PRESS RELEASE

The IIJ Group and Serverworks Strengthen Business Alliance to Provide AWS Solutions and Managed Services in the ASEAN Region

Services will launch in Thailand in April, following their launch in Vietnam, with plans to expand across the ASEAN region in the future

TOKYO - April 23, 2025 - Internet Initiative Japan Inc. (TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers ("IIJ"), its wholly owned subsidiary IIJ Global Solutions Inc. ("IIJ Group"), and Serverworks Co., Ltd. ("Serverworks") today announced the expansion of their business alliance for providing AWS sales and managed services in the ASEAN region, where demand for AWS usage continues to grow. The services will now be provided in Thailand following their initial rollout in Vietnam, and moving forward, they plan to expand the services in stages to Indonesia, Malaysia, and Singapore.

As part of the service's expansion to Thailand, IIJ Global Solutions (Thailand) Co., Ltd. ("IIJ GS Thailand"), the IIJ Group's local subsidiary in Thailand, has started offering "IIJ Managed Cloud for AWS Powered by Serverworks," a service that supports the implementation of and operates AWS for both Japanese and local companies in Thailand.

Background of Business Alliance

In recent years, adoption of the cloud in enterprise IT systems has been accelerating in ASEAN countries, with particularly strong growth expected in the use of AWS and multi-cloud environments that include AWS. However, leveraging AWS requires a solid understanding of its service specifications and advanced technical expertise regarding its construction and operation, and in the case of multi-cloud environments, the establishment of the infrastructure is necessary for interconnectivity and integration. As a result, there is growing demand among businesses operating in the ASEAN region for support from partners who possess specialized knowledge in the area. In response to these circumstances, the IIJ Group, which has sites in five ASEAN countries and a sales structure for IT network services, has formed an alliance with Serverworks, which specializes in AWS-based cloud services as an AWS Premier Tier Services Partner, to support cloud adoption for customers across the ASEAN region.

Details of Business Alliance

Under this business alliance, Serverworks will utilize its extensive expertise in constructing and operating AWS systems, while the IIJ Group's local ASEAN subsidiaries will provide support services and integration (AWS-based system and network construction, security settings, etc.), including various AWS solutions, the construction and operation of AWS environments, AWS operation automation tools, monitoring, and Enterprise Support(*). Customer support will be provided not only in English but also in the respective local languages.

(*) Enterprise Support: The highest-level corporate support plan offered by AWS. Inquiries from customers will be handled by both the IIJ Group and Serverworks, who will utilize Enterprise Support to provide one-stop support.

Overview of Service in Thailand

With AWS set to launch a new AWS Region in Thailand in early 2025, demand for cloud services in the country is expected to grow even further. In response, IIJ GS Thailand and Serverworks have released the "IIJ Managed Cloud for AWS Powered by Serverworks," a service designed to provide companies with powerful support for

cloud adoption, covering everything from AWS implementation to operational support, as well as the provision of cost management support and automation tools.

1. Provision of Cloud Automator to optimize operational costs
    All customers will receive standard access to Cloud Automator, a tool that automates AWS operations. Customers can establish automation settings for AWS components through a simple web-based interface, limiting AWS usage fees during off-peak hours such as nights and weekends, and thus helping to reduce costs and optimize TCO (total cost of ownership).

2. Provision of Enterprise Support, which is essential for corporate AWS use
    To ensure critical IT systems run properly on AWS, Enterprise Support is offered as a standard feature to all customers, at a much cheaper price than in typical services. Certified AWS engineers will provide prompt issue resolution and various types of support.

3. Implementation support and managed services
    The service includes a variety of support options for the effective use of AWS, which include implementation support, operational design, and operations outsourcing. Customers will be provided with tailored proposals based on various forms of expertise, including the design of optimal systems, ensuring of IT governance, and enhancement of security. Even companies without dedicated in-house representatives will be able to outsource the majority of their AWS operations. In addition, Direct Connect enables customers to establish secure, dedicated connections with guaranteed bandwidth.

4. Cost reduction consulting
    The service offers an analysis of the existing AWS environment, reviewing operational policies and providing advice on purchasing methods based on system composition and usage patterns in order to support cost optimization. It also provides security vulnerability assessments and advisory services to help ensure secure use of the AWS environment.

Plans
1. Management Plan

Initial fee: Free Monthly fee: Pay-as-you-go based on AWS usage	- AWS Enterprise-level support: Included as standard - Cloud Automator (Automation tool): Included as standard - Support Center: Weekdays from 9:00 – 17:00 (Thai, English)

2. Consulting & Delivery

Standard Plan Price: From THB75,000	- Instance limit: Up to 5 - Included features: IAM, EC2+EBS+VPC, S3, etc. - Consulting: 5 hours - Documentation: Templates - Initial training and workshop: 5 hours - Post-implementation QA support: Up to 5 hours
Enterprise Plan Price: Quotation-based	- Instance limit: 5 or more - Included features: All AWS components - Consulting: Unlimited hours - Documentation: Customizable - Initial training and workshop: 10 hours - Post-implementation QA support: Unlimited hours

3. Monitoring & Operation

Standard Plan 　　Price: From THB25,000	- Operational monitoring: 24/7, 365 days a year - Alert handling: Support for predefined alerts - Outsourcing operations: Predefined support 　(Up to 10 tickets/month)
Enterprise Plan 　　Price: Quotation-based	- Operational monitoring: 24/7, 365 days a year - Alert handling: Support for predefined alerts (Customizable) - Creation of reports - Operations outsourcing: Predefined support (Customizable)

Moving forward, the IIJ Group and Serverworks will continue to leverage their combined strengths to help customers in the ASEAN region make the most of cloud technologies for their business.

About IIJ

Founded in 1992, IIJ is one of Japan's leading Internet-access and comprehensive network solutions providers. IIJ and its group companies provide total network solutions that mainly cater to high-end corporate customers. IIJ's services include high-quality Internet connectivity services, systems integration, cloud computing services, security services and mobile services. Moreover, IIJ has built one of the largest Internet backbone networks in Japan that is connected to the United States, the United Kingdom and Asia. IIJ was listed on the Prime Market of the Tokyo Stock Exchange in 2022. For more information about IIJ, visit the official website: https://www.iij.ad.jp/en/.

About Serverworks

Serverworks is an AWS-dedicated cloud integrator that has been providing services from cloud implementation to optimization since 2008, with its vision of "Make the world more productive with the Cloud." The company boasts a track record of more than 1,410 customers and 24,500 AWS implementation projects as of the end of February 2025, and has been certified as an AWS Premier Tier Service Partner continuously since November 2014, the highest rank in the AWS Partner Network ("APN").* The company has been continuously expanding its AWS business by acquiring a variety of AWS certifications, including for migration and operation, digital workplace, and contact center services.
*Please see the following site for details of certifications and other achievements.
　https://partners.amazonaws.com/partners/001E000000NaBHzIAN/

The statements within this release include forward-looking statements about future plans that involve risk and uncertainty. These statements may differ materially from actual future events or results.

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