



Desknet's  
**NEO**  
BY INSPIRE

# Government Industry Case Study

Work hassle-free with Desknet's NEO



## Kobe City

Kobe City is a vibrant port city located in the Hyōgo Prefecture of Japan, on the southern side of the main island, Honshu. Known for its scenic harbor, cosmopolitan atmosphere, and historic role in international trade, Kobe blends modern urban life with natural beauty, nestled between the Rokko mountain range and the sea. It's famous for Kobe beef, hot springs like Arima Onsen, and a rich blend of Western and Japanese cultural influences, reflecting its history as one of Japan's first cities to open to foreign trade in the 19th century.



**Package:** On-Premise



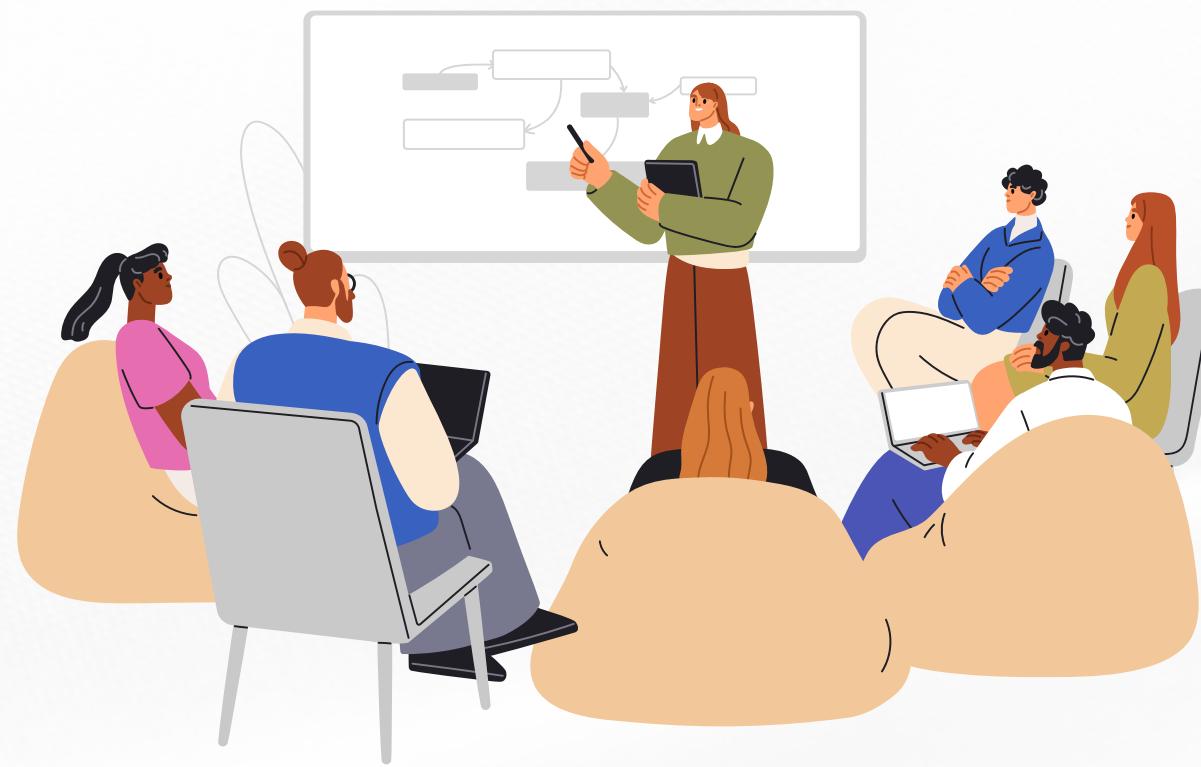
**Number of Users:** 20,266 Users



**Implementation Time:** 2 Years

# Challenges before implementation:

- The existing intranet was inefficient for information sharing, as it mainly supported one-way communication.
- The organization had around 20,000 employees and needed a more responsive platform to adapt to evolving work styles and emergency situations.
- Aimed to improve citizen services by enabling smoother communication and better information sharing among departments.



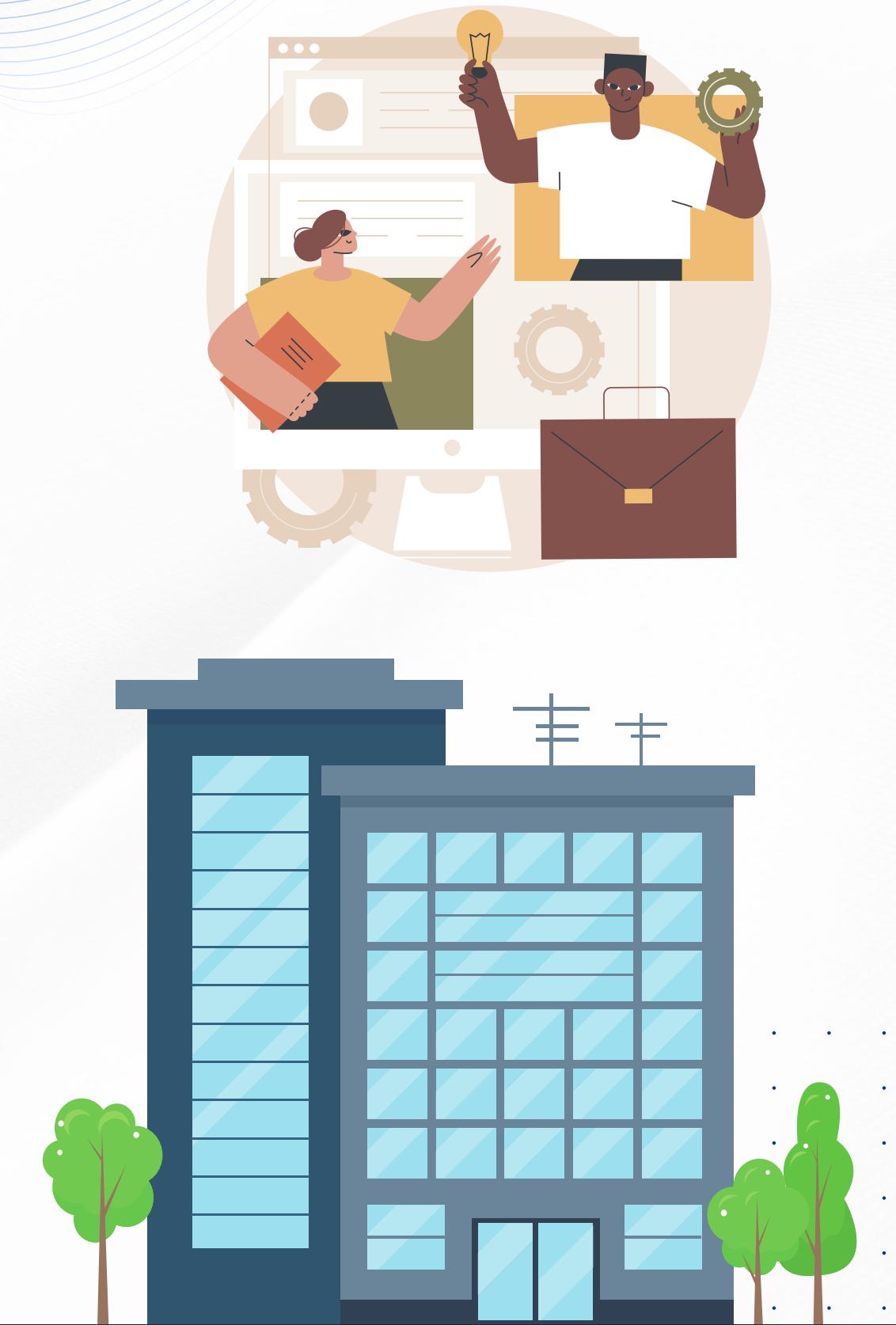
# Results after implementation:

## ★ Using Schedule and Workflow features improved telework, streamlined processes, and enhanced cross-departmental data sharing. desknet's NEO also supported remote work during COVID-19 and work style changes.

"We introduced telework with the goal of reducing the number of employees coming to work by 70%. We provided secure network terminals for at-home work, and managed requests and approvals for taking work-from-home approvals with the feature. We were able to promote telework by using various functions, including which everyone has already adapted with. The feature is also used to respond to inquiries from the national government, prefectures, and citizens. We take preventive measures within the department to ensure that employees do not provide ambiguous answers that could cause misunderstandings. We use the feature for procedures that require speedy decision-making based on documents and legal procedures, so as not to cause any disadvantage to citizens."

## ☛ Encouraging Cultural Shift Through Cooperation Between Leadership and Staff.

The exchange of ideas between top officials, including the mayor and deputy mayor, and general employees helped increase awareness of important issues and foster a shift in employee mindset. This process occurs approximately twice a month, during which policies, reports, and insights gathered from inspection sites are shared and discussed with staff. The mayor personally communicates case examples and encourages all employees to stay engaged with the city's needs and actively identify areas that require improvement.





# Summary



- Before implementation, Kobe City's intranet was mainly one-way and ineffective for sharing information among 20,000 employees, creating a need for a more flexible platform to support changing work styles and emergencies.
- After adopting desknet's NEO, the city improved cross-departmental communication, streamlined workflows, and successfully promoted telework, particularly during the COVID-19 pandemic.
- Regular exchanges between top officials and employees helped raise awareness of key issues, encourage mindset shifts, and support timely, citizen-focused decision-making.



# Ohda City Hall

Ōda City Hall is the administrative center of Ōda City in Shimane Prefecture, Japan. Located at 1111 Ōdaguchi, Ōda-machi, the city hall serves a population of approximately 32,800 residents. The city operates under a mayor-council system, with the mayor directly elected by citizens and a unicameral city council of 18 members. Established in 1954, Ōda City has evolved into a hub for agriculture, tourism, and cultural heritage, notably housing the World Heritage Site Iwami Ginzan Silver Mine. The city hall plays a pivotal role in local governance, public services, and community development initiatives.



**Package:** On-Premise



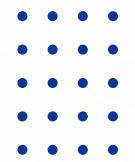
**Number of Users:** 750 Users

# Challenges before implementation:

- ☒ **Unable to unify various functions because each was managed through separate applications and software.**

Each function—such as the electronic bulletin board, facility reservation, and scheduling—was managed by separate applications and software, resulting in a lack of integration. These systems were built using open-source software on virtual servers at no cost, reflecting a strict cost-saving approach typical of local governments. The only commercial software in use was client mail from a major provider.

Because these functions operated independently, users had to switch between different systems, making the process cumbersome. For example, scheduling a meeting and reserving a room required using two separate platforms, leading to duplicated data entry and occasional issues like unupdated cancellations or double bookings. Additionally, schedules were maintained within individual departments, preventing visibility across teams. As a result, projects involving multiple departments required coordination through phone calls or emails, which was inefficient.



# Results after implementation:

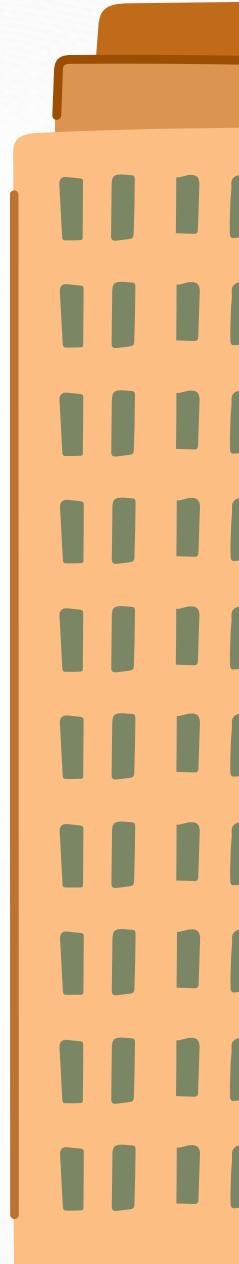
## Improved efficiency through integrated scheduling and facility booking.



All staff members have recognized the benefits of integrating previously separate functions. For example, combining the scheduling and facility reservation systems has sped up meeting arrangements. Now, everyone's schedules are shared, making it easier and quicker to coordinate cross-departmental projects, events, and meetings. While general staff have 'view' access to the schedule, the calendars of the mayor, deputy mayor, and education director are publicly available, allowing all employees to stay informed. With over 40 locations, this integration has greatly enhanced information sharing across the entire organization.

## Reduce server load and accelerate information sharing using Circulation/Report and Direct Messaging features.

Previously, communication relied solely on email, but for interactions with external parties like national or prefectural governments and business partners, webmail is still used. Within the office, however, other methods such as [specific tools or features] are employed. The use of [tool/feature] is intended for confirming information across the entire team, while [another tool/feature] facilitates casual discussions and document sharing among staff during work. This approach effectively prevents information leaks outside the office and reduces the email server's load caused by attachments and other files.





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