Year 2024 2nd half of the year

Surviving the increasi se DX era!

Latest Groupware

Thorough Comparison

Functions and Costs

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Latest Groupware In-depth Comparison

Functions

What is Groupware?

Groupware is software equipped with various functions necessary for information sharing within a company, such as e-mail, scheduling, meeting, workflow, and communication. By centrally managing various business information and business processes scattered throughout the company, groupware not only eliminates inefficiencies in business operations, but is also expected to play a new role as a foundation for promoting DX (Digital Transformation), which is currently being accelerated in a variety of industries. It is also expected to play a new role as a foundation for promoting DX (Digital Transformation), which is currently being accelerated in various industries. Since the availability of functions, cost, and ease of use vary by product, it is wise to select the most appropriate one according to the needs of the company.

After the unprecedented pandemic of the Corona disaster, even the "new normal" is a thing of the past for companies, and DX is booming as they seek to establish a business style that adapts to the times. Many companies are implementing a variety of initiatives such as web conferencing, paperless work, remote work (hybrid work), and the migration of data and systems to the cloud..... The demand for greater convenience and productivity has never been greater.

While DX efforts are accelerating, surprisingly few Japanese companies have reached the essence of DX. To begin with, the essence of DX does not simply refer to the act of digitizing information within a company. Digitization" is the digitization of analog information, and "digitalization" is the ICT adaptation of operations based on that information. Beyond that, DX is about creating new value digitally by transforming corporate culture.

In fact, many companies may have introduced tools "out of necessity" due to the impact of frequent natural disasters or pandemics. However, at this point, it is still only a localized "digitization," and overall optimization has not yet been achieved. Therefore, now is the time to review the business processes of the entire organization, as awareness of the need for reform is rising,
It is time to start "Digitalization". The best tool for this "digitalization" is groupware.

Until now, groupware has been recognized as a tool for sharing and processing routine information such as schedule management and meeting room reservations. However, recent groupware has advanced workflow functions and no-code/low-code development functions, and has changed from being used in accordance with the functions provided to being used by customizing the functions to suit the company's business. I hope that not only IT departments but also front-line departments will actively utilize these groupware functions to improve their operations, thereby making the entire company digital natives and creating the groundwork for the realization of DX, which is the ultimate goal.

In this section, we would like to compare the functional features of cloud-based groupware and other cloud-based groupware products. The comparison was made with five major cloud-based groupware products, including those that are popular in Japan and overseas: desknet's NEO, Cybozu Garoon

Cybozu Office, Microsoft 365 and Google Workspace.

Product name	Form of Provision	Source.	Latest Version (Time of provision)
desknet's NEO	On-premise/cloud	Neo Japan	8.5 (March 2024)
Cybozu Garoon	On-premise/cloud	Cybozu	6.0 SP2 June 2024)
Cybozu Office	cloud	Cybozu	June 2024 Edition
Microsoft 365 (formerly Office 365)	cloud	Microsoft Japan	private
Google Workspace (formerly G Suite)	cloud	Google (WWW search engine)	private

Points to consider when selecting groupware

What is the essence of groupware?

In the 1990s, the world entered a period of major reforms toward an information society, including the spread of the Internet and the introduction of "Windows 95. It was during the 1990s that groupware began to spread around the world. At that time, the mainstream groupware was an on-premise type that required an in-house server, and its use was limited to major companies due to its huge installation cost and the need for operational know-how. However, with the significant evolution of various information and communication technologies and cloud computing, it is now widely used by small- and medium-sized companies as well.

Today, groupware has become popular among companies large and small, and several major products, both on-premise and cloud-based, now occupy a large share of the market. However, a new problem has arisen for companies. Although there are not many choices, all products and services claim to have multiple functions, and many companies say that they do not know what to compare and select based on what points.

If you are confused when selecting a product or service, please first consider the essence of groupware. The essence of groupware is not simply a "tool for managing e-mail and schedules," but rather a "tool for strengthening and activating information sharing within a company. This is the essence of groupware. If you want to expand the range of information sharing, you should choose a multifunctional tool. In both cases, however, it is important to "keep using" the system, so the choice should be based on the IT literacy of the employees who are the users and the knowledge and skills of the information system department.

Functions

One selection point is to keep up with groupware trends

One more comparison target for groupware selection. In addition to the balance between "functionality" and "usability," which is the basic item here, we would like to focus on "digitization of business operations" through no-code-low-code, which is a recent trend, as a new possibility expected of groupware.

The computerization of business operations means that various business processes that have been performed by paper , e-mail, spreadsheet software, etc. can be systematized without the need for knowledge and experience in programming and databases, etc., to achieve greater efficiency in business operations. This is a system that allows for the streamlining of business operations. The electronic system will significantly reduce the amount of time required for decision making, which has traditionally relied on paper and stamps. Also, in promoting "work style reform," from a frontline perspective, it is necessary to reduce the absolute volume of work in order to shorten working hours. As a means of solving this problem, groupware is also expected to play a role as a tool for creating business applications.

This is also true for the workflow functions provided by groupware, and there are growing expectations for enhanced functionality from the perspective of improving business efficiency. Thus, when selecting groupware, it is advisable to consider its role as an original application platform and the degree of enrichment of workflow functions, with an eye to future possibilities.

Support for remote work

In this section, we would also like to discuss the compatibility of remote work, which many companies are now adopting. In addition to infection control measures, it is highly likely that in the event of a large-scale disaster, it will be difficult to continue normal business operations with the conventional work style that mainly involves commuting to the office. In this regard, there is a need for functions that enable smooth communication and data sharing even in remote work environments.

To help companies select groupware, we will now compare the functions of products and services offered by major vendors. As mentioned above, groupware can be divided into two types: on-premise and cloud-based. In this article, we will focus on cloud-based groupware, which has been in particularly high demand in recent years and can be used by companies of various sizes.

Trends in the Domestic Groupware Market

In recent years, "Microsoft 365" has been increasing its share in the domestic groupware market, and one of the reasons for this is its support for commercial usage rights. At Microsoft, we have
The rights to use various Office applications such as Word and Excel are provided as part of the "Microsoft 365" service. Office apps for smartphones also require subscription contracts in order to use them for business purposes, and as a result, the number of subscriptions to "Microsoft 365," which includes groupware functions such as e-mail and schedule management, is growing.

On the other hand, some users who switched from domestic groupware to "Microsoft 365" or "Google Workspace" were heard to say that company-wide communication tools were mainly e-mail, and other common means for information sharing were lost. This is the goal of domestic groupware. This is a slightly different vector from the original objective of domestic groupware.

Originally, domestic groupware was provided to reduce dependence on e-mail by providing a more efficient means of information sharing and communication on the Web than e-mail, to speed up and improve efficiency by digitizing workflows that were previously paper- or e-mail-based, and to make the groupware itself "the center of internal communication and information sharing" by building an information portal for the company. The groupware itself has been provided for the purpose of making the groupware "the center of internal communication and information sharing" by building a portal for internal information. If you choose foreign-made groupware with an understanding of these differences in purpose, there is no problem, but you do not want to spend a lot of money to introduce it and then find yourself saying, "It wasn't supposed to be like this .....

Therefore, in this groupware comparison, we have picked up products that are particularly well-known and have a proven track record among foreign and domestic groupware. We have even compared detailed functions that are useful on a practical level, so please check the comparison results while rethinking the purpose of introducing groupware itself, such as whether you simply want to manage e-mail and schedules, or whether you want to review the old means of information sharing and communication within and between organizations, and aim to improve productivity throughout the entire company. We would like you to check the comparison results while rethinking the purpose of introducing groupware itself.

【Point 1】Basic Functions and Applications

Among the aforementioned functions required for "tools to enhance and activate internal information sharing," we defined "basic functions" as those that are provided in all products as basic functions of groupware, and for which there is no significant difference in the concept itself. The basic functions added for this comparison table are those that are provided as basic functions of groupware and with the same function and the same concept itself, and those that are provided as basic functions of groupware and with the same function and the same concept itself, and those that are provided as basic functions of groupware and with the same function and the same concept itself, and

internal circulation	criticism	Unlike email communications, circulars allow for more efficient internal communications. Notification when a circular is received, checking read status, adding comments, and closing In desknet's NEO, it is also possible to change the order in which comments on circulars are displayed, add a "reply/forward to all" option, and add URLs to access the body of notification e-mails.

Functions

As for the items listed as basic functions and applications, all of the domestic groupware products cover the full range of functions, although some functions, including business chat, require integration with external services. On the other hand, some of the foreign-made groupware either does not provide functions for sharing user lists - employee lists, sharing contacts — address books, and internal circulars, or they are only available with enhancements. The internal circulation function, in particular, is one of the results of efforts made by many domestic groupware products to facilitate checks and approvals in Japanese companies, which often have a vertically divided organizational structure.

Point2] Sharing and managing schedules / Managing and sending/receiving e-mails

Both domestic and foreign products have functions for sharing and managing schedules, managing reservations for shared facilities, managing and sending/receiving e-mails, and sharing files and documents. These functions are used very frequently in daily business operations, and the difference in ease of use area is important. We would like to compare the functions in detail, especially in the areas of schedule sharing/management and e-mail management/sending/receiving, where we can see significant differences.

Schedule sharing and management

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Office	Microsoft 365 E3	Microsoft 365 Business Basic	Google Workspace
Listing of organization members	○	○	○	×	×	×
Travel expense - expense reimbursement linkage	△ (Optional implementation)	×	×	×	×	×
Search Available Schedules	○	○	○	×	×	×
Scheduled Approval-Denial	○	△	×	○	○	△
reminder	○	○	○	○	○	○
Multiple holiday calendars	○	○	×	○	○	○
access restriction	○	○	○	○	○	○

For schedule sharing and management, functions such as schedule availability search, schedule approval/denial, and schedule reminder are especially needed in daily business operations. A requirement unique to Japanese companies is the need to check the schedules of all members of an organization at once. Although foreign groupware has a function to check the members of an organization, it does not have a function to manage and display schedules by organization, and it is assumed that there are a certain number of users who cannot leave Japanese groupware. The display order of members can be freely sorted by job title, company history, age, etc., a feature that is truly suited to the Japanese culture. In addition, companies with multiple locations, both in Japan and overseas, often have different attendance schedules for different divisions or locations. Therefore, we also emphasized the importance of having a calendar with multiple holidays.

What is unique here is that all domestic products support the search for available schedules. In daily business, there are many opportunities to coordinate the schedules of multiple members during meetings and discussions. Checking the availability of each member's schedule individually takes time and effort as the number of participants increases, but with the search function, the date and time of the meeting can be determined smoothly. In addition, the schedule of managers, executives, and other members of the board of directors can be publicly announced within the company.

In cases where you do not want to open the schedule, it is useful to have a function to restrict access to the schedule. All products and services can restrict access to the schedule as a whole, but it would be easier to use if each appointment could be made public or private in addition to this. In this regard,

Besides making all appointments private in "Microsoft 365 desknet's NEO",

The system can be flexibly controlled, for example, "Only the time and subject of the message will be made available to the public.

Mail Management - Sending and Receiving

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
IMAP support	○	△ (only unread mail on inbox)	×	○	○	○
Error transmission prevention function	○	○	×	○	○	○
Shared Email Account Setings	○	○	×	○	○	○

In terms of managing, sending, and receiving e-mail, we compared the IMAP support for effective use of mail server capacity, shared e-mail account settings that allow multiple users to share and handle organizational e-mail, and the ability to prevent accidental misdirection of e-mail, which continues to be a problem. We made comparisons based on the importance of these features. In particular, the prevention of accidental transmission is a very important point in terms of reducing the risk of information leaks to the company.

Point 3] Workflow to computerize internal approval and application processes

From here, we will compare the workflow functionality, which is one of the strengths of domestic groupware products.

Regarding workflow for digitizing the internal approval and application process, the most important feature of Japanese groupware products is that they can be built and operated by users who do not have expert knowledge. It is possible to achieve the same functionality with overseas groupware products, but in reality, it is difficult to say that it can be achieved only at the cost of groupware, since it is necessary to ask outside vendors with specialized technology to develop their own products at a high cost. Therefore, here we conducted a comparison of only domestic groupware products. As for desknet's NEO, it will be available from September 1, 2024.

The comparison is based on the assumption that "desknet's NEO Standard Plan" is used.

workflow

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Workflow functionality	○	○	○	-	-	-
Free layout of input fields	○	×	×	-	-	-
Numeric-Character Input	○	○	○	-	-	-
Automatic digit separator for numeric input	○	×	×	-	-	-
Radio button/checkbox	○	○	○	-	-	-
Enter date/time	○	○	○	-	-	-
Enter time	○	×	×	-	-	-
File Attachment	○	○	○	-	-	-
automatic computation	○	○	○	-	-	-
Automatic numbering by combining any character string and year and month of application	○	○	×	-	-	-
Automatic numbering status reset	○	×	×	-	-	-
Creating a statement table to which rows can be added arbitrarily	○	×	×	-	-	-
Automatic branching of routes according to application details	○	○	×	-	-	-
Organization - Approver Determination by Role	○	○	×	-	-	-
Sequential approval of applications	○	○	×	-	-	-
diplomatic recognition (of a company or organization, e.g. former Soviet Union)	○	○	○	-	-	-
Approval to raise	○	×	×	-	-	-
Rerouting during payment processing	○	○	○	-	-	-
Attachment of files in the approval process	○	○	○	-	-	-
Consolidation and grouping of application data	○	×	×	-	-	-
Data integration with external systems via API/Webhook	○	○	×	-	-	-

The workflow function of desknet's NEO is a no-code business application creation function available in the "desknet's NEO Standard Plan*" mentioned as a premise for comparison
By closely integrating with "AppSuite," it offers functionality and flexibility comparable to a dedicated workflow tool. On the other hand, without "AppSuite," some functions such as free layout of input items and creation of detailed tables will not be available, so please check both with and without "AppSuite" when evaluating actual functions.

For more information on AppSuite, a no-code business application creation function, please refer to the following "Group Websites".

The new possibilities of the "No-Code-Low-Code" method will also be introduced in detail in the "Electronicization of Business Operations" section of this report.

A separate "AppSuite" license is required to use the packaged version.

Point 4] Portal Information to Facilitate Internal Information Sharing

Next is a comparison of portal and information functions. Like workflow, this is also a strong point of Japanese groupware products, and its feature is that "even users without specialized knowledge can build and operate it.

Portals play an extremely important role as a foundation for the prompt and accurate communication and sharing of information within a company. However, the display items required often vary depending on the type of industry and the nature of the business, so it is important to be able to easily and quickly create a portal that is optimal for the company. Another key factor in selecting a portal system is whether it is possible to create multiple portals for each location or department, and whether the portal menu can be flexibly customized.

For example, "desknet's NEO" has a highly flexible portal design with easy drag-and-drop operation and the ability to show or hide menus according to user authority, department, position, and other factors. In addition, since logging into "desknet's NEO" is the same as accessing the company-wide portal, the ability to consolidate scattered systems and information in a single location without the need for in-house training or hiring is also attractive.

Portal Information

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Bulletin Board Functionality	○	○	○	-	-	-
Approval function for information	○	×	×	-	-	-
Availability of portal functionality	○	○	○	-	-	-
Create portals by department	○	○	×	-	-	-
Image-enabled content editor	○	×	×	-	-	-

The ease of use of the content editor is also an important aspect of the portal. For a portal to function as a source of information within a company, the content must be updated frequently. The products and services compared in this paper all have rich text editors that allow users to decorate text and create simple tables without knowledge of HTML. For example, "desknet's NEO" is equipped with an image editing tool that allows greater flexibility in content creation. Images uploaded directly from a client PC can be edited and retouched on a Web browser. In addition to making it easy to edit images at construction sites and factories where image editing software is not available, the system is also conveniently compatible with circulars and reports.

Point 5] New Possibilities for Groupware "Electronicization of Business by No-Code and Low-Code

As a new possibility expected of groupware in recent years, the digitization of business operations using no-code-low-code should definitely be taken into consideration. Specifically, as mentioned above, the main focus of this report is to compare the functions of business application creation tools that further improve business efficiency of various business processes that have been performed by paper, e-mail, spreadsheet software, and other means. In the case of the products and services compared in this paper, "Cybozu Office" and "desknet's NEO" has application development functions called "Custom Apps" and "AppSuite," respectively. For "Cybozu Garoon," which does not have an application development function, a comparison was made by combining it with the "Light Course" of the separate "kintone" service. However, since "Cybozu Garoon" and "kintone" are separate services and require separate management, please refer to the table below as a reference only. As for overseas products, "Microsoft 365" can be linked with "Power Apps" and "Google Workspace" can be linked with "AppSheet," but these are also separate services.

Electronic business operations through no-code and low-code

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Web application for Excel ledger management	○	○※1	○	○	○	○
Web application of business processing by paper and fax	○	○○* 1	○	○	○	○
Aggregate Results Graph Sharing	○	○○* 1	○	○	○	○
Organization-Use of User Information	○	○○* 1	○	○	○	○
Smartdevice support	△	○○* 1	○	○	○	○

1 "Cybozu Garoon + kintone" can only be linked to the cloud version of Garoon.

The Web-application version of Excel ledger management is designed to manage and share various locally managed ledger data on groupware. The Web-application of Excel ledger management is designed to manage and share locally managed ledger data on the groupware platform. Web-application of paper, e-mail, and fax business processes is a function that converts old business processes and procedures into Web applications without the need for programming or knowledge of databases. All of these products and services are supported, but there are some differences in actual usability.

For example, in "AppSuite" of "desknet's NEO," a characteristic feature is that screens are defined as "paper" such as "A4 portal" and "A5 landscape. By freely placing components on the paper, the currently used paper documents can be reproduced on the screen as they are. This makes it possible to easily deploy the system within the company without special in-house training, and also enables the system to meet the needs of users who want to print out data for their own use. The "Share Results and Graphs" function automatically tabulates and graphs the data stored in the created Web application and shares them with members and others in the company via the Portal. It reduces the burden of report and report creation as well as improves the real-time nature of information sharing.

The use of organization-user information indicates whether or not the organization and user information managed on the groupware can be used as is in the web application.

The system is now in the process of being deployed in the United States. This is an indispensable feature to start managing and deploying new systems smoothly and without hassle. Finally, we would like to focus on smart device support, which makes it possible to use created web applications on tablets and smartphones.

AppSuite" for "desknet's NEO" was given a "△" rating because it supports only tablets.

AppSuite" is equipped with a plug-in function to meet various needs, and extended components such as handwriting input and reactions are available. We look forward to further functionality enhancements in the future.

Functional assessment is "with what?"

As indicated in the functional comparisons up to this point, if you are unsure about the selection and evaluation of groupware, it is a good idea to first reconsider the purpose of introducing the software itself. For example, if you have many offices in Japan and overseas and value web conferencing functions that can be seamlessly integrated with groupware, then "Microsoft 365" and "Google Workspace," both of which are made overseas, are strong candidates. On the other hand, if you want to continue using your existing web conferencing system and seek the convenience of pure groupware, you can narrow down your choices to "desknet's NEO," "Cybozu Garoon," and "Cybozu Office," all of which are made in Japan.

In addition, the most important factor in selecting groupware is its ease of use from the perspective of the people who will actually use it. Groupware is a "useless tool unless it is used," and high usability has a large impact on how well it is used. No matter how many necessary functions are covered, if there are shortcomings such as "the UI is difficult to see" or "each application is isolated and lacks coordination," it will cause a lot of stress to employees who use it on a regular basis for their work. Since the accumulation of such stress leads to a decline in the utilization rate, groupware should be selected with an emphasis on ease of use from the perspective of the field.

In this respect, "desknet's NEO" is equipped with a number of functions that improve convenience and business efficiency in the field, such as the user-friendly UI that has been proven in the past, "AppSuite" that allows business applications to be created in no-code and low-code, and workflows that can be linked to "AppSuite" and reproduce current application form designs as they are. The system is equipped with a number of functions that improve convenience and operational efficiency. Other attractive features include a safety confirmation function for emergency communication and information gathering in the event of a disaster, a highly convenient web conferencing function integrated into the system that requires a separate paid license, an in-house purchasing function linked to Amazon Business, and a dedicated smartphone application provided free of charge. The system will be a great help for companies in promoting work style reform.

It is also important to know in advance the level of IT literacy in your company. This is true not only for the information system department, but also for the employees who actually use the system in the field, as the level of IT literacy depends on the level of "ease of use. In particular, foreign-made systems are suitable for companies with relatively high IT literacy because they do not specialize in detailed functions for Japanese companies. For example, customization of Google Workspace requires a certain level of knowledge and skills in the information system department. Microsoft 365 requires a certain level of education for users who are familiar with document creation and editing and Outlook, but not for Exchange schedule management or workflow construction using SharePoint or Excel. On the other hand, many domestic products are designed to be easy to use for Japanese people.

Groupware comparison based on multi-device support, global support, and management functions

Let us now look at a comparison of support for various devices and management functions.

Tablet Support

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Supported Platforms	iOS Android, Windows	iOS Android, Windows	iOS Android, Windows	iOS Android, Windows	iOS Android, Windows	iOS Android, Window (s Some functionality limitations apply)
available function	Same as PC	Same as PC	Same as PC	Same as PC	Same as PC	Same as PC
operability	Interface designed for touch operation with dedicated application. Can also be used from a web browser.	Considering touch operation Interface Design	Interface design with touch operation in mind	Considering touch operation Interface Design	Considering touch operation Interface Design	Considering touch operation Interface Design

Smartphone compatible (dedicated application)

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Supported Platforms	iOS Android	iOS Android	iOS Android	iOS Android	iOS Android	iOS Android
push notification	○	○	○	○	○	○
Available Functions	Scheduling, equipment reservations, information, webmail (POP), WebMail (IMAP), Circulation Report (Sage, bulletin board, and workflow Book, world board LoJoDo, Cabinet message-location, user list, safety confirmation, memo pad, Neotsui	scheduling, email, and Flow, Memo, Posting	Microsoft Mobile Edition notepad, chat, ル、ワークメッセージ、365 モバイ Online Scheduled PDF summarized file store Low, custom Search, create, make available apps Edit, share, and share	Micros oft Co pi lot, Wor d, Exc el, PowerPoint, WordExcel、 ビデオ会議、 In addition, a variety of applications related to the Micros of t can also be used.		Email scheduling, internal content search, online addressing Large format documents, spreadsheets, text messages/calls/voic emails

Global Support

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
fr more (Time difference) Support	○	○	×	○	○	○
Sending and receiving multilingual e-mails	○	○	×	○	○	○
Client Multilingual Support	○	○	×	○	○	○
Available Languages	Japanese-English	Japanese-English-Chinese (Simplified/Traditional)	Japanese only	44 languages including Japanese-English		More than 100 languages including Japanese-English

management function

on-board features	Neo Japan	Cybozu		Microsoft Japan		Google (WWW search engine)
	desknet's NEO	Cybozu Garoon	Cybozu Officee	Microsoft 365 E3	Microsoft 365 Business Basi	Google Workspace
Organization - Group Hierarchy Management	○	○	×	○	○	○
Role (role) management	○	○	×	○	○	○
access authorizations	○	○	○	○	○	○
Delegation of Management Authority	○	○	△	○	○	○
User pause function	○	○	○	○	○	○
Deleted User Recovery	○	○	×	○	○	○

Multi-device support

Smart devices such as smartphones and tablets have become indispensable items for business. In response to this corporate trend, an increasing number of groupware products and services support multiple devices. The products and services compared in this report are all multi-device compatible. However, it is important to note that the convenience of multi-device support differs depending on the product or service. In addition to the small screen and touch-centered operation method unique to smart devices, it is desirable to select a product that takes into account the actual usability, such as the screen structure, transition method, and size of the buttons to tap.

The functions available for dedicated smartphone applications differ from product to product. For example, in the case of Microsoft 365, while Microsoft 365 E3 can use various Office-related applications in addition to Microsoft 365 Mobile Apps, Microsoft 365 Business Basic is limited to Word/Excel/PowerPoint/Outlook. Microsoft 365 Business Basic is limited to Word/Excel/PowerPoint/Outlook only. Regarding "desknet's NEO," there have been limitations on the functions that can be used from the application, but the March 2024 release will see a major evolution. In addition to the 10 new functions available, the usability of the application has been dramatically improved, including support for creating circulars and reports.

Note that while many products that use dedicated applications are excellent for touch operation, they also require more work for the administrator, such as installation and version management.

Global Support

Global support, such as time zone (time difference) support, multilingual e-mail sending/receiving, client multilingual support, and available languages, will also be a checkpoint in the selection process. Today, not only large companies but also small and medium-sized companies are expanding their businesses globally. Even if you are currently targeting only the domestic market, you may choose to select a product or service with global support in consideration of its future potential. All of the products and services compared in this report, with the exception of "Cybozu Office," are globally compatible. These basic

In addition to the global support function, it would be useful to use the "multiple holiday calendars" mentioned in the "schedule sharing/management" section, as holidays in overseas locations may differ from those in Japan.

management function

The full range of management functions should also not be forgotten. All of the six types of functions listed here are highly important for managing groupware. For example, if your company's departments are subdivided, or if you have a lot of temporary project launches, you may need to use a groupware system that can manage all of these functions.

In the case of a large enterprise, it is better to focus on organization-group hierarchy management and role management. In addition, if a user is accidentally deleted, the deleted user recovery function is useful. The period of time for which users can be restored and the contents of the information associated with users vary depending on the product and service, so it is advisable to confirm the details in advance. Of the products and services compared in this paper, all except "Cybozu Office" covered all the comparison items. Cybozu Office "Includes "Address Book.

Only "/Workflow / Reports / Projects / Custom Apps" can be configured for operational administrators.

Thorough Comparison of the Latest Cloud-based Groupware General Comments

In this report, we have focused on cloud-based groupware, introducing current trends and the domestic market, and comparing detailed functions that are useful on a practical level. Finally, we would like to review the overall trends once again.

As mentioned in "Trends in the Domestic Groupware Market," "Microsoft 365" is increasing its share among foreign-made products. If the requirements for groupware are centered on e-mail and schedule management, then it can be said that Microsoft 365 has a high advantage in terms of commercial usage rights. In addition to "Microsoft 365 E3" and "Microsoft 365 Business Basic," which were the subject of comparison in this report, there are several other plans available, and you should choose the most suitable one according to the scale and IT literacy level of your company. On the other hand
Google Workspace" has also been repeatedly updated to enhance its functions, and its level of perfection as a groupware has been increasing. In particular, the ability to integrate applications is noteworthy. However, while there is a wide range of customization, it is important to note that the information system department must have the appropriate knowledge and skills in order to fully utilize it.

As for domestic groupware, Cybozu has been the first company to launch both Garoon and
While the two "Office" products cover market needs, NeoJapan's "desknet's NEO" is unique in that it can support a wide range of company sizes and needs as a stand-alone product. When migrating from "Office" to "Garoon" in response to business growth, although costs can be reduced compared to migrating to another company's product, changing a familiar groupware can be stressful for users in the field and may reduce operational efficiency. From this perspective, "desknet's NEO" with its wide range of adaptability has the advantage of being able to be used for a long time.

Although cloud computing is the main type for both foreign and domestic services, there may be cases where on-premise deployment is preferred due to running costs, security, and other factors. From this perspective, only "desknet's NEO" and "Cybozu Garoon" support on-premise installation at present. In addition, no-code-low, which is linked to groupware

If the use of code tools is also a condition, the only option is "desknet's NEO".

As described above, needs for groupware are rapidly increasing, especially for cloud-based systems, even among small- and medium-sized companies. Beyond the new possibilities of "digitization of business operations" described in this paper, the role of groupware as an original application platform is expanding, and we can see a future in which it can even realize digitization of business operations other than groupware.

Finally, when you are unsure about the selection of groupware, please rethink "Why is groupware necessary? Whether you simply want to manage e-mail and schedules, or whether you want to improve company-wide productivity by renewing the means of information sharing and communication within and between organizations, the functions you need will depend on your objectives. As a result, if you cannot achieve your goal with only one groupware, you can combine multiple products and services. Of course, this will require a certain amount of cost, but it would be a real mistake to compromise halfway and end up with a "tool that is not used." In fact, there are many cases where "Microsoft 365" is used to create documents for external use, while another groupware is used for internal communication. For example, "desknet's NEO" supports integration with "Microsoft 365," making it easy to create an environment that combines the best of both worlds.

It is important for groupware to be used comfortably and stress-free, and the availability of functions necessary for business operations as well as convenience in the field are important selection points. The tool selected in this way, , will be the "active tool" that will lead DX.

When selecting groupware, please refer to this report to select the product best suited to your company's needs.

Latest Groupware In-depth

Cost section

What is Groupware?

Comparison

Groupware is software equipped with various functions necessary for information sharing within a company, such as e-mail, scheduling, bulletin boards, workflow, and communication. By centrally managing various business information and business processes scattered throughout the company on groupware, it not only eliminates inefficiencies in business operations, but is also expected to play a new role as a foundation for promoting DX (Digital Transformation), which is currently being accelerated in a variety of industries. It is also expected to play a new role as a foundation for promoting DX (Digital Transformation), which is currently being accelerated in various industries. Since the availability of functions, cost, and ease of use vary by product, it is wise to select the most appropriate one according to the needs of the company.

Groupware brings various benefits to companies, such as smooth communication, business efficiency, and knowledge sharing. However, if the cost burden is too high, it will not only promote DX, but even cancel out the benefits that can be received. When selecting a system, the balance between the number of users and budget is an extremely important selection point. Here, we will compare the costs of three major domestic groupware products, "Desknet's NEO,""CybozuGaroon," and"Cybozu Office," for cloud computing and on-premise use.

In addition, we will also discuss the digitization of field operations, which has been gaining importance in recent years, and provide a cost comparison of the above three products plus the application development component. The list of fee structures includes "Microsoft 365" and "Google Workspace"for reference.

Product name	Form of Provision	Source.	Latest Version (Time of provision)
desknet's NEO	On-premise/ Cloud	Neo Japan	8.5 (March 2024)
Cybozu Garoon	On-premise / Cloud	Cybozu	6.0 SP2 (June 2024)
Cybozu Office	cloud	Cybozu	June 2024 Edition
Microsoft 365 (formerly Office 365)	cloud	Microsoft Japan	private
Google Workspace (formerly G Suite)	cloud	Google (WWW search engine)	private

Based on information as of June 2024. There may be differences from current information.

Prices to be compared

The prices listed in this report are based on the data officially announced by each service provider. When groupware is actually introduced, the prices may differ due to the involvement of intermediaries such as agents, so please refer to these figures only as a reference.

Both Neo Japan and Cybozu will revise their various cloud services around the fall of 2024. First, Neo Japan will revise its cloud services from September 1, 2024.

Cybozu will establish a new standard plan that enables the use of "desknet' s NEO" and the "AppSuite" application development function, as well as a set plan for multiple services, and change the pricing structure. Cybozu will also change the price structure of its various cloud services from the fall of 2024.

The revision was implemented. The revised prices for monthly services will be applied from November of the same year, and those for annual services will be applied from orders placed in October of the same year. However, since it takes a certain period of time to consider and select groupware, this report will compare the revised prices to see how the position of domestic groupware will change. In addition, the minimum number of contracted users for "kintone" will be changed from 5 users to 10 users. However, existing users who do not meet the revised minimum contracted number of users are temporarily included in the 5-user comparison in this report because a certain transition period has been set for existing users.

In addition to a list of price structures, this section provides a graph and table comparing the costs for the "first year-3 years-5 years" for each number of users when those prices are applied. All prices are exclusive of tax.

Cloud-based and on-premise

Before looking at the differences among the products in detail, we would like to discuss the overall trends here. First of all, many on-premise services use a discount system based on the number of users. On the other hand, cloud computing services tend to have fixed monthly or annual fees regardless of the number of users, so cost efficiency tends to decline as the number of users increases. On the other hand, if the number of users is small, it is not affected by the above factors, making it a good option for small- and medium-sized companies.

In addition, this year's comparison also includes a cost comparison of three major Japanese groupware products plus the application development element, as a rough estimate of the actual cost required to meet the demand for digitization in on-site operations. In addition, the following is a comparison of the cost of three major domestic groupware products plus the application development component,

Cybozu Office and desknet's NEO have application development functions called "Custom Apps" and "AppSuite" as groupware options, respectively, but for Cybozu Garoon, which does not have these options, a comparison was made with the "Standard Course" of another service, "kintone For "Cybozu Garoon", which does not have an option, a comparison was made with the "Standard Course" of the separate "kintone" service.

The second half of the report also includes a cost comparison of on-premise systems for 500-1,000 users. Support fees after the first year are calculated on an annual contract renewal basis. While multi-year contracts certainly offer some discounts, in practice, many companies choose single-year contracts for the convenience of budgeting each fiscal year. Although it is more difficult to compare the on-premise type than the cloud type, we hope that this information will be useful when calculating approximate costs.

Cybozu Office had a packaged version that could be installed by as few as 10 users, but sales of the basic license will end in September 2021, and support for the Linux version will end in September 2023. Support for the Linux version will end in September 2023, and support for the Windows version is scheduled to end in September 2027. As a result, "Cybozu Garoon" is the only option for on-premise type of Cybozu.

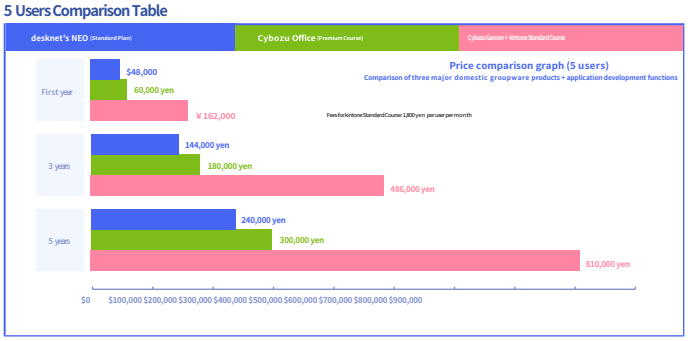
Point 1] Cost comparison in cloud-based system

Comparison of 3 major domestic groupware products + application development functions

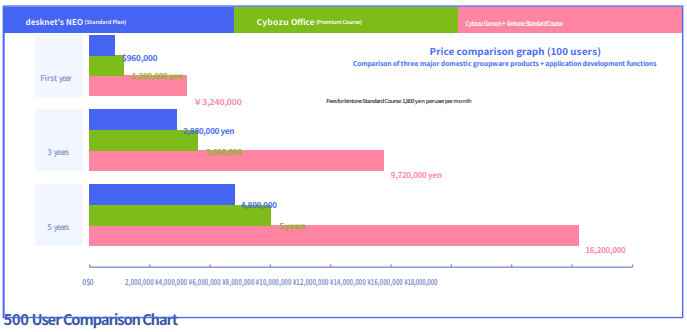
Pricing Structure Chart per User (Cloud, First Year)

desknet's NEO	Cybozu Garoon (Cloud version)	Cybozu Office	Microsoft 365	Google Workspace
LightPlan 600 yen/month or 7,200 yen/year **StandardPlan** (Lite Plan + AppSuite) ¥800/month or ¥9,600/year **PremiumPlan** (Standard Plan+ChatLuck) 1,000 yen/month or 12,000 yen/year **ChaPlusPlan** (Lite Plan + ChatLuck) 760 yen/month or 9,120 yen/year	900 yen/month or 10,800 yen/year	**Standard Course** 600 yen/month or 7,200 yen/year **PremiumCourse** (Standard Course+CustomApplication) 1,000 yen/month or 12,000 yen/year	◇ For General Corporations ● Microsoft 365 Business Basic 899 yen/month or 10,788 yen/year ● Microsoft 365 Business Standard 1,874 yen/month or 22,488 yen/year ● Microsoft 365 Business Premium 3,298 yen/month or 39,576 yen/year ◇ For large companies ● Microsoft 365 E3 (without Teams) 5,059 yen/month or 60,708 yen/year ● Microsoft 365 E5 (without Teams) 8,208 yen/month or 98,496 yen/year	**Business Starter** 680 yen/month or 8,160 yen/year **Business Standard** 1,360 yen/month or 16,320 yen/year **Business Plus** 2,040 yen/month or 24,480 yen/year ● **Enterprise** Inquire separately

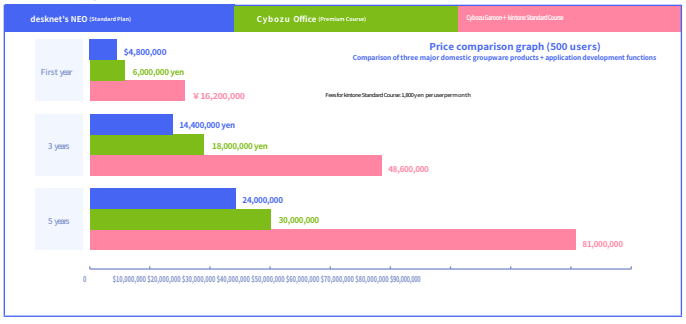
5 Users Comparison Table



100 User Comparison Chart



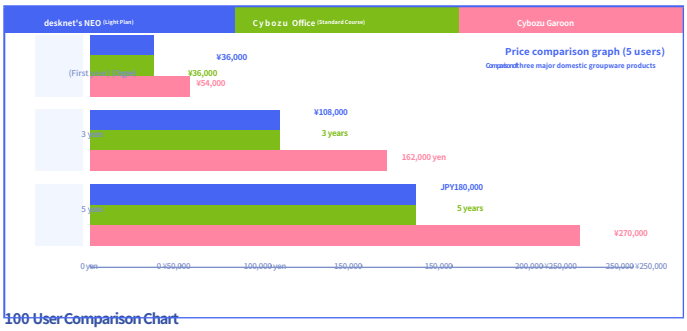
500 User Comparison Chart



Since all of the domestic cloud-based groupware products compared in this study are now completely flat-rate due to the price revision, there is no discount effect due to an increase in the number of users. In the comparison when application development functions were included, the Standard Plan of "desknet's NEO" including "AppSuite" was the lowest cost. Cybozu Garoon and The price gap between the standard course combination of "kintone" and the other two products is large, especially when compared to "desknet's NEO," with a difference of more than three times.

Comparison of three major domestic groupware products (if application development functionality is not included)

5 Users Comparison Table



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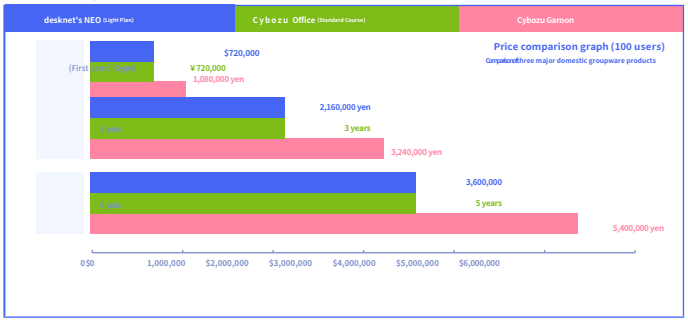
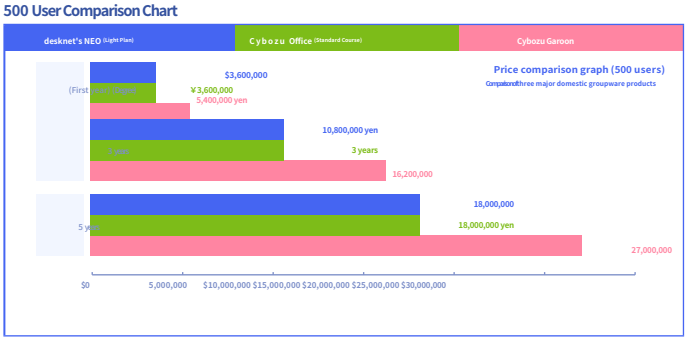


500 User Comparison Chart



Comparison Table

First Year Cost Comparison Chart

Number of users	desknet's NEO (Light Plan)	Cybozu Office (Standard Course)	Cybozu Garoon
5 Users	¥36,000	¥36,400	¥54,000
100 Users	¥720,000	¥720,000	¥1,080,000
500 users	¥3,600,000	¥3,600,000	5,400,000 yen

5th Year Cost Comparison Chart

Number of users	desknet's NEO (Light Plan)	Cybozu Office (Standard Course)	Cybozu Garoon
5 Users	JPY180,000	JPY180,000	¥270,000
100 Users	¥3,600,000	¥3,600,000	5,400,000 yen
500 users	18,000,000	18,000,000	27,000,000 yen

Cost Comparison Chart for 3rd Year of Use

Number of users	desknet's NEO (Light Plan)	Cybozu Office (Standard Course)	Cybozu Garoon
5 Users	¥108,000	¥108,000	162,000 yen
100 Users	¥2,160,000	¥2,160,000	¥3,240,000
500 users	10,800,000 yen	10,800,000 yen	16,200,000 yen

In the case where application development functions are not included, the Standard Course of "Cybozu Office" and the Light Plan of "desknet's NEO" are the same in price, again showing a marked difference from "Cybozu Garoon".

Point 2] Cost comparison for on-premise type

Pricing Structure Chart per User (Cloud, First Year)

desknet's NEO (packaged version)	Cybozu Garoon (packaged version)
Basic License Number of users: Basic license / Annual support (2nd year onwards/year) 5 users: 75,000 yen / 18,000 yen 10 users: 100,000 yen / 18,000 yen 20 users: 150,000 yen / 18,000 yen 30 users: 200,000 yen / 45,000 yen 50 users: 250,000 yen / 45,000 yen 100 users: 500,000 yen / 90,000 yen 200 users: 1,000,000 yen / 140,000 yen 300 users: 1,500,000 yen / 180,000 yen 400 users: 2,000,000 yen / 270,000 yen 500 users: 2,500,000 yen / 360,000 yen 600 users: 3,000,000 yen / 450,000 yen 700 users: 3,500,000 yen / 540,000 yen 800 users: 4,000,000 yen / 630,000 yen 900 users: 4,500,000 yen / 720,000 yen 1,000 users: 4,760,000 yen / 760,000 yen 1,500 users: 5,310,000 yen / 810,000 yen 2,000 users: 5,900,000 yen / 900,000 yen 3,000 users: 7,080,000 yen / 1,080,000 yen 5,000 users: 8,850,000 yen / 1,350,000 yen 7,000 users: 10,620,000 yen / 1,620,000 yen 10,000 users: 12,390,000 yen / 1,890,000 yen Unlimited users: 15,340,000 yen / 2,340,000 yen *Basic license includes annual support for the first year.	**New user license** Rank Number of user licenses Basic user license (new - add) A ~50 users 600,000 yen / 50 users B 51-249 users 11,000 yen per user C 250-499 users 10,000 yen/user D 500-999 users 9,000 yen per user E 1,000 to 2,499 users 8,000 yen/user F 2,500-4,999 users 7,500 yen/user G 5,000～ Inquire separately **Continuing Service License** Rank Number of user licenses Continuing service license for 1 year A ~50 users 120,000 yen / 50 users B 51-249 users 2,200 yen per user C 250-499 users 2,000 yen per user D 500-999 users 1,800 yen per user E 1,000 to 2,499 users 1,600 yen/user F 2,500-4,999 users 1,500 yen/user G 5,000～ Separate consultation

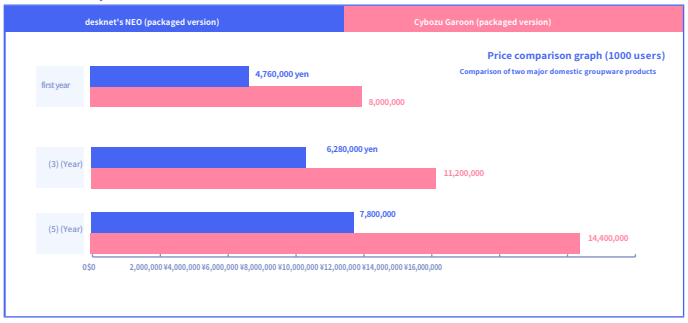
Price List (On-Premise, First Year) — Options and Other Included Packages

AppSuite	kintone
Basic License Number of users: Basic license / Annual support (2nd year onwards/year) 5 users: 60,000 yen / 14,400 yen 10 users: 80,000 yen / 14,400 yen 20 users: 120,000 yen / 14,400 yen 30 users: 160,000 yen / 36,000 yen 50 users: 200,000 yen / 36,000 yen 100 users: 400,000 yen / 72,000 yen 200 users: 800,000 yen / 108,000 yen 300 users: 1,200,000 yen / 144,000 yen 400 users: 1,600,000 yen / 216,000 yen 500 users: 2,000,000 yen / 288,000 yen 600 users: 2,400,000 yen / 360,000 yen 700 users: 2,800,000 yen / 432,000 yen 800 users: 3,200,000 yen / 504,000 yen 900 users: 3,600,000 yen / 576,000 yen 1,000 users: 3,808,000 yen / 608,000 yen 1,500 users: 4,248,000 yen / 648,000 yen 2,000 users: 4,720,000 yen / 720,000 yen 3,000 users: 5,664,000 yen / 864,000 yen 5,000 users: 7,080,000 yen / 1,080,000 yen 7,000 users: 8,496,000 yen / 1,296,000 yen 10,000 users: 9,912,000 yen / 1,512,000 yen Unlimited users: 12,272,000 yen / 1,872,000 yen *Basic license includes annual support for the first year.	**Light Course** 1,000 yen/month or 12,000 yen/year **Standard Course** 1,800 yen/month or 21,600 yen/year **Wide Course** 3,000 yen/month or 36,000 yen/year *Minimum contract for both courses is 10 users.～

Comparison of two major domestic groupware products

500 User Comparison Chart

1000 User Comparison Chart

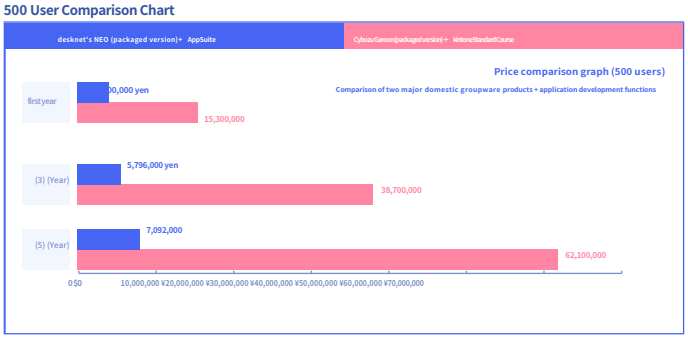


As for the on-premise type, a fairly large difference was seen between "Cybozu Garoon" and "desknet's NEO" from the first year. In addition to a difference of slightly less than double for both under the same conditions, the prices are quite close when compared between 500 users for "Cybozu Garoon" and 1,000 users for "desknet's NEO".

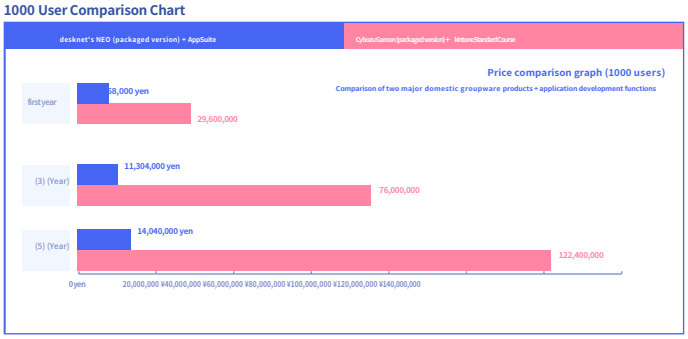
As mentioned above, Cybozu Office and desknet's NEO are available as options for combination with the application development function, but only desknet's NEO is offered as an on-premise model. In addition, the on-premise type "AppSuite" can be contracted/purchased for a minimum of 5 users in addition to the number of users of "desknet's NEO," making it effective for departments that wish to use the application development function only for a limited number of users.
It should also be noted that the combination of Cybozu Garoon+ kintone (Standard Course) which was compared as a reference, is only available in a cloud-based version and cannot be installed on-premise. Linkage of user information, etc., is also supported only when combined with the cloud version of Cybozu Garoon.

Comparison of two major domestic groupware products + application development functions

500 User Comparison Chart



1000 User Comparison Chart



Thorough Comparison of the Latest Groupware Cost Overview

In this cost comparison, the superiority of "desknet's NEO" stands out. Of course, when selecting groupware, there are many other factors to consider in addition to price, such as availability of functions and convenience. In particular, usability in the field is an item that must be taken into consideration, and no matter how high the functionality, if it is not used, it may be a waste of money.

As mentioned in the functionality section, each service is mainly cloud-based, but there may be cases where an on-premise model is considered due to running costs, security, and other factors. From this perspective, only "desknet's NEO" and "Cybozu Garoon" support on-premise deployment at this point. Furthermore, the use of application development functions within the same tool and partial cloud

If we assume that we want to use some of the functions of Microsoft 365, for example, the only option would be "desknet's NEO".

The choice between a cloud-based or on-premise model is also important from the standpoint of cost. For example, if the product is to be introduced in a small office or department, the cloud can be flexibly introduced with a small number of users. On the other hand, if the product is to be introduced company-wide in a large company, on-premises should be chosen. –This is the most important point in selecting groupware.

For internal proposals

Can be used as it is!

Excel Comparison Table

Click here to download

https://www.desknets.com/mk/doc/groupware_hikaku.zip

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