百五銀行
FRONTIER BANKING

"The fact that Fujitsu has been using the Microsoft solution for its internal communication platform was a big factor in our choice."

Shinji Tanaka
System Planning Manager
Hyakugo Bank

Hyakugo Bank replaced its aging Lotus Notes infrastructure with a Microsoft SharePoint environment based on Fujitsu's own internal communication architecture.

At a glance
Country: Japan
Industry: Financial Services
Founded: 1878
Website: hyakugo.co.jp

Challenge
Hyakugo Bank wanted to replace its outdated Lotus Notes information infrastructure which had functional restrictions, required multiple passwords and was not connected to the internet for security purposes.

Solution
Hyakugo Bank partnered with Fujitsu to completely revamp its information infrastructure, the Chienowa (Knowledge Ring) system, in order to innovate the workstyle of its employees.

Benefit
■ Improved productivity and operational efficiency via refreshed information infrastructure

■ Single sign-on and secure internet browsing from the same end user devices

■ Consolidated information management and internal communications via web portal

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Customer

Founded in 1878, the Hyakugo Bank is a historical and well-known bank headquartered in Mie prefecture in Japan. It has approximately 2,500 employees and over 100 branches, and is dedicated to helping develop a society that places the highest value on mutual trust, by conducting its business in ways that contribute toward building a better society where warmth and respect prevail.

Products and Services

- FUJITSU Server PRIMERGY
- FUJITSU Storage ETERNUS

- FUJITSU Security Solutions:
  - AuthBrowserSwitch
  - AutoONE
  - PMaid IDMaster

Refreshing the information infrastructure

While shifting its headquarters, the bank decided to renovate its old information infrastructure, which used IBM Lotus Notes, and adopt the global communication platform which Fujitsu has implemented internally. The bank renovated the long-running internal Chienowa System in order to "aim for the future stage" expressed in the bank's mid-term management plan.

"The Chienowa System was an information infrastructure built in 1996 to share information and speed communications between employees," explains Takaaki Kadomae, Assistant Systems Manager, Hyakugo Bank. "We had been using email, groupware, bulletin board and a portal site, but it became difficult to add functions because the system was outdated."

Furthermore, from a security perspective, the bank restricted internet access from the Chienowa System and required employees to use other devices to get online. It also had various challenges in terms of convenience for employees, such as requiring several IDs and passwords for each sub-system.

"Before the project started we gathered about 20 on-site staff, including those from the system department. We summarized expectations of the new Chienowa System and wrote it into an RFP," adds Shinji Tanaka, System Planning Manager, Hyakugo Bank. "Each vendor proposed based on this RFP and we selected Fujitsu's global communication platform which Fujitsu had already implemented internally."

An employee-focused knowledge center

Fujitsu's proposal was formally accepted in May and project development started in July of the same year with the project reaching completion after 18 months. Migrating from Notes to Microsoft SharePoint was one of the concerns during development.

"We analyzed each application on the old information infrastructure and made a migration plan," says Kadomae. "There are some functions we may not migrate to SharePoint, so together with the Fujitsu representative, we explained it politely to the department employees who are responsible for each different database."

The second biggest concern was the design of the internal portal site which provides the interface with the new Chienowa System.

"We designed it originally based on other reference portal sites," comments Tanaka. "We then showed it to various related department people in the bank, but their feedback was not positive, thinking it was 'too wordy' or 'too serious'. Fujitsu has helped change the design many times to take into account their opinions. I think the portal site is now finally suited to the new Chienowa System."

Secure, single sign-on and flexible working

In addition to the communication platform, the bank renewed the authentication security infrastructure and virtual desktop infrastructure (VDI) in the new Chienowa System. Hence, it was able to solve the existing problem and enable single sign-on and internet browsing from the same end user device.

"The new system is highly recognized by our employees as they can easily refer to other people's schedule and book their time for meetings on Microsoft Outlook for instance," continues Tanaka. "It's also good to check the presence information on Microsoft Skype for Business."

The portal site is also actively used among employees for information sharing: "We introduce varied information, including customer events organized by each branch and president's video messages on the portal site," says Tanaka.

"We are still at an early stage while we get used to the new functions and operations," remarks Masazumi Ito, Manager, Hyakugo Bank. "From now on, it is necessary for our IT department to actively disseminate information for available functionalities and usages."

The expectation for the next step, including working at home and using tablets inside and outside of the bank, has become greater thanks to the renewal of the Chienowa System. Based on its mid-term management plan, Hyakugo Bank has taken a major advance towards creating a new workstyle.

The Hyakugo Bank provides high added-value and grows together with the local community. Fujitsu has contributed by implementing the new Chienowa System to support the bank. Now it's time to start the real operation for effective use.

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