



# Mitsubishi Fuso Truck and Bus Corp.

*Consolidating IT and improving customer service  
with IBM WebSphere software*

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## Overview

### The need

The cross-functional retail (CFR) group within Mitsubishi Fuso Truck and Bus Corp. (MFTBC) needed to create a new dealer management system (DMS) to help integrate subsidiary companies and improve customer satisfaction levels.

### The solution

The CFR group worked with IBM® Global Business Services® and IBM Global Technology Services® to create the new DMS using IBM WebSphere® software.

### The benefit

The business can now support more than 5,000 users working at its domestic dealerships, even on weekends and holidays when it's especially busy.

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The cross-functional retail (CFR) group within the IT department at Mitsubishi Fuso Truck and Bus Corp. (MFTBC) needed to create a new dealer management system (DMS) as part of a broader strategy to better integrate subsidiary companies, consolidate national operations and improve customer satisfaction levels.

### Integrating and consolidating operations

Founded in 1932, MFTBC is one of Asia's leading commercial vehicle manufacturers. The business relies on a comprehensive service and parts system to help support its customers during and after the sales process. Within Japan, MFTBC has an integrated customer service organization. However, in its international operations, the business has a vast network of sales and service outlets providing customer service. The CFR group needed to make sure the new DMS could integrate the support processes for all of these organizations. Salespeople at the branch offices and at the company's headquarters would use the new DMS, so it needed to be scalable and reliable.

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*By integrating the sales and service processes for its international operations on one dealer management system (DMS), the business improved reliability, leading to better overall customer service. "TXSeries software provides much more availability and stability," says Fujiko Miyake, manager of the cross-functional retail (CFR) group at Mitsubishi Fuso Truck and Bus Corp.*

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## Creating a reliable DMS

The CFR group at MFTBC worked with IBM Global Business Services and IBM Global Technology Services to create the new DMS using technology from IBM. The group uses the IBM TXSeries™ for Multiplatforms application to manage core transaction processing and IBM WebSphere MQ software to transport data. The group also created a more modern look and feel for its existing terminal applications using IBM WebSphere Application Server software and IBM Rational® Host Access Transformation Services software. The applications are compatible with the company's existing IBM CICS® Transaction Server software.

## Robust scalability, reduced costs

With the new DMS, MFTBC can focus on improving its customer service, knowing that it has a consistent system for its operations in Japan as well as its international operations. The TXSeries for Multiplatforms application can support more than 5,000 users working at the organization's domestic dealerships, even on weekends and holidays when it's especially busy. Plus, by consolidating its national dealer operations onto one platform, MFTBC cut hardware, software licensing and operation costs.

## Solution components

- IBM® WebSphere® Application Server
- IBM WebSphere MQ
- IBM Rational® Host Access Transformation Services
- IBM TXSeries™ for Multiplatforms
- IBM Global Business Services®
- IBM Global Technology Services®

## For more information

To learn more about IBM WebSphere software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

[ibm.com/websphere](http://ibm.com/websphere)



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IBM Corporation  
Software Group  
Route 100  
Somers, NY 10589

Produced in the United States of America  
May 2014

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