TOTAL SOLUTION NAVIGATOR
nav assist

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Hitoshi Shimeki
Head of Assistant Manager
Logistics 1st Sect
Logistics Solutions Sales Department

Nav Assist chose FUJITSU Cloud Service K5 to support its Navisia Labor Management software, providing more choice for customers and revolutionizing sales and support.

At a glance
Country: Japan
Industry: Information development
Founded: 1975
Website: nav-assist.co.jp

Challenge
Nav Assist's package software had matured, and it faced the stage of considering a transition to the cloud. It had some issues with demonstrations and installations under the on-premises environment, and these issues were influencing sales activities.

Solution
Transitioning existing software to the cloud is easy with the FUJITSU MetaArc Partner Program, promoting a revolution in sales style and deployment support by providing everything to the customer instantly, including test runs and demos.

Benefit
- FUJITSU MetaArc digital business platform enables flexible migration to the cloud

- Fujitsu provides a full support program for transitioning Nav Assist's package software to the cloud

- FUJITSU Cloud Service K5 encourages new business through partnerships and collaboration

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Customer

Nav Assist is a system development company founded in 1975 and headquartered in Gunma Prefecture. The company specializes in the development of the Navisia series of solutions, which each focus on one specific industry and provide all necessary functionality. At Nav Assist, these industry-specific software packages are known as 'master-of-one solutions' and have already been deployed in many companies.

Products and Services

■ FUJITSU Cloud Service K5

Transitioning to a cloud-based platform

Navisia Dining Establishment, a point-of-service/order entry system for restaurants, has been adopted by many major restaurant companies and deployed in approximately 1,000 stores across Japan. Other such 'master-of-one solutions', such as Navisia Transportation Support - a trucking solution for transportation companies, and Navisia Labor Management for retail businesses, have also been provided to companies across Japan.

"Five or six years before we started developing Navisia Labor Management, we had been providing customers with uniquely-tailored labor management solutions. Each system was very customized, so it was too early to make the transition to the cloud," explains Masami Katsuya, general manager, Logistics Solutions Sales Department, Nav Assist. "However, as the system was deployed by more and more customers, and matured, the degree of customization began to fall, and we started to look at moving to the cloud. That's when we came across MetaArc."

FUJITSU MetaArc is a digital business platform that fuses Fujitsu's knowledge and expertise with leading-edge technologies in various fields of cloud computing, including mobile communications, big data, and IoT. A total of 640 Fujitsu systems, both inside Japan and out, are currently being transitioned to the K5 cloud service, which is the core service, with a transition to K5 also being promoted for other partner systems. As more and more systems are moved to the cloud, linking between systems becomes easier and the potential for creating new business grows.

Synchronizing MetaArc with Fujitsu cloud

Nav Assist spotted the potential of MetaArc and made the decision to move its own package software to the cloud. The company picked Navisia Labor Management as the pilot case. More than just a simple clock-punching system, Navisia Labor Management has been deployed in many supermarkets and drugstores throughout Japan as package software that optimizes human resource allocation and contributes to a reduction in expenses by managing scheduling and labor costs, among other things.

"A transition to the cloud was also needed from a business and sales points of view. Another big reason was that more and more customers were considering moving to the cloud when the time came to upgrade their systems," adds Hitoshi Shimeki, Head of Assistant Manager, Logistics 1st Sect, Logistics Solutions Sales Department. "You also used to have to demonstrate a system using a demo computer, warning the customer that 'full performance can't be achieved' with the demo system. However, with a cloud version, there's no need to use a demonstration model, and we realized that we can let customers use the actual system for free for a trial period, which revolutionized our sales style."

In March 2016 the Navisia Labor Management K5 transition project began. The transition took place between April and May 2016 without a hitch. The cloud version of Navisia Labor Management is currently running on K5, and can be offered to customers whenever they ask for it.

Expanding business through partnership

Nav Assist is currently negotiating with dozens of companies looking for system upgrades, and talks include cloud versions. The company is also preparing a trial cloud version which can be used free of charge.

"The idea isn't just that once the trial period ends, that's it. Rather, we want to reach out to the customer during the trial to make sure they're getting what they need," says Katsuya.

Following Navisia Labor Management, Nav Assist is moving other existing packages to the cloud, and has completed verification of Navisia Dining Establishment. The lineup will grow in the future.

Partnerships with other company systems have already been built. Linxgate, a BI system by Japan Systems, is currently migrating to K5, and once done, the plan is to link it to Navisia Labor Management.

"We would like Fujitsu to increase the number of packages on K5," comments Katsuya. "If partner systems are on K5, we can link with them anytime, helping us further develop partnerships and cooperation with other companies and expand our business."

Nav Assist spotted the potential of the FUJITSU MetaArc digital business platform early on, and has since been moving toward cloud versions of existing packages. Fujitsu will continue to support and grow together with Nav Assist's business, while at the same time expanding and deepening its links to many other partners and accelerating the pace of the digital business revolution made possible by MetaArc.

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Contact a representative at: AskFujitsu@uk.fujitsu.com