

Case Study

Ajinomoto Co., Inc.

»Simply put, the reason we chose Fujitsu for this project is a sense of trust in their global system migration and cloud service. We felt secure relying on them as professionals«

Takashi Yoshida, Associate General Manager, Information System Planning Department, Ajinomoto Co., Inc.



The customer

“Eat well, Live well” is the thinking that inspired the umami seasoning AJI-NO-MOTO® more than 100 years ago. Today Ajinomoto Co., Inc. continues to create products with scientifically proven benefits for people’s health. Available in 26 countries around the world, Ajinomoto aims to contribute to society through food, AminoScience, and nutrition by continuing to pursue the potential of amino acids.

As a Japanese business with ambition for global expansion, Ajinomoto embarked on a project to migrate the infrastructure system (SAP) of four group companies, based in ASEAN countries (Thailand, Indonesia, the Philippines and Malaysia)from within Japan to the Fujitsu Cloud IaaS Private Hosted LCP. Hosted in Fujitsu’s Singapore Data Center, the solution helps improve business continuity.

The customer

Country: Japan
Industry: Food
Establishment: 1925
Employees: 27,579 (March 31, 2014)
Website: www.ajinomoto.com



The challenge

Until recently, the infrastructure systems of Ajinomoto’s four ASEAN countries was within the Japanese domestic system infrastructure, meaning infrastructure operations management was performed in Japan. However, with the increasing importance of the Asian market, a pressing problem emerged in terms of global business continuity. Ajinomoto’s Associate General Manager of the Information System Planning Department, Takashi Yoshida, comments: “How do we deal with Japan’s natural disaster risk? That was the primary issue. Huge earthquakes occur in Japan, and if this happens at our data center, the distant ASEAN countries’ systems will stop, despite not being directly affected by the earthquake disaster, and business will be paralyzed. We needed to avoid that risk in advance.”

The challenge

Construct an environment for Ajinomoto’s ASEAN group company’s SAP infrastructure to be housed outside Japan, reducing risk from natural disasters. This improves global business continuity and reduces the support burden between local ASEAN users and Japan service operators.

The solution

Migrate the existing ASEAN SAP infrastructure from Japan to the Fujitsu Cloud IaaS Private Hosted LCP environment based in Singapore, offering better protection from natural disasters. Establish a service desk in Singapore and provide an English language version of the job management tool Fujitsu Software Systemwalker Operation Manager to reduce the burden domestically in Japan by completing the major operation management within ASEAN countries.

The solution

Fujitsu proposed migrating the system to the Private Hosted LCP provided at its Singapore Data Center, a location with a low risk of natural disasters. After considering proposals from several vendors, Ajinomoto selected Fujitsu as its project partner. Mr. Yoshida says: “Ultimately the deciding factor was the sense of trust as a partner. Even if we are knowledgeable about operations and management, we are not experts regarding system construction and migration. This is our first project using the cloud in a global environment, and we wanted professional support we can rely on with a sense of security.”

The benefit

- Reduce risk from natural disasters by migrating ASEAN SAP infrastructure from Japan to Fujitsu's Cloud environment in Singapore
- Localized English service desk improves end-user support and reduces the burden on Japan
- Increase visualization of overseas infrastructure service control and operations for continuous improvement

Another reason for selecting Fujitsu was its experience regarding global cloud operations. Ajinomoto's Manager of the Information System Planning Department, Eiichi Inui, comments. "The four country system was an extremely complex environment. Would it be possible to ever really perfectly migrate them to an overseas cloud environment? At first, we were concerned, but with Fujitsu's clearly reasoned support, our anxiety disappeared. We felt secure and confident relying on them."

Ajinomoto has also opened an English language service desk in Singapore, creating a system for which major operations can be completed within the ASEAN countries. It is progressing with efforts toward visualization and operations using Global Service Manager, improving end-user support.

The benefit

The migration of the infrastructure system to the Singapore Private Hosted LCP was completed in February 2014. The system stoppage for the migration was just 1.5 days. With this project, operational systems were also refurbished. This gave way to establishing the service desk in Singapore, and realizing direct English language end-user support without going through Japan.

Products and services

- FUJITSU Cloud IaaS Private Hosted LCP
- Fujitsu Managed Infrastructure Service
- Service Desk Support
- FUJITSU Software Systemwalker Operation Manager

Also, an English language version of Fujitsu's Systemwalker Operation Manager was introduced as a job management tool. Ajinomoto's Tomohiko Kaneko of the Information System Planning Department comments: "We introduced the Systemwalker Operation Manager client tool to end-users across the four countries. The GUI and operation were easy to understand, and launching it was straight forward with a simple explanation and manual. The monitoring screen is also easy to view."

Fujitsu set up a global service manager for smooth coordination between the ASEAN IT operations manager and the Ajinomoto Information System Planning Department doing general management in Japan. The aim is to achieve visualization of the overseas infrastructure service control and operations, and to have continuous improvement.

Conclusion

Ajinomoto is pressing forward with a medium term management plan to be a "Genuine Global Specialty Company". It will continue to expand development overseas for information systems, which are the infrastructure of global business. Fujitsu makes the most of advanced and diverse solutions including the cloud, as well as a worldwide support system, and will strongly support Ajinomoto's global business.

"We look forward to even more advanced proactive support in the future from Fujitsu as a partner for advancing our global information strategy."

Takashi Yoshida, Associate General Manager, Information System Planning Department, Ajinomoto Co., Inc.

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