

groupware

desknet's NEO

Desk Nets Neo

ユーザー事例集



Finance and trading companies



NEOJAPAN

desknet's NEO

Groupware Desknets Neo

Achieved with No Code x Groupware

New DX infrastructure for companies and organizations



cloud version
1 user
800
Amount
Yen



Features of desknet's NEO

01

Consolidate information and improve operations completely without code



All functions necessary for information sharing, such as portal, scheduling, application management, and document management, are included.



On-site, non-programmable, efficient paper, Excel, and e-mail operations can be performed.



02

Easy to use and highly effective for users.



The design for Japanese companies makes it easy to use for everyone, which reduces the burden on users and administrators and promotes use.



Free 1-on-1 consultation, instructional videos, and application creation services are available.



03

Safe and reliable use based on our extensive track record and support for

diverse environments.



More than 25 years of experience and over 5 million users



Support for both cloud and on-premise. Use of past information assets can be transferred, making it easy to switch from another company's product.



desknet's NEO Functions

主要機能

available in

自社の業務にあわせて
機能を無制限に増やせるアプリ

情報集約・掲示板

申請・報告・意見交換

営業支援

勤怠管理



ポータル



インフォメー
ション



ワークフロー



回覧・レポート



アンケート



案件管理



売上集計



有休・残業
管理



日報・月報

予定管理・会議準備

業務連絡

業務アプリ作成

契約管理

部門別データ管理



スケジュール



設備予約



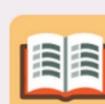
ウェブメール



伝言・所在



AppSuite



採番管理



契約管理



社内FAQ



ハードウェア
管理

災害対策

連携・その他

ファイル共有



安否確認



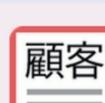
Microsoft 365
連携



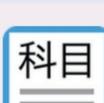
スマートフォン
対応



文書管理



得意先マスタ



科目マスタ



住民相談情報



品質検査報告

range of functions that are useful for a variety of tasks and the ability to tailor the use of the system to their company's operations and issues.



100 hours of information aggregation time and effort reduced to zero.



20,000 per year.
paperless system



Information is consolidated in the portal and used as the basis for DX.



Workflow improvement reduces paper documents by 80%.



Reduced processing of 30,000 attendance applications by approximately 3,500 hours



More than 30,000
Building a communication infrastructure

Two types of installation options



1 user

800 yen/月



5 users

135,000 yen~

free trial (e.g. of

software, game, etc.)

Experience the ease of use on an actual screen!

We offer a 30-day free trial.

<https://www.desknets.com/neo/trial/>



Free Online Consultation

Our professional staffs will help each customer to collect information from comparisons with other companies to case studies.

<https://mk.desknets.com/consultation>





Kyoto Shinkin

グループウェア
desknet's NEO
導入事例

Finance Trading Company

Bank

(Financial machine) (Seki)

3,000

Time to introduction
Business

6 months

Establishment
Business

September 27, 1923.

Location

Kyoto City, Kyoto Prefecture

The Kyoto Shinkin Bank has been working to support customers' businesses, contribute to creating happiness, and build a prosperous community. In order to realize "creation of common values with customers," information sharing implemented throughout the institution. We are working to solve our customers' problems by bringing ideas, innovations, and suggestions, etc. In 2013, as part of our 90th anniversary project, we established the "Kyoshin - Local Entrepreneur Award," and we are implementing many other initiatives to enliven the community.

<https://www.kyoto-shinkin.co.jp/>

uniform resource
locator



1 Unique customization hindered the company from taking advantage of the old groupware's functionality.

この事例の
ポイント

2 On-premise availability ensures security.

We saw a lot of potential in the number of available collaborative services such as AppSuite, ChatLuck, etc.

3 When desknet's NEO was first introduced, a Q&A section on how to use it was opened in the electronic conference room. As the number of answers increased, the number of inquiries to the system staff decreased.

Try it free for 30 days!

デスクネットスネオ 検索

これからのお仕事に支えるグループウェア
desknet's NEO

Full use of electronic meeting rooms. Smooth information sharing and business efficiency by managing data and paper ledgers with AppSuite-created applications.

Testimonials from our current customers

Challenges before introduction

Unique customization was a stumbling block.

The company was unable to utilize the functionality of the old groupware.

The Kyoto Shinkin Bank had introduced and used the old groupware in 2017. The reason for selecting it was because of its extensive document management capabilities. At that time, we registered and managed various documents that were shared daily. However, the basic functions of the old groupware were not enough to automatically display newly registered documents on the home screen every day, so individual customization was essential. Therefore, we asked the vendor who provided the old groupware to customize it so that newly registered documents could be automatically displayed on the homescreen.

Perhaps because of the customization, the old groupware had been experiencing screen display delays and errors since it was first introduced. For about four years after introduction, the trouble occurred several times a week, and we asked the vendor to investigate the cause. However, they could only confirm that there was a bug in the system. When we contacted them, they came to the system site. Each time this happened, our workload increased.

Another problem was the large number of ledgers in the vault that were managed using spreadsheets and paper. This was because there was a waste of work in choosing gold gas in addition to reducing update work, there were calls for software that could be edited by multiple people at the same time and that could aggregate data. When the old groupware was approaching its fifth year of use, the maintenance deadline for the server we were using was approaching, and we decided to review the old groupware as well.

Reasons for selection

On-premise availability provides security and peace of mind. AppSuite Chat Luck, etc.

I saw the potential in the number of available collaborative services.

We began comparing four products, including the old groupware we were using at the time. Of the four companies' products, two of them only had cloud-based versions. At our bank, having a groupware with on-premise was a essential requirement.

One other company's product, which was not desknet's NEO, had a full range of document management functions and also had the ability to develop business applications without being developed by the vendor. On the other hand, desknet's NEO had the potential to develop business applications with AppSuite and activate communication within the vault with Chat Luck.

What you are using and how to use it

As a place for system staff to answer inquiries that come from end users, a new Q&A corner on how to use desknet's NEO has been added [Electronic Conference Room]. Answer increased from one to three, looked at the Q&A corner and the inquiry was resolved.

What was difficult was that before the system department personnel could answer, other department personnel

The work had to be passed on to each ledger, so they may respond to questions.



Schedule



The old groupware had a lot of screen transitions and was inconvenient, but with desknet's NEO, we are now able to use the new groupware.

After the switch over facilities reservation, which includes the reservation of meeting rooms, also participates in the meeting. Multiple schedules of personnel in charge of the "A" can also be completed on a single screen, and the schedule can be adjusted.

Coordination became easier. The company was able to handle coordination meetings and despite many staff members.

Asset management of business information equipment such as smartphones and tablets, which had been operated using paper ledgers.

When AppSuite was used to centralize the management of ledgers, the ledger of

In fact, there is a surplus of nearly 100 smartphones and tablets in stores which have considered to be

The distribution was difficult if there is no ledger, so the purchase price and the power of the device management function

The rate of growth was improved.

When we finally compared costs, desknet's NEO was reasonably priced, so there was no hesitation in our final decision."

Post-introduction results and effects

When desknet's NEO was first introduced, a Q&A section on how to use it was opened in the electronic conference room.

Each time more responses were received, the number of inquiries to the system staff decreased.

1 After six months of operation, the Q&A corner had a reply rate of about 90% usage of almost zero. When the Kyoto Shinkin Bank replaced its groupware with desknet's NEO, the system department discussed how to reduce stress for end users. As a result, the first step was to switch the end-user access flow in phases, rather than switching from the initial introduction of desknet's NEO.

We decided to do this.

In the first phase, we kept the home screen on the existing website, but put links to both the old and new groupware on the site, so that people could use both for a month."

While keeping the flow line to the new groupware within a reasonable range, on the other hand

[A new Q&A corner on how to use desknet's NEO was added to [Electronic Conference Room]]

When we first introduced the system, we received many inquiries, which sometimes consumed a lot of time. However, as the number of inquiries decreased, end users began to look at the Q&A, and the number of inquiries decreased. Six months have passed since we started using the system, and now there are more and more days when we don't receive any inquiries.

2 Easily coordinate the schedules of multiple staff members on a single screen.

When we were using the old groupware, we had to check the schedule individually when we wanted to call multiple staff members for a meeting. In addition, when reserving a meeting room, we had to double-check the facility reservation and search for an available location, which required many screen transitions and was inconvenient.

After switching to desknet's NEO, both equipment reservations and schedules for multiple personnel can be completed on a single screen making it easier.

3 It turned out that there were 100 extra devices, including smartphones, now that the ledger management could be done with AppSuite!

In the vault, there are many ledgers that are managed by spreadsheets or on paper. In many cases, when paper was being handled with the same information, it took a long time to find what was needed. So, they decided to create a screen in AppSuite to manage business information devices such as smartphones and tablets.

Before, the person in charge of each branch checked the number of devices each day and entered it in a paper ledger. Apart from that, we were managing the number of devices in a separate ledger at the headquarters, so we were not able to fully grasp whether the devices were actually being used or not. When we centralized the management of the number of devices with AppSuite, we discovered that there was actually a excess of nearly 100 smartphones and tablets in all of our stores, which had been thought to be a shortage. By using AppSuite, we were able to reduce the cost of equipment purchases and centralize the management of equipment in all stores. We will continue to examine ways to improve operational efficiency and make the best use of AppSuite.

Section Chief,
Administrative
Management



Kazunori Nemoto

Deputy
Administrative
Manager



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Manager



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NEOJAPAN



Financial and trading companies

The Miyazaki Bank, Ltd.

Regular banking business, foreign exchange business, investment trust business, agency business, etc.

2,200

user



Time to introduction	6 months	Number of Employees	1,388 persons	Establishment	July 1932	Location	Miyazaki City, Miyazaki Prefecture	
Business	Established in 1932	The bank continued to operate as Miyazaki Bank, Ltd. The bank changed its name to Miyazaki Bank, Ltd. on its 30th anniversary. In 1967, it was the dawn of IT, and the bank was one of the first to introduce computers, and in 1973, it began online deposit services, demonstrating its early proactive use of IT. The bank's strength lies in its strong business base in the prefecture. As a result of the community-based marketing efforts, the bank has secured a high share of both deposits and loans in the prefecture and has built a solid operating base.						
uniform resource locator	http://www.miyagin.co.jp/							



この事例の ポイント

- After using the demo, we realized how easy it was to use. Cost-effectiveness was also a deciding factor in the replacement.
- Intuitive and easy-to-use interface. We decided to adopt the system because we believe it can streamline complicated tasks such as scheduling.
- Scheduling using desknet's NEO has been well received. Centralization of information management was achieved, including the ability to concentrate and grasp invisible information within the bank.

Try it free for 30 days!

デスクネット・ネオ 検索

これからの「働く」を支えるグループウェア
desknet's NEO

It is intuitive, easy to operate, and works well together within the system.

The workload for setting up meetings and handling visitors has also been greatly reduced.

Testimonials from our current customers

Challenges before introduction

After using the demo, we realized how easy it was to use. Cost-effectiveness was also a deciding factor in the replacement.

The Miyazaki Bank, Ltd. has been using the same product series of groupware for many years, utilizing functions such as scheduling and e-mail. They were considering replacing it with a new product, including a competitor's product, while taking into account the usability that users are accustomed to.

One of the issues before the introduction of the system was that, when setting up meetings, scheduling, meeting room reservations, and visitor management were done by phone or e-mail, with the exception of some target groups, and people were asking if it would be possible to manage meeting room reservations and schedules in an integrated manner.

In addition, some of the functions were used in operations specific to Miyazaki Bank, and the pros and cons of customization, costs, etc. were also issues.

Reasons for selection

Intuitive, easy-to-use interface.

The decision to adopt the system was based on the belief that it would make scheduling and other complicated tasks more efficient!

After all four products remained in the final proposal, including the old groupware and desknet's NEO. A test account was set up to try out representative functions.

In addition to the impression that "each function, such as facility reservations and meeting minutes, is arranged with icons, making it easy to understand the functions," the interoperability of functions that allow access to meeting room reservations, visitor management, and meeting minutes from the schedule was also highly evaluated.

We can make changes and cancellations without having to make phone calls or send e-mails by registering with desknet's NEO. I am convinced that this will help us achieve greater operational efficiency.

Another area of focus was [workflow]. There were still many paper-based applications and approvals for various tasks within the bank. There was a possibility that these could be digitized using the [workflow] function.

Operations specific to Miyazaki Bank, "Using AppSuite, compared to customizing it individually, we can keep costs down and save time because we can reuse ourselves. This was unexpected, but the result was very good."

What you are using and how to use it



Participants' schedules are listed and available spots in the schedule can be suppressed, and all participants are automatically notified. Changes and cancellations can also be made from the schedule, facilitating smooth schedule coordination.



Compared to conventional paper-based applications, this function has increased the speed of decision-making and made it possible to monitor progress in real-time.



Use of individually customized mechanisms to manage order flow and inventory status of PR items such as posters and flyers in conjunction with the order flow and inventory status of PR items.

It is now being used to replace five workflows, including database, case management, and counting information (e.g., performance management for each area and store).

Post-introduction results and effects

Scheduling using desknet's NEO has been well received.

Centralization of information management has been achieved, including the ability to centralize and grasp invisible information within the bank.

(1) The use of the [Schedule], [Facility Reservation], and [Visitor Management] system has spread rapidly. The linkage of [schedule], [facility reservation], and [visitor management], which was well received even before the system was introduced, has received many comments of "easy-to-use" from the work site after the system went into full-scale operation.

I have been here.

After introducing desknet's NEO, the participants' schedules are listed, and the openings in the schedule are held down, and all participants are automatically notified. This eliminates the time and effort required to send out an e-mail after the schedule has been determined. Once the schedule is determined, the system jumps to Facility Reservations and reserves the meeting room. By entering visitor information in the visitor management system, there is no longer any need to call the receptionist.

When changes or cancellations occur, the staff no longer has to make numerous phone calls, and scheduling is smoother. For visitors, the system can also indicate who should be contacted when visiting and which floor they should be directed to, making it easier to guide them to their destinations.

2 Use [Workflow] and [Circulars/Reports] in the work and content. Prompt application, information sharing, and paperless operation are promoted.

[Workflow] and [Circulars/Reports] factors that contributed to the increased use of desknet's NEO in the field. Compared to conventional paper-based applications, the workflow function speeds up the decision-making process and enables real-time monitoring of progress. In addition, documents used to be circulated one by one on paper; the use of "Circulars" and "Reporting" has greatly reduced the time required.

Before, information sharing and questionnaires within branches and departments were circulated on paper. Since the information was put in a binder and circulated, the circulation would sometimes stop when the relevant person was not available, and it sometimes took several days to complete the circulation. Sometimes it took several days for the circulation to be completed, and we had to make photocopies of necessary items to keep on hand for later review.

3 With AppSuite, we were able to continue the workflow we had done with the old groupware while reviewing it.

At first, we did not plan to introduce [AppSuite]. However, as we discussed the possibility of continuing the work we had been doing with the old groupware, it was suggested that we could use [AppSuite].

For example, we had been using an individually customized system to manage the order flow and inventory status of posters, flyers, and other PR products. After replacing it with desknet's NEO, there was a discussion about whether to go to the expense of creating a similar system or to give up the function itself. That's when we were told that we could use [AppSuite] to achieve a similar workflow.

We now use [AppSuite] to replace five workflows, including database, case management, and counting information (e.g., performance management for each area and store). Although they cannot be 100% exactly the same, we have found that we can achieve a similar system by simply combining the components. Furthermore, the fact that they could customize the system themselves also had the unexpected advantage of shortening the time required to introduce the system to the field.

Miyazaki Bank
IT Strategy Office, Corporate Planning Department



Mr. Takeharu Shiraishi

NEOJAPAN

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The Hokuriku Bank, Ltd.

グループウェア
desknet's NEO
導入事例

banking

5,000

user



package version

Introduction
Period

2016

Number of
Employees

2,365 persons
in Japan wide area

Establish-
ment

August 1877.

Location

Toyama City, Toyama Prefecture

The bank has one of the highest ratings in the country, and it has received numerous awards and recognition for its contributions to the community. The bank's management philosophy of "Community participation, safety and soundness, and enterprising creativity" is attracting much attention.

<https://www.hokugin.co.jp/>

uniform
resource
locator



この事例の
ポイント

- 1 Huge amount of paper work is full of waste. A regional bank embarked on a work style transformation to ensure its survival.
- 2 The decision was made to adopt the system because it can be flexibly customized, and there are many version upgrades where customized functions are standardized.
- 3 A wide range of benefits were obtained, including accelerated communication between the head office and sales branches, reduced waste in meetings, and more efficient handover of operations.

Try it free for 30 days!

デスクネットスネオ

検索

これからの「働く」を支えるグループウェア
desknet's NEO

Paperless system reduces costs by 100 million yen per year.

Promoting flexible work styles, such as remote work, and operational efficiency, leading the industry

Testimonials from our current customers

introduction leading (e.g. to a conclusion, opinion,
etc.)

There is a lot of waste in the vast amount of paper work.

Regional banks have embarked on a work style transformation to ensure their survival.

TMZ is also promoting system virtualization, which is a notable pioneer in the industry.

I feel that it is a good idea. What made you decide to introduce groupware?

There were a lot of inefficiencies at work. Especially "paper". Paperwork was just wasteful. For example, when making an approval document, it takes time to get a stamp. First off, it takes time to get a stamp. Then, after the approval is given, the document is punched out and stored in a binder, but since there are many times when we have to look back at past documents, each time we have to go back to the index and flip through the binder to find it. It is a hassle, to say the least. We thought it would be convenient if we could store and search documents with a click of the mouse.

The financial industry is now experiencing an acceleration of change. We cannot leave work wasteful. However, just as it is difficult for electronic money to penetrate the market, I believe that customers still want paper.

You are right. In this sense, it is difficult to go paperless for documents for OTC business. However, it is necessary to eventually go paperless. To prepare for this, we started using ICT to achieve paperless operations in the bank first. Groupware is also a topic of discussion. We decided that if we are going to appeal to our customers to go paperless, we should do so ourselves.

Adopted for [the using and how to use it]

The decision was made to adopt the system because it can be flexibly customized, and there are many version upgrades where customized functions are standardized.

What is the deciding factor in adopting desknets' NEO?

Circulars and reports
The most important factor was the customization, not to mention the intuitive use and low cost. The two deciding factors were the flexibility of customization and the high expectation that the customized functions would become standard features through version upgrades, etc. We decided on desknets' NEO, not because we wanted to "change the company's structure and methods to match the product," but because we wanted to "change the product's structure to match the company's actual situation."

Approval decision documents are systematized with this function. Approval for new services, personnel matters, and various other facets are being approved. There are as many as 300 forms. In the past, you would have thought, "Someone didn't stop their request for approval at hand." Work flow, which has been eliminated. This is the main function that, together with the "Circular Report," has promoted paperless operations.



This function has been well received at sales branches. Inquiries received at the help desk and model responses are exchanged in each conference room and stored for future reference. As a result, the number of calls to the head office or the department in charge has been sharply reduced.

TMEIC has been attracted by the standardization of the customization functionality.

A customized function is simply put, a function that is exclusive to our bank. The way we work at our bank is thankfully used as a reference in the industry on many occasions, and we feel that our bank will be able to do something different. If we can introduce our work style, including NeoJapan's response, it will make it easier to share our work style through the use of our products with the industry. If we can say, "We can do the same thing by introducing our products," the threshold for changing the way we work will be lowered. I thought that would be a good idea.

You were considering the effect on not only your bank but also the financial industry. Were there any standard features that appealed to you?

[circular/report] I thought it would be nice to be able to add comments. We call "Circular Report," and this feature was essential. Not only file sharing, but also additional explanations and opinions about files can be shared smoothly in the comments section. I was surprised that such a useful tool existed.

Effective Fruits

A wide range of benefits were obtained, including accelerated communication between the head office and sales branches, reduced waste in meetings, and more efficient handover of operations.

What is the effect of the paperless system? The power of the paperless system is remarkable with a reduction of 100 million yen per year.

We have succeeded in reducing the number of sheets by 30% per year. I think we have eliminated a lot of paper except for documents related to customers. At the bank, we have a lot of documents for approval requests, we replaced them with the "workflow function. Your company's workflow function also allows us to create routes, so we were able to systematize almost all of our approval requests. We have about 300 formats. Moreover, your workflow automatically saves the documents. Document Management after approval is made, eliminating the filing work that used to bother our employees. Naturally, digging up documents is also made easier with the search function.

You have visibly reduced waste in your work.

The [electronic conference room] has been well received at our sales offices. The ability to communicate like a chat room has been well received. For example, if the help desk receives an inquiry and there is something unclear, it is posted on the conference room. Then, the head office or the department in charge will reply. In the past, this process was done by telephone, but now it is done via the Web, which speeds up communication. In addition, the [Circular Report] remains in the "electronic conference room," so it can be used as a response manual.

The reduction in man-hours for pre-existing jobs and tasks is significant. Have you also made progress in operational efficiency?

For example, since the contents of request e-mails from stakeholders and approved [workflow] are circulated within the company directly in "Circular Repo," work has been accelerated even in the smallest of details.

I am very glad that you mentioned the reduction in meetings earlier.

In addition, you mentioned that some employees were more willing to go on business trips and outings.

Since we are in the Hokuriku region, the need for remote work has long been mentioned due to the snow. Now with BYOD, you can work anywhere. With desknets' NEO, telework and remote work are possible. That's why the information system department said, "Wow, you've introduced a good product."

General Manager, System Strategy Group



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Tokyo Financial Exchange, Inc.

Operation of a financial instruments exchange

groupware

Finance
Trading
Company

desknet's NEO

105

user

Case

Studies

2017

Number of
Employees

90
persons

Establishme
nt

1989

Location

Chiyoda Ward,Tokyo



- Establish and provide a financial instruments market for the purchase and sale of securities and the trading of market derivatives, and ensure the fairness of the market.
- Provide clearing services for market derivatives transactions concluded in the financial instruments market.

<https://www.tfx.co.jp/>

cloud version



Issue
soluti
on

Electronic filing improves labor productivity



TOKYO
FINANCIAL
EXCHANGE

東京金融取引所



Key points of
this case
study

- 1 Aim to improve labor productivity through workflow of application documents and use of on-the-go access.
- 2 The company selected desknet's NEO based on its functionality, track record, market share, and customer satisfaction.
- 3 Pilot operation verified work efficiency. Improved labor productivity by deploying to all departments.

60日間無料でお試しできます

デスクネットネオ

検索

使いたくなるグループウェア
desknet's NEO

"Workflow of application documents for on-the-go access."

The streamlining of the approval process has led to increased labor productivity!"

Testimonials from our current customers

Workflow of application documents,

Aim to improve labor productivity by using access on the go.

-- What is the purpose of introducing desknet's NEO?

We wanted to convert paper applications, which had not been digitized, into a workflow and efficiently manage all operations from viewing to storage in a centralized manner. In addition, due to the nature of the financial business, which has strict information management regulations, access to the in-house system from outside the office was restricted for security reasons. The goal was to improve labor productivity through both convenience and security.

-- What was your vision for the use of the system to solve the problem? We wanted to speed up the approval and circulation of applications, and at the same time, to digitize the process of automatically storing and listing single forms after approval and utilizing them as a ledger. The number of documents stored on paper was increasing, and each time the storage space became full, the documents had to be relocated, which was both time-consuming and costly.

The sales department in particular requested the use of the system from outside the company, and we aimed to enhance the content of presentations and improve the efficiency of sales activities by making schedules and sales materials available on the road.

From a security perspective, we envisioned adopting a cloud product that would be separated from the core system to ensure safety and be easy to implement. With cloud computing, the operational burden is light and costs can be controlled. In the event of a disaster or other emergency, it can be used for business continuity planning (BCP).

desknet's NEO was selected based on its functionality, track record, market share, and customer satisfaction.

-- What were the deciding factors in adopting desknet's NEO?

desknet's NEO has an easy-to-understand interface, so anyone can use it without feeling uncomfortable.

The system was easy to use, and the main function [workflow] that we had expected to use was clear and easy to set up and use. The cloud version is highly cost-effective, and the ability to use the secure browser option and client authentication service was also a deciding factor in our decision to implement the system, in line with the reality of the financial industry, which requires particular attention to security when using the system externally.

Pilot operation verified work efficiency improvement. Improved labor productivity by deploying to all departments.

-- I understand that after the introduction, you started by promoting the use of [workflow]. Before the introduction, we received practical training for administrator users on how to use [Workflow]. Thanks to that training, we were able to use the various management menus, such as the Workflow authorization, group, role, and approval flow settings, much better than we had been able to in the beginning.

Immediately after its release, the system was positioned as a pilot operation, and we started by converting administrative work in the system department into workflow, then expanded to each department in stages as needs dictate. We started with a simple route and a standardized format that is easy to transfer, so that our customers can first experience the concept and convenience of using [workflow], and then promote the use of the system in each department.

-- How about security measures for external use?

Trial started immediately after introduction with laptop PCs and smartphones, restricting use to materials and information that are not risky to access from outside the office, such as sales tools and seminar materials for individual investors. In response to requests to utilize functions such as [schedule] while on a business trip, we are proactively developing the utilization environment.

-- In the short time since its introduction, what have been the results and responses you have received?

When we verified the work efficiency of [workflow] in the system department, we were able to demonstrate an improvement in labor productivity of approximately 150 hours per year with only a dozen or so applications. If the system is deployed to all departments, in addition to labor productivity improvement, multifaceted improvement effects can be expected, such as cost reduction effects through paperless operation and reduction of document storage space.

As a financial institution, we are constrained to "prioritize information security over the pursuit of risky convenience," but we would like to actively utilize desknet's NEO while maintaining a firm sense of urgency and literacy in information management.

Managing Director CIO



Mr. Ryuji Obara

Senior Manager, Systems Department and General Affairs Department (Public Relations)



Mr. Yutaka Ishii

What you are using and how to use it

workflow

Pilot operation has demonstrated an increase in labor productivity of more than 150 hours per year with more than a dozen applications. Currently rolling out to all divisions.

document management

documents after approval by [Workflow]. This eliminates the need for ledger transcription, and is used for centralized management and storage of documents. Aiming to save man-hours related to file storage and management, and to reduce the size of storage.

15 Schedule

Used by company-wide "individual" "organization". Daily reservations are being used in conjunction with the system. Compared to the product before the replacement, the new system has been well received for its ability to be customized to the user's needs, including a two-week display and color-coding of appointments. The sales department, which frequently travels on business, has expressed a desire to be able to view and input information from outside the company.

Equipment Reservation

It is used to manage shared equipment such as meeting rooms, projectors, IC recorders, etc. It is also used to manage the use of the Click 365 Plaza, the head office where seminars on FX and stocks are held.

Circulars and reports

Used to circulate and confirm access to notices that should be communicated to the entire company, such as notices of revisions to business documents.

portal

Encouraging the use of personal portals as well as using standard screens as shared screens. Employees are using the standard screen for each department and job category in their own creative ways.

survey

Utilized to call for participation in non-work related events such as social gatherings, sporting events, and events supporting social contribution activities. The company is also planning to use the system to collect opinions on desknet's NEO operation requests, etc. to the system department.

[desknet's NEO Developed and distributed by] Neo Japan Co.

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NEOJAPAN



Renewed groupware for information sharing across organizations.
Contact is no longer necessary and information is easier to obtain.

SBI Sumishin Net Bank

Corporate banking

Introduction	2010	Number of users	900 users
Period	Minato Ward,	Mode of Use	cloud version
Location	Tokyo		
Business	An internet banking group with Sumitomo Mitsui Trust Bank, Limited and SBI Holdings, Inc. as equity investors. It provides banking services such as deposit and lending services and financial services such as credit card services through the Internet channel.		
Establishment	September 2007	uniform resource locator	https://www.netbk.co.jp/

SBI Sumishin Net Bank is one of the major Internet banks. SBI Net Bank is one of the major Internet banks, and has been highly evaluated by its users, winning first place in several customer satisfaction surveys, as it strives to realize "full Internet banking that is easier to use than anywhere else and provides attractive products and services 24 hours a day, 365 days a year".

The company has multiple lineups of mortgage loans, its main product, with transaction volume surpassing 2.9 trillion yen in June 2016. The company also offers unique products and services in card loans and credit cards. Furthermore, the company has earned a reputation as a financial institution with strengths in the FinTech field by promoting the development of new services that integrate finance and IT.

The company develops and releases new services one after another, and since there are many cross-organizational projects, information sharing among members is essential. The previous information sharing tool was not user-friendly, so the company decided to replace it with desknet's NEO.

Key points of this case study

- Introduction** To promote the development of new services and improve the efficiency of daily operations,
- Recruitment [EFFECT]** Need easy-to-use information sharing tools.
The usability of the "portal," which can be customized by users themselves, was a deciding factor in the introduction of the system.
Full use of the information function. The number of simultaneous e-mails has been greatly reduced.

Testimonials from our current customers

Easy-to-use functionality promotes the development of new services and improve the efficiency of daily operations

Tools needed.

- How did you introduce the groupware?

The key to a cross-organizational project is information collaboration. Functionalities on the server alone are inefficient, so some sort of information sharing tool must be used to increase efficiency. Even for those staff members who do not have access to such information, information sharing tools are indispensable, as they need to collect the information they need for their work in a timely manner. The tool we had been using was unsatisfactory, especially the portal function, so we decided to replace it with groupware.

Customizable by the user

The Portal's ease of use was a deciding factor in its introduction.

— desknet's What were the deciding factors in choosing NEO? Kajika.

The basic usability functions are well-developed, and the site is easy to use, allowing users to reach their desired content without difficulty. The usability on mobile devices, such as smartphones, is also great. It was the customizability of the portal that, although it is a simple function, users can customize it so that they can quickly obtain the information they want. The customization function for the administrator was also substantial.

— How about security?

The cloud provider is redundant and high availability is ensured. Confidentiality of information, and data integrity. The service met our security standards. We judged the service to be highly reliable, with a 99.99% uptime and stable service availability.



General Manager,
System Operation
Dept.
Mr. Teruyuki Ura



Mr. Takahide
Sato, Manager,
System Operation
Dept.



planning department
Ms. Ayaka
Nagasaki

After introducing desknet's NEO, "Info."

The "Email" function has been used as an alternative to email at , which has greatly reduced the number of emails sent. This has led to increased efficiency.

Information is accessed from the Portal screen. We can customize their own "portals" naturally obtain the information they need and want. I hope that this change from "sending and receiving" emails to "going to see information on your own" will take root as a habit.

— What information do you put in your "information" section?

Company-wide announcements, internal awards, internal training information, personnel information, disaster prevention information, and health checkup information. In addition, the company-wide morning meeting is broadcast on video, and customer comments received by the Customer Center are posted daily.

— How is it used in your project team?

By creating a tab in the "portal" that can be used by multiple departments and sharing information there, we reduce email communication.

— What is your vision for the future? We will continue to develop more convenient services by making full use of IT, which is one of our strengths. To this end, we will continue to accumulate knowledge that will lead to new service ideas. We would like to use groupware for SNS-like communication.

information

The main page is used to inform employees of necessary internal notices and communications (internal awards, internal training information, personnel information, disaster prevention information, medical checkup information, etc.). When the employees are on vacation or out of the office, they upload their information to the "Department Information" section. Also

portal

Information and shared bookmarks are placed to consolidate information that is distributed throughout the company. Free-format files are placed on the company's file server, and links to them are attached to the bookmarks. In addition, the workflow system "MajorFlow" is linked to desknet's NEO so that workflow can be used from desknet's NEO.

NEOJAPAN

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Corporation

Kyushu Financial Group



banking
(General Finance Group)

130

Users
trading companies



package version

Introduction	2015	Establish	October 1, 2015	Location	Head Office/Kagoshima City, Kagoshima Prefecture
Business		Office/Kumamoto City, Kumamoto Prefecture			

Established through a joint share transfer between The Higo Bank, Ltd. and The Kagoshima Bank, Ltd. With a commitment to regional development through a community-based business model, the bank provides financial services throughout Kyushu. The Bank places particular emphasis on the promotion of local industries and support for small and medium-sized enterprises, and is actively engaged in management support and business assistance throughout Kyushu and East Asia.

www.kyushu-fg.co.jp

uniform
resource
locator

The company has been able to create a cooperative environment after the merger in one month.

We were able to quickly manage the regulations that support our business."

Kyushu Financial Group, Inc. is a new comprehensive financial group created on October 1, 2015 through the business merger of Higo Bank and Kagoshima Bank. The new company, formed by two regional banks with the largest market share in the region, is the 8th largest regional bank group in Japan. It is currently implementing various measures to "create the future of Kyushu" through the provision of financial services to companies in Kyushu with outstanding industries and technologies, and global support to help them expand into overseas markets, including East Asia. Higo Bank and Kagoshima Bank, which took on the challenge of management integration, introduced desknet's NEO to the new company in order to integrate the know-how and corporate culture that each had cultivated. Within a short period of time before the establishment of the new company, an IT-based information sharing environment was put in place.



Key points of
this case
study

- 1 A new financial group was created through management integration. Information sharing and business integration became urgent tasks.
- 2 In just one month, an environment was created in which staff can utilize desknet's NEO with peace of mind.
- 3 Building a collaborative environment after management integration. Realization of "this is how I want to use it" in a short period of time after introduction.

60日間無料でお試しできます

デスクネットネオ 検索

現場主義、グループウェア
desknet's NEO

Testimonials from our current customers

A new financial group was created through management integration. Information sharing and business integration became urgent tasks.

-- What was your goal with the groupware at the time of management integration and establishment of the new company? Since there were differences in corporate culture, we focused on sharing information quickly and reliably.

-- What was the first problem you wanted to solve?

Since we had established a new company, we were conscious of the need to be able to utilize IT to carry out a whole range of tasks in the new organization, not to mention the need to share information.

-- Did you previously have different groupware implementations for each?

Higo Bank and Kagoshima Bank had developed their own groupware, but this time we decided to use a packaged product because we had a limited time to prepare for the establishment of the new company. Although we only had a few months to develop the system, we were able to get it up and running on schedule by adopting desknet's NEO. We adopted a prototyping method for the construction of the system and repeated verification and improvement, which enabled a smooth transition.

In just one month, an environment was created in which staff could use desknet's NEO with peace of mind.

-- You were in a hurry to prepare for the start of the new company, with no deadline. We started building the entire system in late June in preparation for the October 1 launch. We started building the mail, network, and file servers.



Business&IT ManagementDept.
Mr. Satoshi Yoshinaga,
Senior Manager



Mr. Shinichi
Furusho, Manager,
Business & IT
Management Department

By actively utilizing [Workflow], we were able to quickly establish efficient business execution. desknet's NEO [Workflow] allows users to easily implement a variety of electronic workflows, so from the beginning we were able to prepare about 15 different application flows that were essential to our business. The system is designed to meet the needs of each business flow. I think it is an excellent feature of desknet's NEO that users can create their own electronic workflows according to the required workflow.

-- We also heard that the company is utilizing the management of rules and regulations, which are indispensable to support business operations.

We use the document management function to manage regulations. We found that the document management function of desk net's NEO allows us to efficiently manage authority and history, and we decided that it is the best choice for managing business rules.

-- Please tell us about your current evaluation and future prospects for use. By utilizing desk net's NEO, we have been able to increase the number of users in the nine We were able to smoothly launch operations in conjunction with the establishment of the State Financial Group. We will continue to leverage this IT infrastructure to provide our customers with the best and most comprehensive financial services as we move into the future.

information

Used for "disseminating information to a wide range of group members," such as company-wide notifications and internal departmental communications. Revision notices and details of changes are notified when important business regulations are revised.

document management

Maintains up-to-date versions of regulations for various transactions and administrative procedures. They are strictly managed as they support the foundation of the business. Original application documents and other documents that cannot be work-flowed due to application procedures are also stored.

workflow

The company operates and manages a wide variety of application documents that are indispensable for business operations. If requested, the company responds to internal requests by creating applications for each case in a short period of time through on-the-spot discussions and simulations.

ToDo

It manages things that must be done in the future, etc. The related parties are also included at the same time and used to manage tasks on the job by displaying in conjunction with the schedule function.

in

Schedule

Users use the system individually. The ToDo display is also useful for task management.

Equipment Reservation

Manage meeting rooms, company vehicles, projectors, videoconferencing systems, etc. The system is rarely used independently, but is often used to reserve related facilities at the same time as the schedule is reserved.

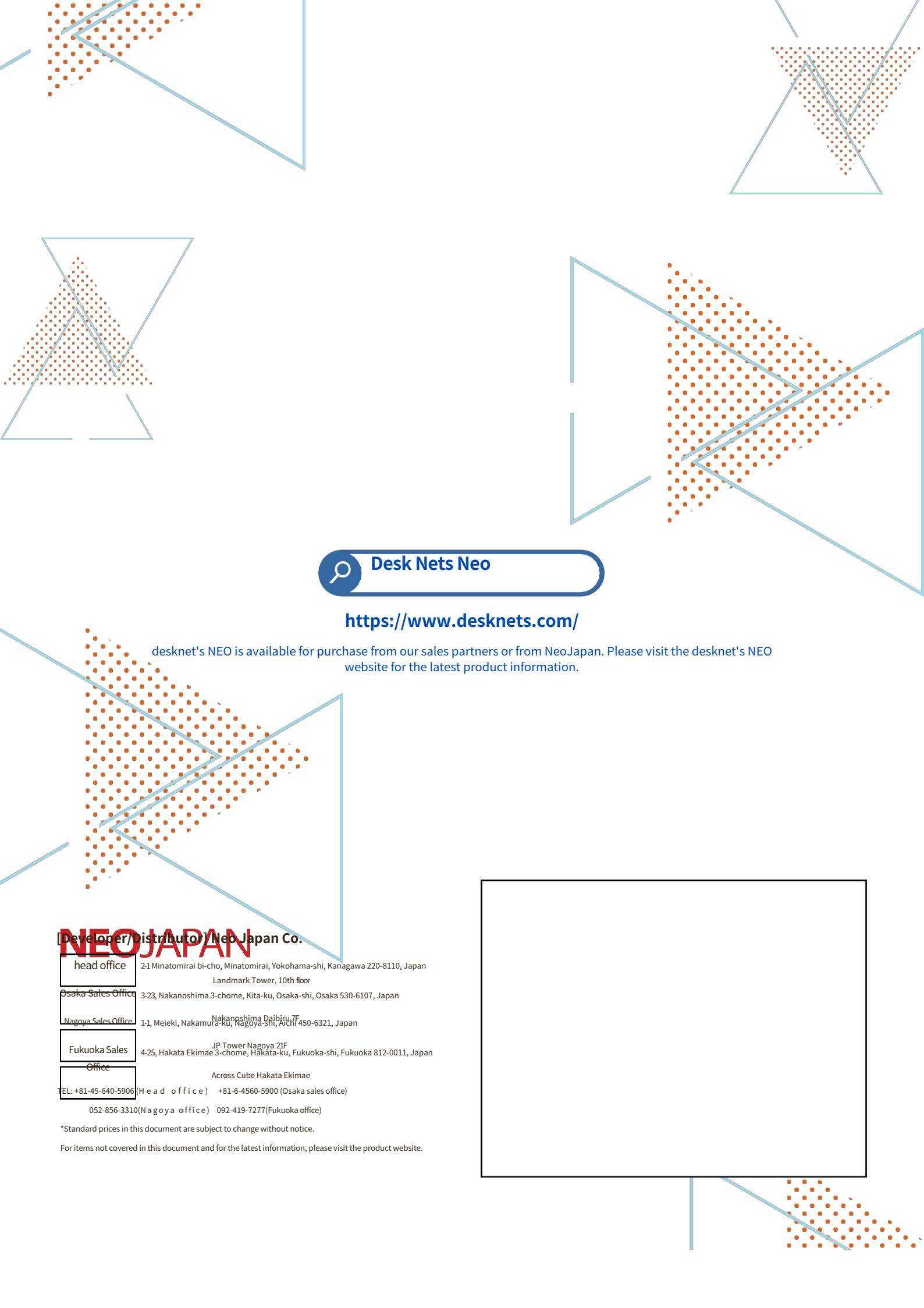


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Desk Nets Neo

<https://www.desknets.com/>

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