

Service Level Agreement (ProChemist/AS Service:for Supplier)

Item / 项 目	Content / 内 容	Remarks / 备 注
Content of service 服务内容	<ul style="list-style-type: none"> <li>- This ASP Service enables the exchange of a sheet for information on chemical substances between companies and is used to manage the contents of chemical substances.</li> <li>・本 ASP 服务是可以通过因特网来交换企业之间的产品中含有化学物质的信息传递表格以及进行含有化学物质管理的 Web 型服务。</li> </ul>	
ASP Service Operation Time 运作时间	<ul style="list-style-type: none"> <li>- 24 hours</li> <li>・ 24 小时</li> </ul>	<p>Service might be stopped by maintenance. We inform beforehand by putting the message on the Website when service is stopped, except in an emergency.</p> <p>因进行维护工作，可能停止本系统的运行。我们会事先通知进行维护工作的时间段，但需要进行紧急维护工作时，有可能在事后发出通知。</p>
Support center 咨询服务窗口	procas-helpgl@nes.jp.nec.com	<p>Please contact us by e-mail in English, Chinese, or Japanese.</p> <p>进行咨询时，请利用英文、简体中文或日文的电子邮件。</p>
Data backup 数据备份	<ul style="list-style-type: none"> <li>- Daily backup at nighttime.</li> <li>・ 数据的夜间定期（每天）备份</li> </ul>	
Security 安全防范	<ul style="list-style-type: none"> <li>- SSL , Firewall etc</li> <li>・ SSL、防火墙等</li> </ul>	