

CASE STUDY

TIS INC.

»AS IT PROFESSIONALS IN THE INDUSTRY, TIS BELIEVES THAT WE CAN ESTABLISH A TRUSTED RELATIONSHIP WITH FUJITSU AND HOPE THAT BUSINESS RELATIONSHIP WILL LAST FOR A LONG TIME«

Takashi Okamoto, Chief Examiner, Financial Systems Division, Financial Card Business Group, TIS Inc.



THE CUSTOMER

As a leader in the ever-evolving IT industry, TIS Inc. has continued to grow based on its business philosophy “Pursuing optimum solutions for clients.” Using its distinct innovative advantages and technical know-how, the company strives to provide the very best solutions and build ideal IT environments for customers, across a wide variety of sectors, including financiers, manufacturers, retailers, etc. TIS has also been successfully enhancing its global organizational structure, mainly focusing on China and Vietnam. In order to meet diverse demands in an ever-changing marketplace, TIS, as a best-practice IT solutions partner, always tries to resolve customers’ IT problems by creating new business models using its consultation capability.

THE CHALLENGE

Recently, TIS has been dedicating itself to helping companies with internal control requirements. Without exception, increasing internal controls have become an inevitable issue for TIS itself. In particular, compliance with Japanese internal control requirements and correspondence to the accounting standards required of information services providers. Due to its rapid growth, administrative work at TIS was continually increasing, with the company struggling with inefficiency issues in its sales process.

“With our previous sales process, we were required to create a report each time we wanted to proceed and then obtain management approval. If the approvers were out of office or busy, our workflow just stuck there. It was obvious, without developing an effective and efficient process we would not be able to be responsive to our customers. In the near future, the situation would become worse, after internal controls were put in place, as complying with the new requirements would generate extra procedures. This ultimately would take even longer to submit quotations to customers,” states Tsuneyoshi Ito, Head of Business Administration Office, Corporate Planning Division, TIS Inc.

TIS decided to implement a new system that would support sales process innovation and started looking for a solution to accommodate internal control assurance and improve sales process efficiency. They were already at the end of 2006 and their deadline date was fast approaching.

THE CUSTOMER

Country: Japan
Industry: System Integration
Founded: 1971
Employees: 8,693
Website: www.tis.co.jp



THE CHALLENGE

The customer needed to resolve emerging compliance issues and improve sales process by deploying a non-intrusive system for the company’s internal settlement system. It was necessary to implement new platforms that can accommodate future growth within a strict time limit.

THE SOLUTION

Fujitsu proposed the Fujitsu PRIMERGY BX620 S3 Blade servers as the core infrastructure of the customer’s new system. The customer was impressed with Fujitsu PRIMERGY’s space-saving form factor, scale-out capability, while ensuring a reduction in system running costs. Fujitsu also proposed the Systemwalker Resource Coordinator and Systemwalker Centric Manager. The integrated management tools were well-received by the customer for their ability to detect failures both in hardware and applications and take a proactive approach to ensuring prompt switchover in the event of a system failure.

THE BENEFIT

- Comprehensive support from Fujitsu, including engineering support made it possible to complete the time-limited cutover.
- An n:1 redundant configuration in a SAN boot environment improved system availability at an affordable price.
- Adoption of blade servers provided great capability to scale-out while minimizing TCO

PRODUCTS AND SERVICES

- Fujitsu PRIMERGY BX620 S3 blade server
- Fujitsu PRIMERGY RX300 S3 rack-mount server
- Fujitsu PRIMEQUEST 520 mission-critical server
- Fujitsu ETERNUS 4000 model 300 storage system
- Fujitsu Systemwalker Resource Coordinator
- Fujitsu Systemwalker Centric Manager

THE SOLUTION

“TIS had two main objectives when we decided to implement a new system; maintain audit trails and improve sales department administrative work efficiency. Basically, we planned to improve our workflow by consolidating administrative functions. We also wanted to automate risk management for internal control-related matters to create an efficient process. Automated management also would make it possible to reduce the need to hire more employees when the internal controls are put in place, which would cause separation of duties, one of the most costly concepts of internal controls,” says Ito.

First of all, TIS needed to consolidate the administrative tasks previously performed by each individual system and then build unified management of the company’s important evidence records. Creating a time-saving sales process was also essential in helping sales staff focus on more important tasks. “For example, creating guidance to help the sales process can save sales staff time as they don’t need to consult manuals. It also reduces the possibility of mistakes and the risks that brings. We also planned to make it possible for order and acceptance forms to be viewed as images, at any time, enabling sales staff to quickly prepare for any audits,” Ito continues.

At that time, TIS had a well-defined set of system requirements for achieving the initial objectives. According to Takashi Okamoto, a Chief Examiner in the Financial Systems Division within the Financial Card Business Group at TIS, “Most importantly, the system had to be up and running 24 hours a day, 7 days a week to support the enterprise applications. In addition, fast response had to be ensured to support day-to-day use, and scalability was required to accommodate future growth in the company. Based on those requirements, we expected to deploy the new system in an affordable manner and to achieve a reduction in TCO.”

In addition to their system requirements, TIS had another critical issue to be resolved; a strict time limit. “As we needed to comply with government-mandated regulatory requirements, the deadline of March 2008 would become the most important and the most difficult issue. There was absolutely no way that we could miss that deadline. TIS looked for a trusted partner who could help us complete the time-limited cutover without compromising our critical system requirements. As TIS did not have sufficient resources, Fujitsu’s comprehensive offerings, including engineering support gave us the confidence that Fujitsu would do a great job in providing what we needed,” states Okamoto.

Katsuya Oyama, also from the Financial Systems Department adds, “I believed Fujitsu’s comprehensive solutions’ know-how would be a huge help in saving time and making it faster to revamp our system. Besides, Fujitsu has extensive experience in support services, including support of Red Hat Linux. Taking all those benefits into consideration, we thought Fujitsu was the one that we could work with.”

TIS chose to adopt Fujitsu PRIMERGY BX620 S3 Blade servers as the core infrastructure of the company’s new system. “In addition to their space-saving form factor, blade servers had scale-out capability, while ensuring a reduction in system running costs. The SAN-connected storage device could be shared by each individual blade, providing dynamic resource utilization. For the new system, TIS implemented a SAN boot environment to achieve n:1 redundancy that addressed our mission-critical requirements in an affordable manner,” Oyama says.

“TIS also considered and installed Fujitsu’s infrastructure management software; Systemwalker Resource Coordinator and Systemwalker Centric Manager. This enables switchover capability in the n:1 redundant configuration. The integrated management tools have great ability to detect failures both in hardware and applications and take a proactive approach to ensuring prompt switchover in the event of a system failure,” continues Oyama.

Along with the Fujitsu PRIMERGY servers, TIS adopted a Fujitsu IPCOM S2200 network server acts both as a firewall and a load balancer, enabling TIS to save costs. For its database server, TIS turned to Fujitsu PRIMEQUEST, an Intel®-architecture ultra-reliable server that features vertical scalability (scale-up), mirror redundancy and clustering. For storage, TIS selected a Fujitsu ETERNUS 4000 model 300. This storage device has the ensured capability of high-speed backup, addressing one of TIS’s requirements of storing three years of data on disk so that the stored data can be retrieved at any time. In addition, Fujitsu’s automation software suite significantly reduces manual processing and the time and costs required for system management. A job scheduling tool, Systemwalker Operation Manager, automates batch processing and backup. Systemwalker Centric Manager automates server monitoring functions and provide the ability to automatically deliver error messages; while Fujitsu Systemwalker Resource Coordinator provides an automated switchover capability.

THE BENEFIT

With support from Fujitsu, TIS started revamping its sales department system in May 2007, with the planned new system scheduled to go into production in March 2008. At time of writing, testing of the new infrastructure has already been completed, and TIS is entering the final phase to conduct tests on the new applications. The new sales process system, working with financial systems, sales management systems and profit management systems, is designed to build a unified management structure that allows TIS to maintain audit trails and records consistently. The new system will be a huge help in speeding up the sales and decision-making processes, making it possible for TIS to be much more responsive to customers.

“TIS selected Fujitsu platforms and we expect the adopted products will be supported over five years. We highly recognize Fujitsu products in terms of reliability, high-performance, support services and succession. Fujitsu did much to help us improve our IT system, and we would like to ask their continuing cooperation and support in the future, too. As IT professionals in the industry, TIS believes that we can establish a trusted relationship with Fujitsu and hope that business relationship will last for a long time,” Okamoto says indicating his expectations.

Ito explains the system expansion plans of the company, “TIS is now planning to implement similar systems in our group companies. IT system renovation this time in our sales department is part of company-wide initiatives to accomplish infrastructure optimization across the entire organization. TIS will keep working hard to create innovative and optimized business processes not only for each department but for the entire company.”

CONTACT

FUJITSU LIMITED
Website: www.fujitsu.com
2008-02-29 WW-EN

© Copyright 2008 Fujitsu limited. Fujitsu, the Fujitsu logo, are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.