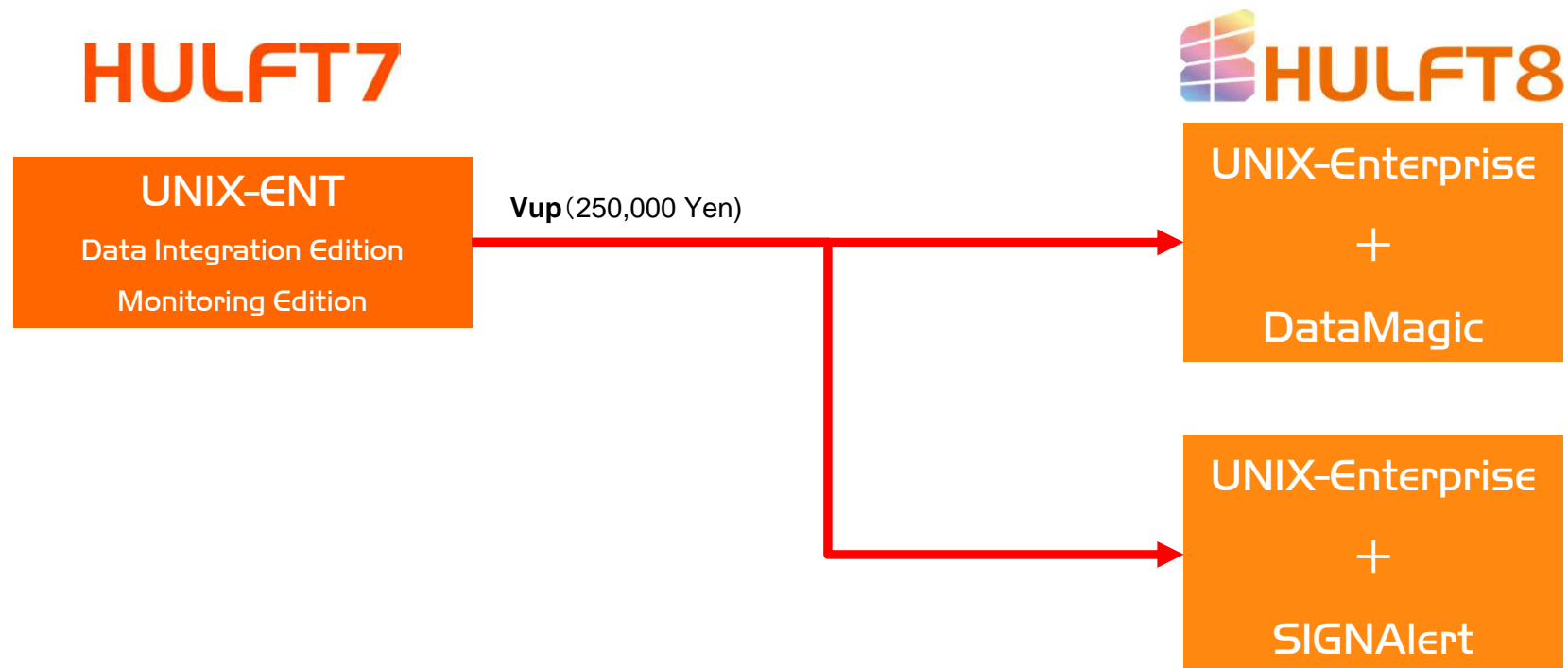
Quick guide for version up/grade up (UNIX) 3/4



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

Quick guide for version up/grade up (UNIX) 4/4



Vup fee from HULFT6 to HULFT8 will be charged if any differential fee is required. If no differential fee is required, there will be no charge.

4. Estimation Process (Reference material)

HULFT is provided to customers in a downloadable format. If it is provided through media (CD-ROM), the fee will be charged.

- ▶ Product module of HULFT is not shipped or offered through media (CD-ROM) in principle.
 - The same principle applies to version up, level up, and revision up.
 - ▶ The product module of HULFT can be downloaded from our company website. Product key and license certificate will also be obtained from the website.
 - ▶ If media (CD-ROM) is necessary at customer's request, the fee will be charged.
 - Media fee: ¥3,000
 - No fees will be charged for the products that are provided only by media (as of June 2013: HULFT7 for NSKH/NSKJ/NSKS, SIGNALert).
- *Please refer to the latest information on HULFT.com for products that can be downloaded.



5.Support Service

5.Support Service

Service overview

Annual technical support service

<i>Service hours</i>	<i>Service contents</i> *4,5
Monday to Friday 9:30 to 17:00 (excluding national holidays and from Dec. 30 to Jan. 3)	1. Utilization of HULFT technical support center *1 2. Provision of version upgrade version *2 3. Provision of revision upgrade version and level upgrade version at free 4. Provision of license rewriting due to OS change and grade upgrade version at special price 5. Utilization of exclusive technical support website *3

*1. We will respond to inquiries for products and services via phone (Japanese only), fax or e-mail (English and Japanese).

*2 Fees may apply depending on OS version. For details, please contact us.

*3 You can download manuals, use HULFT-FAQ, and browse technical information.

24-hour support service *6

<i>Service hours</i>	<i>Service contents</i> *4,5
24 hours a day, 365 days a year	1. Utilization of HULFT technical support center *1 2. Provision of version upgrade version *2 3. Provision of revision upgrade version and level upgrade version at free 4. Provision of license rewriting due to OS change and grade upgrade version at special price 5. Utilization of exclusive technical support website *3

*1. We will respond to inquiries for products and services via phone (Japanese only), fax or e-mail (English and Japanese).

*2 Fees may apply depending on OS version. For details, please contact us.

*3 You can download manuals, use HULFT-FAQ, and browse technical information.

*6 Using the annual technical support service is the prerequisite.

Service application for the first time/renewal

For the new application for the service or renewal, please refer to the “Technical Support Service” on HULFT.com

6. Product Life Cycle

6.Life Cycle (①Definition of product version)

The version of our company products is managed through:

“Version number”

“Level number”

“Revision number”

“Minor-Revision code”

Ver. 99. 99. 99 x

①

②

③

④

①Version number (1, 2, 3 ...)

②Level number (0, 1, 2, 3 ...)

③Revision number (0, 1, 2, 3 ...)

④Minor-Revision code (none, A, B,C ...)

(1) Version upgrade (Vup)

- Version upgrade is the update for the change in product concept or to substantially expand the product function.
- Large-scale functional improvement and additions will be implemented.
- This may accompany specification changes and changes in product configuration and prices.

(2) Level upgrade (Lup)

- Level upgrade is the update to expand the product functions.
- Mainly the functional improvement and additional functions will be implemented
- As a result, this may be accompanied by specification changes and changes in product configuration.

(3) Revision upgrade (Rup)

- Revision upgrade is the update to fix bugs.
- It may be implemented through small-scale improvements that will not accompany specification changes.

6. Life Cycle (① Definition of product version)

(4) Minor-Revision Upgrade (Mrup)

- Minor-Revision Upgrade mainly fixes urgently critical failures.
- Followings are considered as urgently critical failures.
 - — Failures with a wide range of impact (many users will be affected)
 - — Failures that cannot be avoided.
- The upgrade may be implemented without modifying modules in order to identify the existing version due to product configuration.

*1. Functional improvement, addition of function

Refers to the expansion of current functions or adding new functions. Due to the functional improvement and addition, specification change *2 may take place.

*2 Specification change

Refers to changes in content (function, operation, setup items, etc) that are described in our product manuals. It may affect user interface or operability

In principle, updates that require specification changes are limited to version upgrades and level upgrades that implement functional improvement and addition of functions. However, in critical circumstances where the failure needs to be fixed immediately, we may use the revision upgrade or minor-revision upgrade to implement specification changes (due to defect in specification itself). For those cases, we will give you advance notice.

*3 Failure

Refers to a case when the product does not operate in accordance with our product manual.

*4 Improvement

Refers to improvements that do not accompany any specification changes and do not affect customers' operation (without below *5 incompatibility).

Modification for the expansion of OS is also included.

*5 Non compatible

Refers to changes in products operability due to specification change.

In case incompatibility occurs, we will inform you in advance with the explanation for each product.

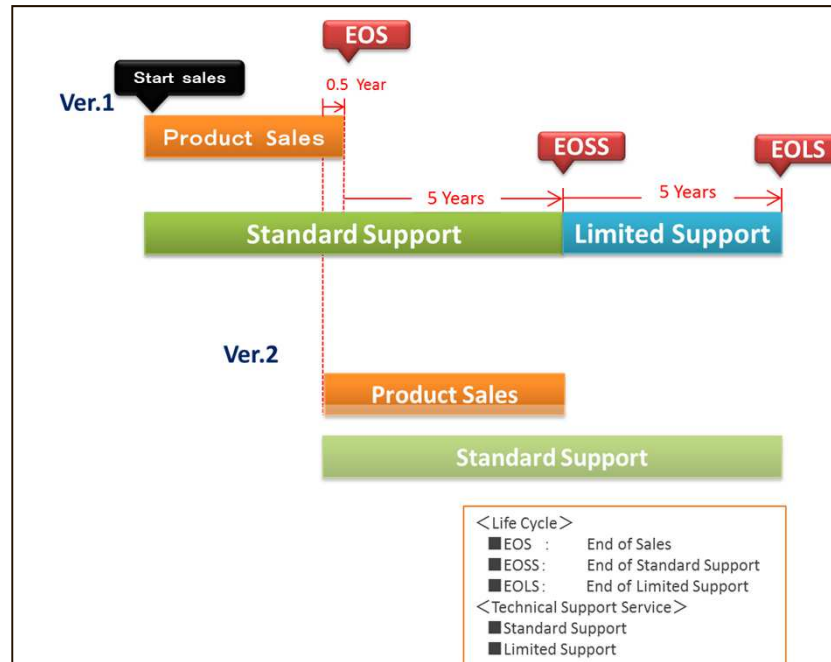
6.Life Cycle (②Product life cycle)

1. Product sales life cycle

- We sell only the latest version products in principle.
- However, after the release of the latest version product, we will continue to sell the version that is one generation older for at least 6 months.

2. Technical support service life cycle

- After the termination of the product sales, we will provide technical support services in the form of Standard Support (regular support) for five years and Limited Support (extended support) for another five years.
- We will inform you in advance when the period approaches the termination of sales of older version product, termination of the technical support services, and the termination of extended technical support services.
- In principle, the notification of the termination of product sales will be given at least six months in advance. For the termination of technical support services, notification will be given at least one year ahead.





SAISON INFORMATION SYSTEMS CO., LTD.

HULFT DIVISION

Sunshine 60 Bldg., 21st floor, 3-1-1,
Higashi-Ikebukuro, Toshima-ku,
Tokyo 170-6021 Japan
TEL +81-3-3988-5301 FAX +81-3-3980-4830

URL <http://www.hulft.com/en/>

e-mail hulft@saison.co.jp

HULFT HULFT Pte.Ltd.

Address : 80 Raffles Place, UOB Plaza 1, #35-07
Singapore 048624

TEL : +65-6248-4625

FAX : +65-6248-4501