



For Immediate Release

IIJ Group Moves to Strengthen IT Support Services for Overseas Customers in Malaysia

TOKYO - April 1, 2024 - Internet Initiative Japan Inc. (TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers, today announced the establishment of the IIJ Global Support Center in Malaysia, which began operations today. The new Support Center assumes the functions of the Regional Office in Malaysia, established in 2019 by IIJ Group company IIJ Global Solutions Singapore Pte. Ltd., which had been providing bilingual IT support services to approximately 300 customers, including both Malaysian firms and local affiliates of global Japanese companies. In charge of the new Support Center is PTC SYSTEMS SDN. BHD.,* an IIJ Group local subsidiary in Malaysia. The changes are aimed at strengthening IT support services for overseas customers and making organizational administration more efficient.

In close cooperation with the IIJ Head Office and Group companies, the new Center will seek to enhance security-related solutions and other services for overseas companies. It will also enable direct response to the needs of local and global companies in Malaysia and other countries, by means of sales activities that were limited under the previous regional office arrangement.

The IIJ Global Support Center, while determining the needs of local and global companies in the region, will provide even higher-quality IT support services.

Main services provided by the IIJ Global Support Center

- Operation and maintenance support and business process outsourcing relating to customer system use, including handling inquiries, trouble and maintenance contacts, troubleshooting, arranging for maintenance, and user support
- Customer office network and system support
- End user support
- Support for security, cloud, and various other services and solutions provided overseas by the IIJ Group

Location: Petaling Jaya, Selangor, Malaysia

Employees: 23

*For reference

Press release issued December 1, 2023: "IIJ Acquires Malaysian Firm PTC SYSTEMS SDN.BHD. as Wholly Owned Subsidiary"

<https://www.iij.ad.jp/en/news/pressrelease/2023/1201-2.html>

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/>.

The statements within this release contain 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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