

“The introduction of teraServation has enabled us to facilitate a strong, flexible business foundation that can deal with changes in the market.”

Fumikatsu Kitamura
President and CEO
A to Z Service Co., Ltd.

A to Z Service Co., Ltd. implements FUJITSU Enterprise Application AZCLOUD SaaS teraServation to improve efficiency through smarter collaboration.

At a glance

Country: Japan

Industry: Retail

Website: www.a-zsv.co.jp

Challenge

A to Z Service Co., Ltd. (AZS) had a system that couldn't keep up with business growth. Labor-saving and cost reductions were necessary to boost competitiveness as customer information stored internally was not being used.

Solution

Fujitsu has introduced a cloud-based business foundation that can deal with change. This centralized system is shared with customers and partners for boosted efficiency.

Benefits

- Improved efficiency by 10% by working through a centralized system
- Time collaborating companies spend entering their work progress decreased to a third of what they were due to use of smartphones
- Customers get faster access to check their conditions directly

Customer

A to Z Service Co., Ltd. offers comprehensive management from A to Z for everything from design and construction to the maintenance of all types of equipment and facility apparatus for businesses with a focus on nationwide chain stores. From receiving urgent issues at its call center to sending its service staff for maintenance duties “24 hours a day, 365 days a year”.

Products and Services

■ FUJITSU Enterprise Application AZCLOUD SaaS teraServation

Inefficient workflow due to legacy technology

A challenge that AZS faced was that its system could not keep up with its growth. Because it had been using packages and systems that were optimized individually for each area such as call centers, construction, maintenance, and payments, it had not been able to achieve links between these systems, which resulted in negative impact on the business such as double entries being made, and delays incurred in dealing with customers.

“Requests for maintenance and other such business had been increasing, but with labor shortages, conditions were such that it was difficult to hire new people. We needed to develop a structure where we could deal with expanding business with the number of staff that we had. We decided to renovate our core system and centralize information to improve work efficiency,” said Fumikatsu Kitamura, President and CEO of AZS, as he reflected on the need to innovate AZS’ core system.

Rapid transition due to teraServation

In considering the renovation of its core system and with the help of a consulting firm, AZS took a look at the issues that existed concerning its current workflow. After considering several packages as prospective solutions for resolving its issues, the company decided to use Fujitsu’s teraServation for maintenance work.

The company gathered project members across departments, divided them up into several groups, and finalized the definitions of its requirements, together with Fujitsu. Considerations were made, including reviews of the work, and the core system was renovated approximately a year from the time that the requirements had been defined. This major project had been possible to introduce within a short period because a decision had been made to match the workflow to the standard features of teraServation.

“Rather than considering our previous ways at a full score of a hundred, we felt that it was critical to eliminate waste and the things that weren’t possible. We made comprehensive use of the features of teraServation and reviewed our workflow. We were able to boost efficiency by matching it to teraServation’s features,” President Kitamura said on the key factors for developing his system.

Improving efficiency through smarter collaboration

A centralized system and the prompt sharing of information with customers and collaborating companies has improved work efficiency by 10%. Major changes have occurred, not only in the internal environment but also in the way that information is exchanged with collaborating companies.

“Our collaborating companies now use smart devices and enter details directly in teraServation like the start date and time, information on the work they do, photos from the scene, and the date and time of completion, which makes it possible for us to see the status in real time. We no longer need to make double entries on details to our billing system as we did with our old system, cutting down the processing time for each case by about three minutes on average, and our work efficiency has improved by about 10%. We only have two people responsible for operations at our company so it’s also significant for us that the use of cloud has made it possible to handle operations and management externally,” General Manager Kase said on the effects of the introduction of teraServation.

teraServation is also being well received by partners who say that the time required for entry has decreased to about a third of what it used to be, since work progress can now be entered from their smartphones.

AZS also allows access to customers so they can check conditions directly. “It’s also significant that they can make responses through the system for approving or denying quotations. A hundred quotations may be processed in a single day, and we may receive more than 5,000 requests for repairs in a month. Although we have not yet determined the numerical values, I think the qualitative effects are considerably high,” said Manager Kubota.

President Kitamura explained that the renovation of its core system will also make it possible to strengthen his future growth strategy: “The introduction of teraServation has enabled us to facilitate a strong, flexible business foundation that can deal with changes in the market. In the future, we plan to make vigorous introductions of state-of-the-art technology such as IoT, AI, RPA, and robots to promote labor-saving to deal with shortages of manpower as well as bolster our proposal capacity by leveraging data to grow further.”

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