

Dear valued customer

January 31st, 2022
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 January 24th, 2022, 15:19 to January 24th, 2022, 15:23

From January 25th, 2022, 15:26 to January 25th, 2022, 15:33

Affected services

- HR-Business Cloud

Cause of the issue

Request congestion occurred due to database overload.

As a result, it became difficult to process new requests.

Actions

We have increased the database server capacity to withstand a larger load.

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.