Case Study
Ebina City

»We were able to realize paperless offices because we had pushed forward with office automation. Without the cooperation of Fujitsu, we would not have successfully realized this objective«

Masaharu Uchino, Mayor of Ebina City

The customer

Country: Japan
Industry: Local Government
Founded: 1940
Website: www.city.ebina.kanagawa.jp

The challenge

Ebina City wanted to promote paperless offices as part of global warming countermeasures while strengthening security measures in order to protect citizens' personal information. It also needed to avoid burdening employees with implementation and operation details.

The solution

The city selected the iPad, which has a long-lasting battery, intuitive operability, and quick start-up, in tandem with Fujitsu's Web Core Conference.

The customer

Ebina, Japan, located in the middle of the Sagami Plain, is home to over 150 factories and centers for the production of electrical appliances, metal products, and machinery. The city has an estimated population of 128,387 and a population density of 4,850 persons per km².

The challenge

The municipality of Ebina has been promoting the introduction of technology with the aim of providing information society services and the necessary public services for a 'ubiquitous society'. These initiatives began in 1968 with the deployment of general-purpose computers to enable computerized processing. Later, the city quickly caught up with market trends and developed an office automation promotion plan.

In 2002, with the goal of promoting the introduction of IT in local communities and city offices, the city improved the operational efficiency of the Basic Residential Registers Network System and made it into a robust system by enabling certificates to be issued through automated machines, providing one PC for each employee, and implementing an information security policy. In recent years, as the market has shifted to advanced IT, the city has revolutionized its operations ahead of others by introducing digital signage and electronic conferencing. The city's history of progress in introducing IT can be described as a journey toward paperless offices.

As the development of the paperless society advances, all local governments must now take on a number of responsibilities on behalf of its citizens, including implementing global warming countermeasures, providing security measures for personal information protection, and improving efficiency in administrative affairs. Ebina City realized that paperless offices are a key to solving the challenges facing the city and meeting such requirements.

Ebina City's paperless office initiatives have been deployed systematically in five stages since 1996. The first stage was the introduction of a financial accounting system to perform processing of electronic settlement, a workflow that only a few local governments in the nation had implemented at that time. The second stage was the development of an office automation environment; the third stage was to enhance security.
The fourth stage saw the introduction of a document management system and the fifth stage was the implementation of electronic conferencing.

The benefit

- Introducing Web Core Conference has significantly reduced paper use, printing costs, and environmental impact
- Turning paper materials into PDF files and managing smart devices in a way that does not leave data on the devices prevents the falsification of materials, information leakage, and loss of information
- The use of intuitive smart devices has enabled the introduction of systems to all employees without affecting routine operations

Products and services

- Fujitsu Web Core Conference

The solution

In 2010, the year before the city began to consider introducing a new system, the iPad, which heralded a boom in tablet devices, was released. In 2011, approximately a year after this boom began, there were few options for electronic conferencing systems using smart devices in business scenarios. Based on research of the use of notebook PCs, the city first compared the operability of Windows-, Android-, and iOS-based tablets with respect to ease of use, strength of security, and the ability to smoothly run conferences.

Among smart devices, the city selected the iPad, which has excellent features including a long-lasting battery, intuitive operability, and quick start-up. Next, the city decided to introduce Fujitsu Web Core Conference, which had better compatibility with the iPad than other options.

Web Core Conference enables materials to be created in encrypted PDF form that can only be viewed by devices with a MAC address that is under management. In addition, since no data is cached in the device after each conference, high security level is ensured.

The benefit

Since configuring electronic conferences using smart devices is simpler than doing so via notebook PCs, the city has realized numerous benefits. First, in terms of the labor involved in preparation as the city only needs to turn the required materials into PDF files and register them on a server. Such tasks can be easily completed using just a PC web browser. At actual conferences, participants need only view the materials from an application on the smart device with which they are each provided.

The seamless operation of conferences is another challenge in electronic conferencing, which the city has overcome through the webpage synchronization function. The system provides three operation modes: presenter mode, audience mode, and free mode. During an actual conference, the person accessing webpages selects presenter mode in order to proceed with the meeting, while other participants select audience mode to view webpages that are automatically synchronized with those of the presenter. In addition, selecting free mode allows audience members to view webpages out of sync with the presenter. In this way, users can view webpages while changing between modes as necessary.

Moreover, as security measures against information leakage due to unauthorized access, the city operates the system without connecting it to the government network by designating one notebook PC to act as server for the conference. The smart devices are also configured so that data is not left on the devices via WiFi, allowing the city to largely avoid security risks.

Conclusion

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2015-03-31