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ITC Japan Inc

Nature of Business: System integrator. Development of ticket reservation system, ticketing/production system, travel related business support system, etc.

POINTS !

1. Considered replacing groupware because of dual schedule management issue
2. Demonstrated the ease of use of desknet's NEO
3. Desknet's DB is also adopted and expected to be used for incident management
4. Clarifying and sharing operational rules is important for promoting usage
5. We would like to closely monitor security and expand the use of desknet's NEO

• Background: In the 1980s, ITC Japan Inc has developed the host system for Japan's first major airline personal computer commercial communication service. The company also provides solutions specialized for aviation, railroads, and travel companies with its own know-how and technology, uses desknet's cloud. While paying attention to strict security requirements, we talked about the utilization situation of desknet's NEO which has improved the convenience of schedule management .

Q1: What is the opportunity to introduce groupware to your company?

A1: Around 2006, we introduced on-premise groupware known as a competing product of desknet's NEO mainly for schedule sharing. Our company is a system integrator that specializes in the development of highly specialized systems such as the aviation industry, the railway industry, and the travel industry, but strict information management is always required for our work.

Against this background, even with regard to groupware, from the viewpoint of information leakage prevention and business security, we have been concentrating on using the intranet for internal use only.

Nonetheless, management teams, managers, and manager-class employees who often go out due to meetings with customers do not have to do double management, such as managing with another scheduler outside the company, in addition to in-house groupware.

Of course, the schedules of executives and employees on the go were not reflected in real time

, so it was difficult to use and inefficient. Since we were able to meet certain usage conditions for limited use within the company, we did not upgrade the version , so we decided to consider replacing it because we should reconsider the groupware.

Q2: What is the deciding factor for adopting desknet's NEO?

A2: When introducing a new product, we compared the latest version of the existing product with desknet's NEO and other cloud type groupware. When considering products, not only basic functions such as schedule management, but also whether or not information that should be shared among employees can be efficiently centralized and used, and various functions are also considered with a view to expanding utilization after introduction.

That time, we also demanded SNS -like elements for the new product, and we also hoped that it could be utilized to activate communication between employees and to voluntarily transmit information among employees.

Firstly, we asked each company to give a demonstration prior to making product decisions. Initially, we did not feel a big difference in the function of each product. Later, we were able to evaluate the installation of [NeoTwi], which is expected to be utilized.

In terms of operation, we felt that there was no need for special operation education after the introduction, and we were able to confirm that the functions have always evolved through repeated version upgrades. It was just before the release of the new version, so we chose desknet's NEO .

Q3: Please tell us why you chose desknet's cloud?

A3: We think that there are technically diverse methods of operation, but from the beginning we didn't consider taking risks and using them externally via VPN . After all, if you open a hole in the established system in the company, the risk of deficiency in setting, unexpected mistake in usage, hacking, etc. increases.

If so, we decided that it would be better to use cloud products as one independent system. Of course, in the case of our company, we are not thinking of security because it is a cloud. Literacy of employees who are users is also important, and as long as they continue to use it, they will always keep an eye on whether there are any security issues while using them.

Utilized Functions

Direct Message NeoTsui – it is displayed in a prominent position, and if you send information from here, everyone can see it, so it is highly used. It also helps promote the utilization of desknet's NEO. In the future, we are studying how to share and manage them as knowledge and accumulate them.

Information – used for business communication, in-house communication, and notification from the management department to the entire company.

Schedule – the problem of double management inside and outside the company has been cleared, and the centralized management has made the reservation management of meetings more efficient. Coloring rules are decided according to the input projects, so we plan to utilize the color-coding settings according to the rules that will be available in the next version upgrade.

Workflow – it is used for procuring goods, taking out confidential company documents, and security-related application forms. We will continue to expand the usage area and add various applications as needed.

Equipment Reservation – manages conference rooms and company cars. It will be used for equipment management in the future.

Circulation / Report – since the sender can check the browsing status, it is used separately from email depending on the case. Mostly used in the business administration department.

Document management – documents on the file server are being organized and being transferred. Also used for file management after workflow approval.

Q4: Have you ever worked on the penetration and activation of usage?

A4: Since desknet's NEO is an intuitive tool, we think it is more important to clarify operational rules and share them, rather than operating education. Management rules for files that have been migrated from the old file server to [Document management], proper use of [Information] and [Circuit/report], thorough checking of viewed [Circuit/report], etc.

In the future, we will continue to establish more effective operation methods for each theme, issue, or function through in-house group liaison meetings. We would like to closely monitor security and expand the use of desknet's NEO.

Q5: How is the effect after introducing desknet's NEO?

A5: From intra to cloud, this was the most change brought by the introduction of desknet's NEO . By centrally managing the schedule, which was also the main purpose of the replacement, not only the schedule entry and efficiency improvement of employees who are out, but also the fact that the user's schedule is reflected in real time can be shared and confirmed, All users are now actively entering schedules, carefully managing and checking.

Currently, we are positively considering the use of [Safety Confirmation]. It also supports disaster information and route searches to evacuation centers, which can be checked from employees' individual terminals and smartphones. From now on, I would like to expand the functions that can be used while maintaining security and activate the usage while identifying the needs.

Management Unit

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