



TotalSupport – Service Rates

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TotalSupport is eSolia's proactive managed service for established organizations that need eSolia to take defined responsibility for specific areas of their IT environment. Below are the fees that apply to a TotalSupport engagement. For details on how TotalSupport works and compares to other models, see the eSolia Professional Support Services Investment Overview.

Hourly Base Rates

All professional work is billed at the applicable role rate. Base rates apply to any work outside the package, or when no pool is in place.

Role	Hourly Rate
Senior Consultant	JPY 30,000
Consultant	JPY 25,000
Senior Engineer	JPY 20,000
Engineer	JPY 18,000
Assistant	JPY 10,000

All work is billed in 15-minute increments after the applicable minimum (see Billing Minimums below).

Monthly Packages

Every TotalSupport engagement is built around a monthly package — a committed block of professional hours invoiced in advance, before the month begins. Package hours are billed at base rates.

eSolia uses a straightforward notation to describe package composition. A package labeled **4V16** includes 4 on-site visits and 16 hours of remote work — 20 hours total. The notation makes the structure visible at a glance.

Package	Visits / Month	Remote Hours	Total Hours
1V3	1	3	4
2V6	2	6	8
4V8	4 (weekly)	8	12
4V16	4 (weekly)	16	20
8V24	8 (2×/week)	24	32
16V32	16 (4×/week)	32	48

Engagements above 50 hours per month — particularly those approximating one or more FTE (full-time equivalent) — are sized individually based on your requirements.

The package is a monthly commitment, not a cap. Work above the package level is billed at base rates or drawn from a prepaid pool if one is in place.

Prepaid Hour Pools

For project work, planned initiatives, or periods of higher-than-usual activity, TotalSupport clients may purchase a prepaid hour pool. Pools are invoiced at the time of purchase and are valid for 12 months.

When overages occur during the month, they are automatically debited from an active pool — no separate invoice. Clients with an active pool typically receive just one invoice per month.

Pool Size	Max Pool Rate per Hour	Pool Total (before tax)
25 hours	JPY 28,000	JPY 700,000
50 hours	JPY 27,000	JPY 1,350,000
75 hours	JPY 26,500	JPY 1,987,500
100 hours	JPY 26,000	JPY 2,600,000
200 hours	JPY 25,000	JPY 5,000,000
400 hours	JPY 24,000	JPY 9,600,000

Pool hours are debited at a rate that reflects the seniority of the resource used — a senior consultant hour draws more from the pool than an engineer hour. This ensures the pool works fairly across all role types. Full details are available in the Master Service Agreement.

Administration Fee

Every TotalSupport engagement includes a monthly administration fee covering SOW management, Monthly Work Report generation, compliance documentation, tooling, and account coordination. The fee reflects the complexity of the engagement.

Tier	Criteria	Monthly Fee
Standard	1 scope of work, straightforward coordination	JPY 40,000
Active	2–3 concurrent scopes, or 1 scope with frequent projects or elevated coordination requirements	JPY 60,000
Complex	4 or more scopes, multiple concurrent workstreams, or engagements requiring dedicated coordination effort	JPY 80,000

The tier reflects the overall coordination burden — SOW count, project frequency, and any client-specific requirements that add administrative effort. The tier is set at engagement start and reviewed at renewal or when circumstances change materially.

Monthly Work Report

Every TotalSupport engagement includes a Monthly Work Report — a structured PDF delivered at the end of each calendar month. The report lists all work performed, grouped by scope of work, with the professional, rate, date, description, and time for each entry. It is the complete, auditable record of what eSolia did for your organization that month.

On-site Visit Fee (Callout)

A callout fee applies per person, per visit, for all on-site work. Callout fees are estimated as part of the package and reconciled against actuals at the end of each service month.

Zone	Fee
Standard — typical locations within the Tokyo 23 wards	JPY 7,000 per person, per visit
Extended — fringe 23-ward locations, Kawasaki, Yokohama, adjacent cities	JPY 9,000 per person, per visit
Outlying — significant travel or outside Greater Tokyo	By quote

Billing Minimums

All work is billed in 15-minute increments after the applicable minimum.

Work type	Minimum
On-site visit, weekday business hours	1 hour
Remote work, weekday business hours	15 minutes
Any work outside standard weekday hours	2 hours
Weekend or public holiday work	4 hours
Remote standby coverage (holiday or illness backfill)	JPY 40,000/day flat + hourly fee for actual hours worked

Other Recurring Fees

Some engagements include standing tasks that recur on a fixed schedule — for example, monthly localization of a report or invoice received from a third party. These are billed as separate line items at an agreed flat fee, outside the package hours and pool. The fee and frequency are documented in the scope of work.

Illustrative Monthly Investment

The tables below show representative TotalSupport engagements at two scales. These are examples — a smaller organization with a more complex environment or greater IT dependency may align more naturally with the larger engagement profile regardless of headcount.

Standard Engagement

Profile: Tokyo office of 10–50 staff, proactive managed IT, 1 active scope of work, regular visits

Component	Monthly (JPY)	Notes
Package — 4V16 (20 hrs, mixed role blend)	JPY 400,000	Estimated at ~JPY 20,000 blended rate
Administration fee — Standard	JPY 40,000	1 active SOW
Callout — 2 people, 2 visits/week (16/mo)	JPY 112,000	Standard zone
25-hr pool amortized over 12 months	JPY 58,333	Recommended baseline — covers routine overages and smooths month-to-month billing
Estimated Monthly Total	JPY 610,333	
Annualized	JPY 7,324,000	Includes baseline pool

When a project arises, a separate 100-hour pool (JPY 2,600,000) is purchased at that time. Having a baseline pool in place means routine overages are absorbed silently — no adjustment invoice at month end.

Active Engagement

Profile: Tokyo office of 50–200 staff, proactive managed IT, 3+ concurrent scopes, heavy on-site presence. Also typical for a smaller subsidiary with a complex environment or close overseas IT coordination.

Component	Monthly (JPY)	Notes
Package — custom (75–100 hrs, mixed role blend)	JPY 1,500,000–JPY 1,800,000	Estimated at ~JPY 18,000–JPY 20,000 blended rate
Administration fee — Active to Complex	JPY 60,000–JPY 80,000	3–4 concurrent scopes
Callout — 2 people, 3 visits/week (24/mo)	JPY 168,000	Standard zone
Pool amortized — 200 hrs over ~9 months	JPY 555,000	Active project running concurrently
Estimated Monthly Total	JPY 2,283,000–JPY 2,603,000	
Annualized	~JPY 27,400,000–JPY 31,200,000	

Actual investment depends on confirmed role mix, visit frequency, SOW count, and pool usage. eSolia will prepare a specific proposal based on your requirements.

How Billing Works

The package is invoiced before the month begins. Pools are invoiced at the time of purchase. After the month closes, any overages are debited from an active pool with no separate invoice. If no pool is in place, an adjustment invoice is issued after the month-end tally. The administration fee and any reconciled callout fees are included in the monthly billing cycle.

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