

Dear valued customer

October 18th, 2021
CEO of Porters Corporation
Koji Nishimori

Incident report of HR Business Cloud

Recently some services of PORTERS HR Business Cloud were interrupted, and we sincerely apologize to our customers for any inconvenience caused.

Here is a report detailing the issue and our steps to avoid its recurring.

*Unless otherwise stated, times and dates are given in Japan Standard Time (JST) with a 24-hour format.

Affected systems

HR-Business Cloud

Occurrence

From October 14th, 2021, 09:47 to October 14th, 2021, 09:53

Affected services

- HR-Business Cloud

Cause of the issue

We deployed the latest version of HRBC at that time, but a human error happened, and its proxy server stopped working.

Actions

We will double check the release procedure even if it won't affect to the production directly. Also we will remove the manual processes and automate them to avoid human errors.

We apologize again for any inconvenience this may have caused. We thank you for your continued use of Porters HRBC and look forward to continuing our partnership well into the future.

Sincerely,
Porters Corporation.