



ACE Corporation

Nature of Business: Manufacture and wholesale of travel bags, suitcases, business bags, sports bags, fashion bags, travel accessories, etc.

- Background: Ace Corporation have about 30 brands, including our own and licensed products, and PROTECA, a travel bag brand, has been recognized overseas for its high quality Made in Japan, and we are expanding our business worldwide. We adopted desknet's NEO with a view to global information sharing, which is expected to grow further in the future. To share the movements of the Tokyo head office in real time, prepare for business expansion, and shift the power of system management to operations directly related to "increasing sales and expanding profits" such as expansion of e-commerce as the operational load is reduced.

Q1: *What was the situation before desknet's NEO was introduced to your company?*

A1: We reviewed the internal portal, which was slow in response and had many defects, and considered the introduction of groupware with excellent usability, so we decided to introduce groupware because of a malfunction of the internal portal that was operating on-premises.

The previous portal products had slow response operations and frequent system malfunctions needed to be improved. Information directly related to work was scattered everywhere, making it difficult to access the desired information. Hardware After the maintenance, we aimed to create an environment in which all internal users can easily see the information and access the latest information quickly.

We set goals such as "global sharing", "cloud", "usability", and "improving maintainability" in mind when migrating to groupware.

POINTS !

1. The usability was excellent and the internal evaluation was high.
2. The function is easy to use, and users can deploy it independently.
3. Supporting growing businesses by promoting trends in each brand, sharing product information, and improving operational efficiency.

www.acejpn.com

We achieved solid growth through our global expansion in 2006. With the development of about 30 brands for the global markets such as North America, Europe, China, and ASEAN countries, we had to globally share the latest product information and initiatives of each brand in real time.

Introducing groupware to make use of all live information that leads to sales promotion, such as in-store POP (Point Of Purchase), latest product information, and media posting records that are used at sales sites such as department stores, specialty stores, mass retailers, and directly managed stores.

Q2: *How was the groupware selection been made?*

A2: 30 key persons who evaluate groupware were selected from the sales department, staff department, and departments of group companies. Desknet's NEO was highly evaluated in trial and questionnaire evaluations. The final selection from a number of products was online applications from desknet's NEO and US Internet service companies.

The old in-house portal was introduced mainly for use at domestic offices. We used SSL-VPN from the outside, but we were able to access information directly, creating an environment for quick and live information sharing, so we wanted to change it.

Since we was also considering the use of devices such as smartphones and tablets, the cloud was an essential condition. We also emphasized usability, ease of use of built-in functions and evaluation.

Desknet's NEO is able to import user information into CSV, and user migration was very smooth. At the time of migration, we called Neo Japan's customer support and responded quickly with an

“shift to operations that lead to increased sales and profits”

accurate answer each time, so it was a quick talk. We felt the delicateness that is not required for outsourcing support. The intuitive management and setting functions made it possible to execute immediately. Because it is a cloud version, there is no need to upgrade it in-house, It's also a great advantage to always have the latest version available.

Q3: Can you please share the introduction of process scan at your company?

A3: Basically there are 3 processes involved:

Process 1 – In-house examination (4 months).

Candidates are selected from a number of product groups with keywords such as "global sharing", "cloud", "usability", "maintenance". Introduction of online application and desknet's NEO provided by US Internet service company .

Process 2 – User trial/verification (20 days).

From each department of "sales department" "staff department" "group company". 30 key person who evaluate groupware are selected. Every two candidates try the products for 10 days each.

Process 3 – Questionnaire implementation / In-house evaluation / Introduction decision (30 days). The trial results of both products are compiled into a questionnaire with points.



desknet's NEO won high marks. Adopted because of its superiority in operation management evaluation by the information system department.

Q4: What are the achievement and efficiency after the deployment of desknet's NEO?

A4: We could share the latest information within the 10 domestic branches and 7 overseas offices. Support the growing business by trending each brand, sharing product information, and improving operational efficiency .

We took advantage of smartphone and portal functions. It is now possible to check for new contact information and emails while using a smartphone, it is a function that is highly used and highly evaluated by users. In addition, the portal has been devised so that it can access all the information necessary for business.

In the desknet's NEO portal, we have aggregated in-house links to business systems such as data analysis, electronic forms, product information, attendance management, payroll, and workflow. Single sign-on access to everything increases user convenience.

In addition to the company-wide schedule, the media section of the product introduction is published and shared company-wide on the schedule in a tab called [PR&Promotion] by the marketing department . There are many inquiries from customers who visit the sales floor due to the reaction of the media, even the details of the article. Even if you do not know, you can search for the product you are looking for by searching from the publication date or magazine. For the advertisements and TV commercials published in national newspapers, which are particularly popular , we have posted videos on the portal as topics and special items.

Utilized Functions



Circulation / Report – streamline communication with multiple people, such as in-house contact and report submission.



Document Management – storage and both the document, such as a corporate provisions Collection and contracts.



Portal – an in-house information 1 collective pipe on the groupware are aggregated to places sense.



Smartphone Version – dedicated interface optimized for smartphones.



Schedule – significantly cutting the time and effort of the pursuit of clarity and understandability will adjust down.



Direct Message NeoTsui – a new form of internal communication tool that incorporates social elements.



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