

Unauthorized Access to Operation and Monitoring Services of IT Systems

Tokyo, December 4, 2020 --- Hitachi Systems, Ltd. (President and CEO: Setsuo Shibahara; Head office: Shinagawa-ku, Tokyo; "Hitachi Systems" hereinafter) has recognized that the IT systems operation and monitoring services*¹ provided by the company was subject to unauthorized access most likely perpetrated via the network.

After confirming the incident, Hitachi Systems immediately implemented countermeasures and investigated the incident. As a result, Hitachi Systems has not been able to verify the conditions resulting in the external leakage of customer information at this time.

Hitachi Systems deeply apologizes for the great concern and trouble this has caused for our customers as well as all other related parties.

Hitachi Systems is extremely concerned about this incident, has the top priority to effectively minimize the impacts on our customers, and further strengthens information security measures to counter such unauthorized access as much as possible.

Reports have already been provided to the relevant governmental authorities and organizations*².

*1: These services are provided by connecting our customers' systems with the Hitachi Systems Data Center using an IP-VPN line to perform monitoring of messages in the system, failures in component devices, and similar items.

*2: Relevant governmental authorities and organizations: National center of Incident readiness and Strategy for Cybersecurity (NISC), Ministry of Economy, Trade and Industry, Information-technology Promotion Agency, Japan (IPA), and JPCERT Coordination Center (JPCERT/CC)

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