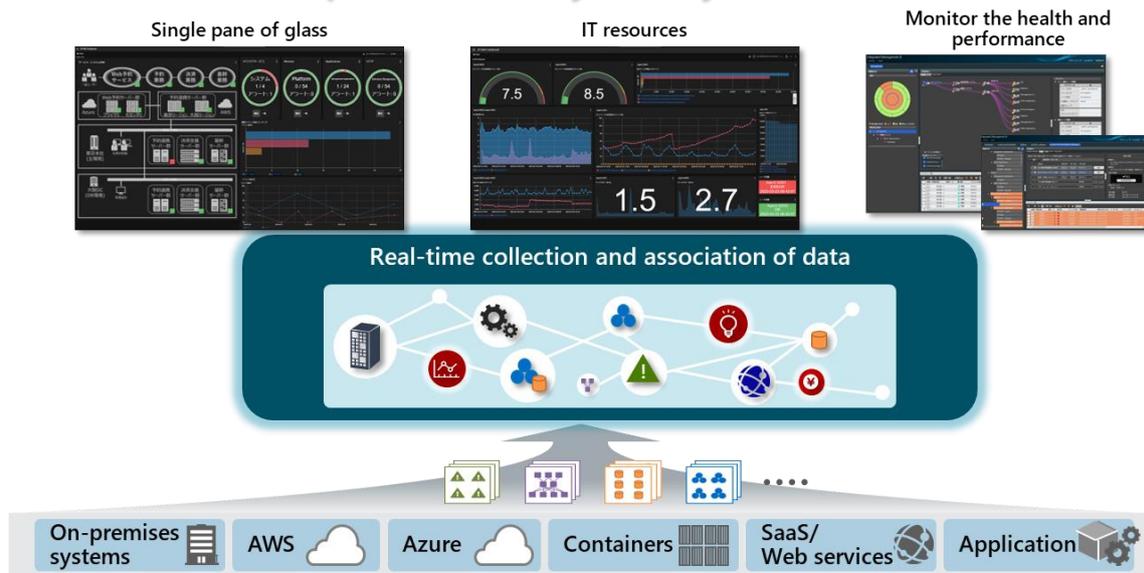


News Release

August 31, 2023
Hitachi Asia Ltd.

Hitachi Asia Ltd. launches the latest versions of JP1, providing integrated operations of systems (from core systems to cloud native systems) from the perspective of business services

Observability: Gain a comprehensive view of the entire health and performance of your IT systems with JP1



Overview of the enhanced observability in JP1 integrated system operation management

Singapore, August 31, 2023 - , Hitachi Asia Ltd. will launch JP1 Version 13, the updated version of the integrated system operation management software, JP1. JP1 Version 13 enhances observability^{*1} by providing data visualization of the health of entire IT systems and speeds up the identification of the causes of problems that impact business services.

Specifically, JP1 Version 13 has strengthened the collection of information related to the operation of systems (from core systems to cloud native systems), and provides a dashboard as a standard feature. This dashboard allows customers to understand the health of their increasingly complex IT systems at a glance from the perspective of business services. Even if a problem occurs, users can use the dashboard to quickly identify which business services are impacted and take a quick initial response to a problem, without the user needing specialized skills to identify the situation.

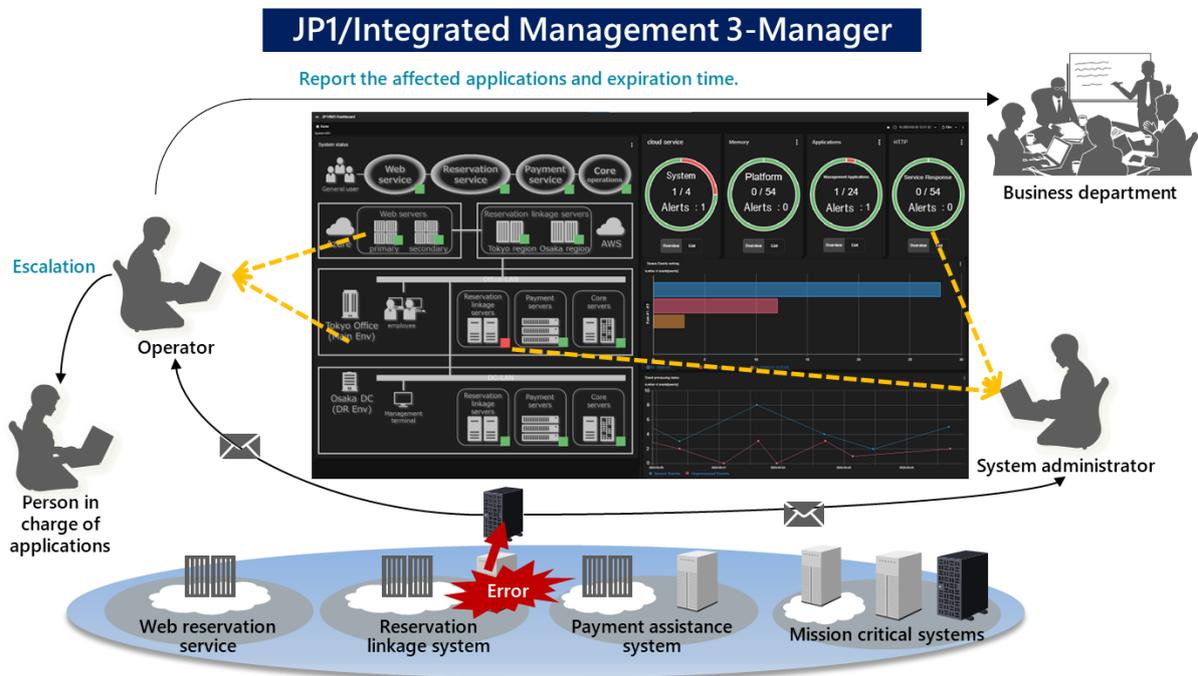
In addition, for business services spanning on-premises and cloud environments, the new products have added functionality that can be executed automatically without further in-house development. This enables users to quickly launch new business services and improve business services in a hybrid cloud or multi-cloud environment.

The configuration of enterprise IT systems is becoming more complex and larger in scale due to the spread of cloud-native technology and modernization of core systems. JP1 Version 13 manages operations of such IT environments containing both on-premises systems and cloud systems in a cross-sectional manner, which enables it to make strong contributions to improving system resilience and improving the agility to respond to changing business environments.

*1 Observability: Ability to observe and understand the state of a system, and efforts to achieve it.

■ Features of the updated versions of JP1 V13

1. Enhanced observability improves the visualization of the impact on business services and improves system resilience



The use of cloud native technologies such as microservices and containers has increased the flexibility of systems; however, understanding the state of the entire system has become more difficult. For this reason, improving resilience has become an issue. Customers want to quickly identify the cause of failures, predict the impact on business services, and respond to the failures.

The new product, JP1/Integrated Management 3-Manager (JP1/IM3), which is responsible for monitoring entire systems, has enhanced observability functionality. JP1/IM3 now provides improved visualization of the health of a system from the perspective of business services. This new functionality, far exceeding what was available in the previous JP1/IM2, enables users to take proactive actions.

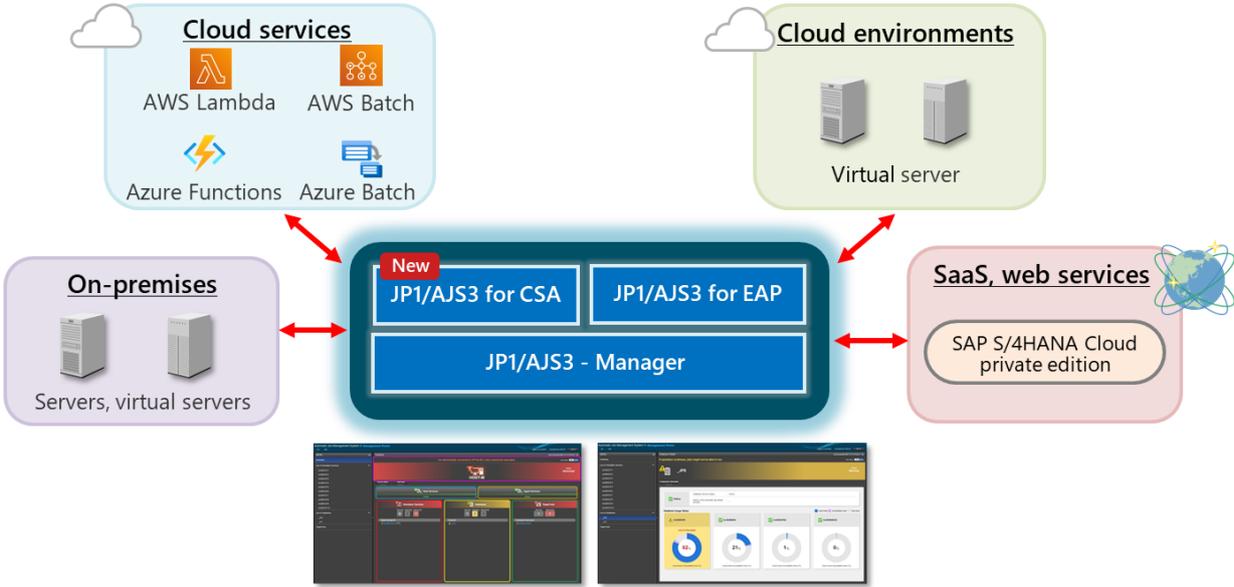
Specifically, similar to earlier versions, JP1/IM3 captures system statuses based on the relationships among event information and error messages issued by various operation tools, and also based on the system configuration and relationships among business tasks. However, JP1/IM3 also provides a dashboard as a standard feature. This dashboard provides data visualization of the impact on business services and provides enhanced collection of information about perceived website speeds, application response times, and performance measurement values.

If a failure occurs, the dashboard orders displayed data according to its importance, enables automatic execution of response scenarios, and helps quick recovery from a failure with less human intervention. Based on the monitoring of the response status of each service, users can take pro-active measures to deal with problems such as service response delays.

- 2. Simplified automation of business operations running across various cloud services and improved agility for launching business services

JP1/Automatic Job Management System 3

JP1/AJS3 now provides centralized management for not only traditional core applications but also applications that are shifting to cloud environments.

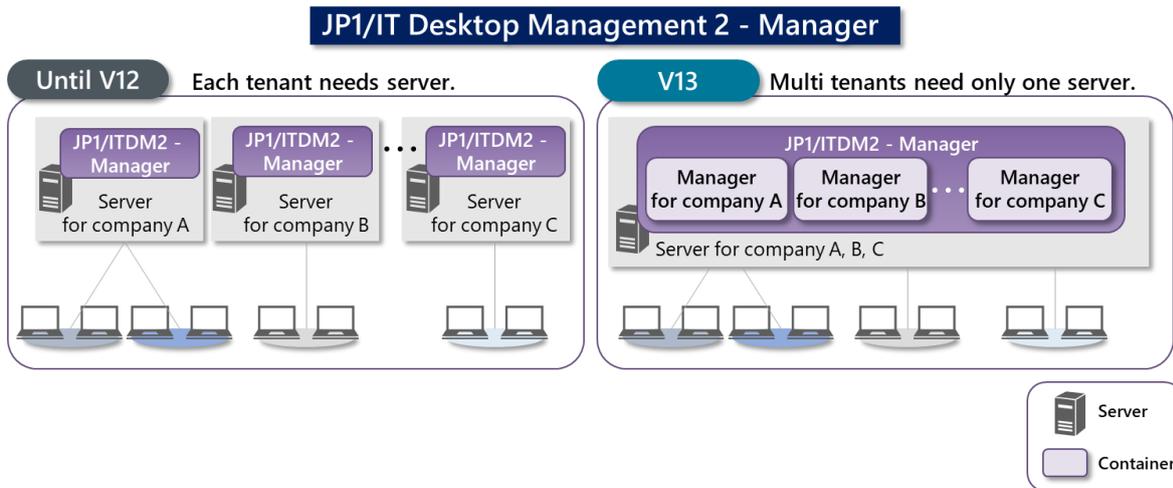


As part of the modernization of their core systems, an increasing number of companies are launching new business services that link operations running on existing on-premises systems with various cloud services, and are working to improve their business processes. To improve the management of such jobs with JP1, Hitachi is providing a new product, JP1/Automatic Job Management System 3 for CSA^{*2}, which can easily automate the order in which applications are executed and can schedule business processes developed by using various services of AWS and Azure without requiring further in-house development. Using this new JP1 product, customers can achieve automation in collaboration with SaaS business services such as SAP S/4 HANA Cloud.

These new features will accelerate the launch of business services across on-premises environments and various cloud services, improve business processes, and contribute to improved agility.

*2 CSA: Cloud Service Applications

3. Multi-tenancy supports reduce operational workload



In an environment where multiple management relay servers and Internet gateways are built, it is necessary to build the environment and upgrade the version for each manager individually, which is an issue. "JP1/IT Desktop Management 2" now supports multi-tenancy. With JP1/ITDM2, you can use containers to consolidate multiple server environments and reduce construction and operation costs.

In addition, the priority distribution support function allows you to prioritize distribution of urgent patches and then resume normal distribution automatically.

These smart new features reduce operational workload in multi-tenant and large-scale environments and greatly enhance governance of IT assets.

■ About integrated operation management by JP1

<https://www.hitachi.asia/ict-solutions/solutions/it-operations>

About Hitachi Asia Ltd.

Hitachi Asia Ltd., (Hitachi Asia) a subsidiary of Hitachi, Ltd., is headquartered in Singapore. With offices across seven ASEAN countries Indonesia, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Vietnam – Hitachi Asia and Hitachi's subsidiary companies offer IT, OT (Operational Technology) and products to support customers in their transformation journeys. We will contribute to the growth in the ASEAN region by co-creating with customers to identify the social challenges and needs and deliver the solutions. For more information on Hitachi Asia, please visit the company's website at <https://www.hitachi.asia>.

About Hitachi, Ltd.

Hitachi drives Social Innovation Business, creating a sustainable society through the use of data and technology. We solve customers' and society's challenges with Lumada solutions leveraging IT, OT (Operational Technology) and products. Hitachi operates under the business structure of "Digital Systems & Services" - supporting our customers' digital transformation; "Green Energy & Mobility" - contributing to a decarbonized society through energy and railway systems, and "Connective Industries" - connecting products through digital technology to provide solutions in various industries. Driven by Digital, Green, and Innovation, we aim for growth through co-creation with our customers. The company's consolidated revenues for fiscal year 2022 (ended March 31, 2023) totaled 10,881.1 billion yen, with 696 consolidated subsidiaries and approximately 320,000 employees worldwide. For more information on Hitachi, please visit the company's website at <https://www.hitachi.com>.

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