JIEC Co., Ltd.

Installing IBM MaaS360 in iPhones used by executives and salespeople to achieve both iPhone convenience and security
Improving work efficiency by making it possible to confirm e-mails and schedules even outside of the office

Customer information :

JIEC Co., Ltd.

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JIEC Co., Ltd. was established in 1985 as a system integrator in a joint venture by CSK Corporation (currently: SCSK Corporation) and IBM Japan. In 2001, it was listed on the second section of the Tokyo Stock Exchange. Currently, the company is engaging in large-scale system development in various fields including finance, aviation, travel and communications focusing on infrastructure technology supporting the foundations of corporate information systems, which has been its strength since its inception, as a member of the SCSK group. JIEC has accumulated experience in the development and operation of technology for large-volume transactions and large-scale online systems that are mission-critical and must operate without interruption 24 hours a day, 365 days a year. It utilizes this experience to support many corporate and social infrastructure systems.

As part of its Business Continuity Plan (BCP), JIEC Co., Ltd. (hereinafter: "JIEC"), a system integrator with a wealth of experience in the development and operation of large-scale systems that must operate 24-hours a day, 365 days a year, has established a thin client remote access environment. Furthermore, JIEC has installed the mobile management solution, IBM® MaaS360 in over 100 iPhones used by its executives and salespeople, in order to improve work efficiency through safe connections to internal systems from mobile environments.
As a result, users can get access to the internal system even in short intervals such as while traveling and confirm their latest e-mails and schedules, improving work productivity in the office and greatly improving overall work efficiency.

Planning safe connections from iPhones to internal systems to improve the remote access environment

At JIEC, many staff are permanently stationed in client companies and are involved in system development. In the past, these staff were loaned notebook PCs. In 2010, the mobile phones that had been distributed to approximately 100 executives of management level or higher, as well as salespeople and project managers were switched to iPhones, making it possible to utilize telephone functions, e-mail service during emergencies, website viewing and applications.
Subsequently, the Great East Japan Earthquake that occurred in 2011 led to the review of BCP measures and the construction of remote access environments for internal systems. Regarding this process, Mr. Mineo Hattori, Executive Director and Senior Managing Executive Officer at JIEC who is also division supervisor explained, "The Great East Japan Earthquake occurred during the day, and most staff were in the office. However, if a major earthquake were to occur at night, staff would be unable to get access to the internal system, which would impede work operations. To avoid this, we constructed a remote access environment. To reduce security risks associated with staff loss of PCs, important information such as that related to clients all undergoes thin client processing to be saved on the server. By doing this, we recovered all of the 800 PCs that had been loaned to staff and had staff 'bring your own device' (BYOD) so that they used their own personal PCs."
Problems faced in doing this included the fact that thin client has original, high-level security measures, which made it time-consuming to connect to the internal network and therefore impossible to confirm internal e-mails and schedules in a timely manner.
At the Industrial Systems Division, which oversees various types of clients including airline companies, railway, travel, manufacturing and distribution companies in particular, client location was often quite far from the JIEC

Overview :

The need

- To realize safe and speedy access to the internal system using iPhones, in order to improve the remote access environment which had been constructed as a measure to ensure BCP
- Workstyle reform by creating a mobile communications access environment

The solution

- IBM MaaS360
  (Product name at time of introduction in 2015 was "IBM MobileFirst Protect")

The benefit

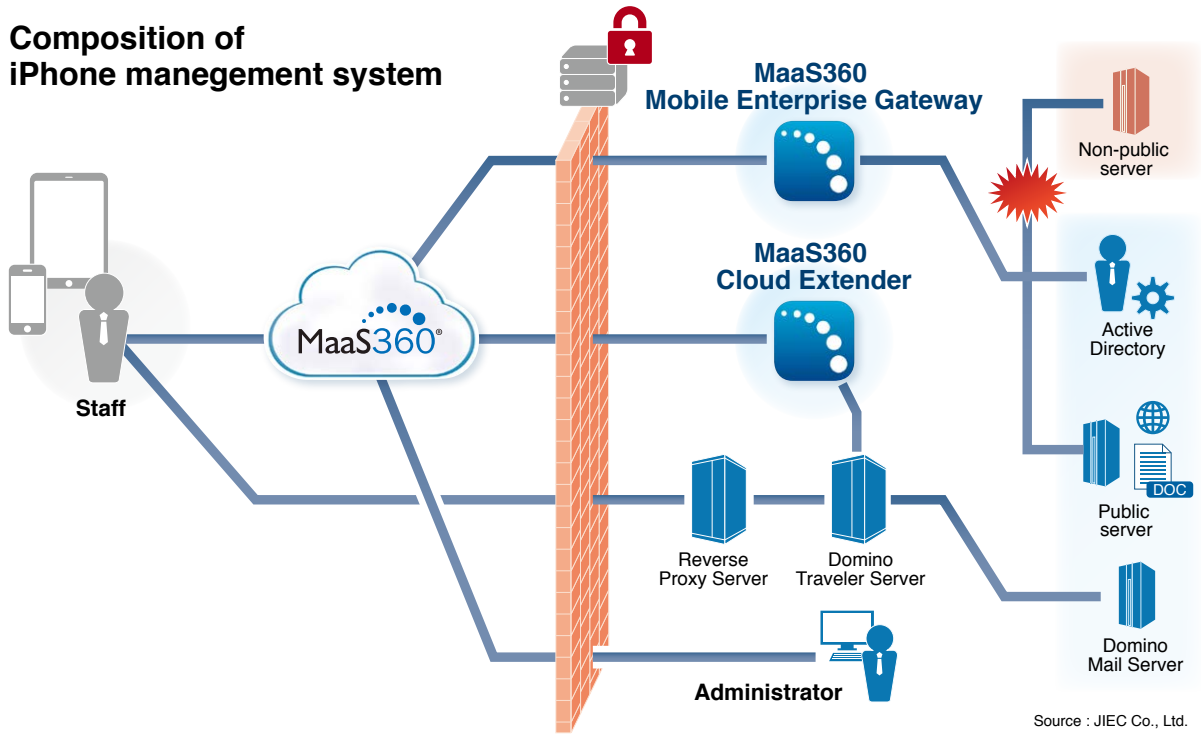
- Work efficiency has been greatly improved by utilizing iPhones for safe and speedy confirmation of internal e-mails and schedules from outside of the office
- Workstyles have been reformed by enabling work duties to be performed using smartphones that balance convenience with security

head office. This led to issues that needed to be addressed including lost time spent traveling by sales staff and managers, and miscommunication. To address these issues, full-scale mobile utilization was investigated at JIEC itself and plans were set in place to balance convenience and security with a mobile management solution and enable safe access to the internal system with iPhones.

Success of the trial was the deciding factor for introducing IBM MaaS360

At SCSK Corporation, the parent company, following the 2011 merger of CSK Corporation with Sumisho Computer Systems Corporation, the top management policy was to create a work environment that made it easy to carry out one's duties without any overtime and they have been actively promoting workstyle reforms by reviewing their personnel management system. JIEC, a member of the SCSK group, has also attempted to implement various measures to improve the work environment in light of this policy. However, this requires the preparation of a mobile environment that allows staff to work even when out of the office.

JIEC has focused on IBM MaaS360, a mobile management solution, in an attempt to implement not only BCP, but also improved work efficiency and workstyle reform. From June 2015, a trial was started mainly at the Industrial Systems Division. In light of the results of this trial, Takashi Nakaya, General Manager of the Sales Department, Industrial Systems Division, reflected, "IBM MaaS360 was installed in the iPhones of a total of around 30 people including all salespeople and some technical staff and a survey of usage status was conducted. Results showed comments indicating that it should be installed on the iPhones of all staff, with salespeople giving particularly high ratings for the effectiveness of IBM MaaS360. While salespeople have to check their e-mails and schedules even while out of the office, this had become a nuisance for them because it took time to connect to the internal network with thin client. Because the iPhones in which IBM



Source : JIEC Co., Ltd.

"With the introduction of the new system, staff can easily get access to the internal system from outside the office using a smartphone, allowing them to perform duties such as writing expense applications and attendance reports. This will greatly reduce the burden on staff permanently stationed at customer offices in particular."

Mr. Mineo Hattori
Executive Director and
Senior Managing Executive Officer
JIEC Co., Ltd.

"With the increased frequency of access to the internal system and the ability to easily confirm schedules and e-mails while traveling, staff can consider how to progress with work and make schedule adjustments in the time taken to return to the office. Therefore, they can start working as soon as they return to the office."

Mr. Takashi Nakaya
General Manager of
the Sales Department
Industrial Systems Division
JIEC Co., Ltd.

MaaS360 had been installed could be used to speedily and safely view e-mails and schedules, changes to schedules made 10 to 20 minutes later and the insertion of new plans could be confirmed quickly. This was found to make work processes and progress run smoothly, thereby improving work efficiency."

JIEC decided to introduce IBM MaaS360 due to the high rating it received in the trial. In November 2015, IBM MaaS360 was installed in over 100 iPhones used by executives of management level and above, salespeople and other staff.

By installing IBM MaaS360, work areas and personal areas were separated within each iPhone, making it possible to not only manage the device, but also safely manage work applications and client-related information. Meanwhile, in the personal area, staff can continue using applications freely.

With the introduction of IBM MaaS360, JIEC prepared a support environment including the creation of a liaison office for inquiries. However, there was only one inquiry made, and users were able to truly experience the benefits of IBM MaaS360 as they were able to start using it with no problems, despite having not received any special training or support.

Confirming e-mails and schedules outside of the office to greatly improve the efficiency of workflow after returning to the office

The introduction of IBM MaaS360 has successfully produced various results at JIEC including greater efficiency in routine work procedures.

The survey conducted during the trial indicated that the average internal system usage time with iPhones was approximately 70 minutes on weekdays and 30 minutes on holidays. Furthermore, 87% of staff answered that they got access to the internal system more often than when thin client was being used, and 75% answered that their work efficiency improved. This improved work efficiency was calculated as being equivalent to approximately 40 minutes of work time per day. After the full-scale introduction in November 2015, the frequency of access to the internal system increased further, leading to even more improvements in work efficiency. Mr. Nakaya rated the program highly, saying, "As salespeople in particular spend long hours outside of the office, the question of how to effectively use travel time is the key to improving work efficiency and shortening work time. Recently, iPhones are being used for simple replies to e-mails and responses to internal communications while traveling, while staff are advised to compose properly-worded e-mails sent to customers after returning to the office. With the increased frequency of access to the internal system and the ability to easily confirm schedules and e-mails while traveling, staff can consider how to progress with work and make schedule adjustments in the time taken to return to the office. Therefore, they can start working as soon as they return to the office." He continued, mentioning that "We hope to improve client satisfaction by increasing work efficiency with the effective use of travel time and the preparation of an external work environment with further promotion of the use of iPhones."

Regarding use of the program by managers other than sales managers, Mr. Hattori said, "I normally take my iPad with me when I go out. Now, I can check in advance on my iPhone by e-mail whether any requests for approval memos have come in. If a request has come in, I open up my iPad and quickly process it after connecting to the internal network. If no such memo has come in, I don't open up my iPad. Therefore, I can reliably respond to even sudden requests or matters by simply checking my e-mail and I feel that this has greatly simplified things for me."

Mr. Nakaya (left) and Mr. Hattori (right)

Planning a shift to the next core system for mobile usage
The goal is to promote BCP and work/life balance

Currently, JIEC is planning to reform its core system covering accounting, personnel and business management and shift to a new system. Under the new system, the use of mobile applications is envisaged, with plans for all staff to use smartphones with IBM MaaS360 installed. Mr. Hattori expressed his high hopes, saying, “Most of our field staff are permanently stationed at customer offices and use customers’ company networks. Many offices do not allow staff to bring their own PCs, forcing staff to perform duties such as writing expense applications and attendance reports at home. With the introduction of the new system, staff can easily get access to the internal system from outside the office using a smartphone, allowing them xports. This will greatly reduce the burden on staff permanently stationed at customer offices in particular.”

At JIEC, while reforming the core system including plans for mobile usage, there are also plans to further advance BCP while preparing a foundation to support the diversification of workstyles including working from home and regular employees who work three days per week or five hours per day in order to achieve work/life balance.

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