"Now that we've made the move to FUJITSU Cloud Service K5 we have really noticed the high service quality through the maintenance and usability, and the increase in reliability due to flexibility."

Akira Yokomichi
Executive Vice President
People Software Corporation

People Software aims to expand business with a platform capable of dealing with user influxes, and new sales channels with FUJITSU Cloud Service K5.

At a glance

Country: Japan
Industry: Software
Founded: 1982
Website: pscsrv.co.jp

Challenge

People Software needed a platform that could handle an increased SaaS user numbers. It wanted to provide services that can cater flexibly to customer needs and lighten the burden of operational maintenance tasks.

Solution

FUJITSU Cloud Service K5 was selected due to the assurance of a domestically-produced cloud service, the ease of introduction, and the strong support system.

Benefit

- Migration to the cloud achieved high usability and expandability while also maintaining security

- Enabled flexible response through the diverse customizability afforded by K5

- Used a public API to automate maintenance

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Customer

Since its establishment in 1982, People Software, a company specializing in software contracted development, and the development, provision and sales of its own SaaS and BaaS products and packages, has operated with the corporate philosophy of "creating impressive value". Always in pursuit of new technology, the company has actively utilized this to develop a wide variety of products and services with high "impressive value", based on its discovery mentality.

Products and Services

- FUJITSU Cloud Service K5
- FUJITSU MetaArc Marketplace

A cloud service which provides both superior usability and maintainability

The back-end tool for smartphone applications "BaaS@rakuza" is one of People Software's major products, and is a platform that allows for easy, affordable, and fast development of smartphone apps optimized for the service industry.

"We used to operate BaaS@rakuza at our own data center, but as our service user numbers increased, it became necessary for us to move to the cloud," says Akira Yokomichi, Executive Vice President, People Software.

The company felt this necessity for cloud use from the perspectives of maintenance and usability. It had considered making the shift in the past but found themselves unable to take the first step.

"This was because when we discussed it in the past, we didn't feel that the cloud had a sufficient level of surveillance for us, including constant alive monitoring to remotely check whether a computer or system was working properly," explains Yokomichi. So, the company created its own data center, and built and operated its own infrastructure.

However, in the last few years support and functionality for cloud services have expanded remarkably, and operation and maintenance of the in-house data center was becoming cumbersome. This prompted the company to reconsider migrating to the cloud.

"There are great benefits to using the cloud that we cannot achieve with our in-house data center," says Yokomichi. With operations at an in-house data center, the company needs to optimize system functions including hardware to increase the scale, but with the cloud this can be automated and done with the touch of a button from the dashboard.

"In addition to the high usability, confidentiality, and maintainability, we were also freed from physical maintenance tasks. This means that the cost benefits were great too," says Yokomichi.

Fujitsu cloud selected for its flexibility to respond to customer needs

In addition to maintenance and usability, flexibility was a priority when selecting a cloud. Since its foundation, People Software has prided itself on its ability to promptly respond to a wide range of customer needs. As its users increased, the requests from customers became even more diverse.

"FUJITSU Cloud Service K5 has such an extensive range of customizable items, and you can tailor all the fine details according to your own usage, such as arranging the dashboard screen how you want it," explains Yokomichi.

Other reasons why K5 was selected include the assurance of a domestically-produced cloud service, the ease of introduction, and the strong support system.

The merits of a Japanese cloud

"Now that we've made the move to K5, we have really noticed the high service quality through the maintenance and usability, and the increase in reliability due to flexibility," says Yokomichi. "We now know we will be able to easily deal with our projected increase in user numbers."

On the maintenance front, a 24-hour, year-round security strategy has been achieved, as well as high usability through the multiple cloud environments (availability zones). And by using a public API, maintenance can be automated to an extent. Plus, changes to server specs can now be done with ease, making reinforcement in times of high burden simple.

On flexibility, Yokomichi says that as well as the extensive customizability, the support aspect is also excellent. "Fujitsu responds to our requests quickly and professionally, even when we make demanding requests such as scale increases or security measures within an IaaS layer."

Hiroaki Yamamoto, Deputy General Manager of Sales, commends the system's support framework. "Being able to get Japanese-language telephone support any time is of great reassurance, and something you can only get from a home-grown cloud.

"If we want to bid for a public facility, for example, we need to give very detailed explanations about our system's security and specifications, so it is so reassuring to know that we have detailed documents and manuals written in Japanese that we can use in such cases," says Yamamoto.

"We've been really impressed by the high quality of the partner programs Fujitsu offers. There is such an extensive range," says Yokomichi. "Our company has focused on improving our technological ability, centered on development. So even though we may be able to make good products, we're not always so good at figuring out a "sales strategy", or exactly how to sell them. K5 provides its partners with sales negotiation support, and business expansion promotion through its marketplace. It is very encouraging to have such support."

The marketplace Yokomichi refers to be FUJITSU MetaArc Marketplace, a space for various solutions that are run in Fujitsu's cloud to be purchased and sold. "We began selling BaaS@rakuza from FUJITSU MetaArc Marketplace as well. We have great hopes for the PR effect this will achieve for our product. New businesses in collaboration with Fujitsu have also been born through this marketplace," explains Yokomichi.

People Software is currently working towards its mid-term plan objective of doubling the weight of in-house brands from the current 10% of total sales. The expansion in sales channels for major project BaaS@rakuza is an extremely large benefit for the company.

To conclude, Yokomichi spoke about future possibilities. "We hope to continue to expand the BaaS@rakuza users, including through collaboration with Fujitsu. We also want to create new services linking with Fujitsu AI and IoT platforms."

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