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Masayuki Kubodera  
System Operations Division  
Department of Information Systems  
Daikyo Group



Daikyo Inc. implements FUJITSU Managed Infrastructure Service Virtual Desktop Service to improve system performance, leading to greater efficiency.

**At a glance**

Country: Japan  
Industry: Real estate  
Founded: 1964  
Website: [daikyo.co.jp](http://daikyo.co.jp)

**Challenge**

Renew the virtual desktop environment to improve workplace productivity by cutting overtime hours and significantly reducing man-hours necessary for system operations.

**Solution**

FUJITSU Managed Infrastructure Service Virtual Desktop Service (V-DaaS)

**Benefit**

- Excellent performance, expandability and flexibility
- High-performance VDI accelerates PC utilization, projecting a reduction of overtime by 30%
- More than a 90% decrease in man-hours spent on operations, with support available 24 hours a day, 365 days a year

## Customer

With the slogan “energizing the cities of Japan”, Daikyo supports customers from beginning to end of real estate development, management, and construction through its corporate groups. Daikyo aims to be a leading corporate group that contributes to the economy and sustainability of society by caring and maintaining buildings for its lifetime, providing solutions for real estate and improving the living environment.

## Products and Services

- FUJITSU Managed Infrastructure Service Virtual Desktop Service (V-DaaS)

### Inefficient performance due to outdated technology

The Virtual Desktop Infrastructure (VDI) used previously was built based on an on-premise system and was outdated. Challenges such as performance deterioration, capacity shortage and an increase in operational load were experienced. Masayuki Kubodera from the System Operations Division of the Department of Information Systems in Daikyo Group states, “As the system became obsolete, its performance was negatively affected leading to issues such as delay in response times. There were also many requests from employees for improvements to be made. Although there were repeated efforts of calibration, we knew it was at the end of its life.” He continues, “The hardware capacity was also at its limits meaning new users were not able to be added. Operational challenges were also faced where operating system and application updates, as well as system patches, were time consuming and at times, failed.” Kubodera also mentions that “there were countless daily inquiries from employees taking up substantial time and effort.”

For these reasons, implementation of a new VDI was decided on with consideration on performance, costs involved in implementation and expandability. Kubodera also notes, “The performance and cost aspects are obvious however, since the sales department works throughout the weekends, we were seeking a solution to realize a 24-hour, 365-day support network.”

### Excellent performance and ease of operation

After some consideration, the FUJITSU Managed Infrastructure Service Virtual Desktop Service (V-DaaS) was decided upon.

Upon implementation, Kubodera states, “Firstly, performance was monitored for about a month and we confirmed that there were no issues detected at all. I was surprised with the outstanding on-screen drawing performance, in complete contrast to the previous VDI. We also saw that the design team can now have a mobile work space since CAD-based software programs thought to be inoperable worked perfectly. Although V-DaaS is capable of CPU and memory expansion, the basic configuration demonstrated adequate performance. After comprehensive considerations of performance and operability, V-DaaS was officially adopted.

“Because the foundation of V-DaaS is in the same place as Fujitsu’s data center, where we store our data, we were able to cut costs when connecting V-DaaS with the system which was a great advantage. In addition, another major incentive for deciding on V-DaaS is the expandability and flexibility owing to its cloud-based service. This way, new users are able to be added without expanding hardware.”



In response to operational challenges, a ‘24 Hour Administrator Support’ option has been introduced which is a 24-hour, 365-day support service for Q&A and troubleshooting. Introducing this system was also completed in a relatively short period of a month and a half. Kubodera reflects that the company “was able to leave everything up to Fujitsu and received advice when customizing user environment settings, leading to a smooth introduction of the system.”

### System operation man-hours reduced by over 90%

The initial launch of V-DaaS is providing promising results since its introduction to the sales and architectural design departments. Kenji Nakamura, Manager, Department of Information Systems says, “Previously, when we had renovation meetings with customers, we had to extract/print data for large architectural files to take with us on-site. However, since the improvements in performance, we are now able to talk with customers while looking at a screen.”

Through the implementation of a VDI that can be utilized stress-free on-site, overtime work upon returning to the office is expected to decrease. Nakamura states, “If on-site PC work capabilities further expands by utilizing a high-performance VDI, an overall reduction of overtime is projected to reach 30%. With the previous VDI, this sort of outcome was not able to be achieved. However, with V-DaaS we can anticipate maximum improvements to productivity and cost reductions.”

Benefits are also reflected in operational management where Kubodera states that, “The daily staff enquiries decreased to just one or two a month reducing man-hours by more than 90%.”

Daikyo launched a workplace reform project last year and is actively moving towards establishing a comfortable environment for employees. Commenting on future developments, Nakamura says, “There have been various discussions and suggestions such as working from home and satellite offices outside of the sales department. Further, V-DaaS will not only strengthen the reform but also the Business Continuity Plan so we will proactively make known what is carried out in the sales department and propose it company-wide.”

## FUJITSU

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