

Matlantis™ Service Specifications

Matlantis Corporation

Version: 2.0

Last Updated: July 1, 2025

Service Description

Matlantis provides a library capable of conducting simulations at the atomic level by enabling programming using a neural network potential called "PFP" and various material property calculations.

Starting the Service

Please apply through our designated representative. Once preparations are complete, the following details will be sent to the administrator agreed upon in advance:

- Service URL
- Technical support email address

Features Provided

We provide libraries capable of performing PFP (neural network potential) calculations and various material property computations.

The editing and programming functionalities align with those of JupyterLab.

PFP Releases and Support Period

PFP is continuously improved with the aim of releasing a stable version approximately every six months. Each stable version remains available for two years.

System Updates

System updates are implemented as necessary.

User Registration and Number of Users

Users with administrator privileges can add or remove other users. There is a limit to the number of users who can use the system. This limit depends on the details of the application.

Computing Resources

Simulations are executed on the computing resources provided by our company. Code on Jupyter Notebook runs on the resources dedicated to notebooks, while inference through PFP runs on separate computing resources. The allocation of these separate resources depends on the usage status. There is a limit to the number of allocated resources, and depending on usage, there may be a decrease in throughput or latency. The limit depends on the details of the application.

Technical Support

You can contact us regarding inquiries about the operation of the provided features.

For contracts within Japan: Support will be provided in Japanese through a contact form.

For contracts outside Japan: Support will be provided in English or Japanese through a contact form.

Inquiries are limited to users of this service.

However, technical support is not available for the free trial version.

Support Scope

- Inquiries about the features and operation of Matlantis
- Handling of error messages on Matlantis
- Consultation regarding computational methods
- Consultation regarding coding methods (please note that we generally do not accept requests for new code creation)

Please note that third-party products integrated with Matlantis are generally not covered by support. For such products, please contact the provider of the respective product.

System Operation Monitoring and Incident Response

Incident Response

If our company detects an incident, or if we are informed of an incident by the customer, recovery work will be carried out within 2 business days from detection by our company. (However, if the detection occurs outside our business hours, recovery work will be carried out within 2 business days starting from the next business day.) Afterward, we will notify all Matlantis users by email during our business hours. If our company detects an incident that affects the customer's use, or if we receive an incident detection email from the customer's technical support, we will notify all Matlantis users by email during our business hours.

However, if the recovery requires a fix, depending on the nature of the fix, more time may be needed than stated above.

Notifications

Service-related notifications will be sent by email to all Matlantis users.

In case of planned service downtime, we will notify all Matlantis users by email in advance. Additionally, you can check the status of Matlantis in advance at the Matlantis operational status page:

<https://status.matlantis.com/>.

Please note that for customers using the free trial version, the incident response and notification services mentioned above are not guaranteed.

Cloud Security Measures

To ensure that Matlantis can be used safely from an information security perspective, we have summarized our cloud security measures and initiatives in our Security White Paper. Please check it here: <https://matlantis.com/security-white-paper>.

Service Hours

Matlantis Service Hours

The service hours for this service are from 00:00 to 24:00. However, the service may be suspended in the following cases:

1. In the event of an incident.
2. If emergency measures such as responding to computer virus security issues require an emergency shutdown. In such cases, the service may be suspended without prior notice to the customer.
3. Scheduled downtime previously notified to the customer's administrator.
4. If the customer engages in prohibited activities as outlined in the Matlantis Terms of Service or Service Specifications. In such cases, the service will be suspended for the customer who engaged in prohibited activities.

Technical Support

Technical support is available as follows:

- Our business hours are from 10:00 to 12:00 and from 13:00 to 17:00 Japan Standard Time.
- After receiving an inquiry, we will provide a first response within 2 business days. Inquiries received after 17:00 will be treated as received on the next business day.

Customer's Environment for Using This Service

Operating Environment

Please use the latest version of the following browsers on your PC:

- Google Chrome
- Firefox

Subdomains

A customer-specific subdomain will be set as part of the URL for accessing this service.

For using servers within Japan: Example: [https://\[subdomain\].matlantis.com](https://[subdomain].matlantis.com)

For using servers outside Japan: Example: [https://\[subdomain\].\[region code\].matlantis.com](https://[subdomain].[region code].matlantis.com)

- Region Code (as of April 1, 2024)
 - North America: us
 - Europe: eu

Our representative will contact you to confirm your desired subdomain.

About the Account to Be Used

This service authenticates accounts using OpenID Connect. For an overview and specifications of OpenID Connect, please refer to the publicly available documentation (<https://www.openid.or.jp/document/>). This service supports Google or Microsoft as the ID providers. Therefore, in order to sign in to this service, you will need to have one of the following accounts:

- Google organizational account or personal account
- Microsoft organizational account (Azure AD)

Please let us know which ID provider you will be using. If you are using an organizational account and wish to restrict the login account within your organization, please provide the domain or tenant ID.

Settings to Be Made by the System Administrator

Application Access Permission

Depending on your environment, you may need to grant access to the following application according to your account. Please request your organization's system administrator to make the necessary settings.

For Google Accounts

Matlantis Application Name: Matlantis

Application ID: 451020801627-c1srj29nooql6jrd2e8i8ffokvvlnm5.apps.googleusercontent.com

For details on Google Workspace app control, please refer to the following:

<https://support.google.com/a/answer/7281227?hl=en>

For Microsoft Accounts

Application Name: Matlantis

Application ID: 975d5646-4842-469d-9427-e3fb6424d294

For details on Azure AD application registration, please refer to the following:

<https://docs.microsoft.com/en-us/azure/active-directory/develop/consent-framework>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/configure-user-consent?tabs=azure-portal>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/configure-admin-consent-workflow>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/review-admin-consent-requests>

Domain Access Permission

The following domain will be used. If you are using the service in an environment where access is restricted, you will need to ask your administrator to allow access to this domain.

- *.matlantis.com