



IIJ Global

For Immediate Release

IIJ Global to Launch “Global Remote Maintenance Service” for Remote Equipment

TOKYO—April 18, 2018—Internet Initiative Japan Inc. (IIJ, NASDAQ: IJJI, TSE1: 3774), one of Japan's leading Internet access and comprehensive network solutions providers, and its 100% owned subsidiary IIJ Global Solutions Inc. (IIJ Global)—provider of WAN services for corporate clients—today announced the latter’s May 1, 2018, launch of its Global Remote Maintenance Service (GRMS), which allows for the remote maintenance of equipment located in regions outside of Tokyo and overseas, thereby improving operational efficiency and productivity.

Many manufacturing sites do not have enough experienced engineers, so companies are facing rising costs and operational loads when they need to send engineers out to perform maintenance on industrial equipment. Even if companies, in an effort to reduce these burdens, were to attempt to implement systems for the remote monitoring and maintenance of their industrial equipment, there are various reasons why such implementations do not get off the ground. For instance, old equipment may not have communication functionality, thereby isolating equipment from the corporate network. Furthermore, corporations may be uneasy about security or the complexity of changing the network structure to accommodate the remote monitoring system.

GRMS uses a service adapter provided by Secomea A/S, headquartered in Denmark. Just connecting Secomea's adapter to industrial equipment allows for its remote maintenance with access via IIJ's cloud service “IIJ GIO.” The service centrally monitors and maintains all the decentralized equipment around the world for reducing the loads of maintenance.

Features

Realize lower costs and more efficient operations with remote maintenance

As GRMS makes it possible to remotely maintain equipment even at plants that do not have dedicated engineers, corporations can reduce the costs associated with dispatching engineers from the home office and other onsite maintenance costs. At the same time, the operational status and other parameters of equipment can be centrally managed from corporate headquarters, leading to improved operational efficiency.

One-stop support, from equipment and network procurement to system construction and maintenance

IIJ Global totally provides everything from services adapter to network and cloud services. With one-stop support including operations, maintenance, and a help desk, users' operational loads can be significantly decreased. GRMS is available in more than 36 countries, and the help desk is available 24 hours a day, 365 days a year.

Allows for simple installation that does not require any changes to existing systems

TLS 1.2(AES 256bit)-compliant network ensures robust access. With no need for onsite VPN connections or dedicated network, and no need to modify settings of firewalls or other network systems, remote control can be easily and securely implemented by installing the service adapter only. The service adapter is compatible with Wi-Fi, LAN, USB, RS-232C serial ports, and multiple other connection interfaces, so it is compatible even with older equipment.

Pricing

Initial fees: From JPY 96,000

Monthly fees: From JPY 25,000

- For more detail about the service, visit the following website:
<https://www.iijglobal.co.jp/service/grms/> (Japanese text only)

Besides supporting remote equipment maintenance, IJ Global intends to realize the collection, analysis, and application of data from industrial equipment, thereby helping its clients improve business efficiency through the application of IoT technology.

About IJ Global

IJ Global Solutions Inc. (IJ Global) was established in September 2010 as an IJ Group company by acquisition of AT&T Japan's local Network Outsourcing service business. IJ Global provides WAN Connectivity Services and Total Network Outsourcing Services from designing to building and managing corporate networks for enterprises. Not only limited to domestic but also offers Global network services. For more information about IJ Global, visit the IJ Global Website at www.iijglobal.co.jp/en/.

About IJ

Founded in 1992, IJ is one of Japan's leading Internet-access and comprehensive network solutions providers. IJ and its group companies provide total network solutions that mainly cater to high-end corporate customers. IJ's services include high-quality Internet connectivity services, systems integration, cloud computing services, security services and mobile services. Moreover, IJ has built one of the largest Internet backbone networks in Japan that is connected to the United States, the United Kingdom and Asia. IJ listed on the U.S. NASDAQ Stock Market in 1999 and on the First Section of the Tokyo Stock Exchange in 2006. For more information about IJ, visit the IJ Web site at <https://www.iij.ad.jp/en/>.

The statements within this release contain forward-looking statements about our future plans that involve risk and uncertainty. These statements may differ materially from actual future events or results. Readers are referred to the documents furnished by Internet Initiative Japan Inc. with the SEC, specifically the most recent reports on Forms 20-F and 6-K, which identify important risk factors that could cause actual results to differ from those contained in the forward-looking statements.

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