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Hiroyuki Banno  
Manager, ICT Promotion Section Department,  
NGK Spark Plug Co., LTD.



NGK Spark Plug Co., LTD. (NGK) is transforming the way employees work, restricting their PC usage by linking it with clock-in and clock-out times.

#### At a glance

Country: Japan

Industry: Manufacturing

Website: [www.ngkntk.co.jp/](http://www.ngkntk.co.jp/)

#### Challenge

NGK wanted to transform the way its employees worked to increase productivity. Employees were working long hours and were forgetting to clock in and out. The company needed to strengthen the measures in place to reduce the number of overtime hours worked by employees.

#### Solution

Fujitsu’s ID Link Manager II solution which is designed to prevent employees from working long overtime hours by linking company PCs to the clock-in and clock-out times recorded in the attendance management system.

#### Benefits

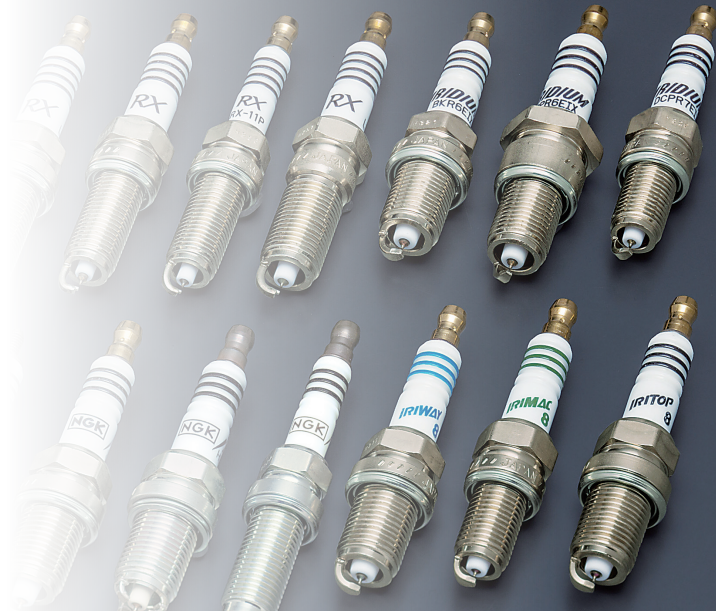
- Incorporated a PC shutdown mechanism which accelerated the shift towards efficient ways of working
- Eliminated off-hour PC usage by linking PCs to the attendance management system
- A drastic drop in the number of employees forgetting to clock-in and/or forgetting their ID cards.

## Customer

NGK SPARK PLUG CO., LTD. conducts business on a global scale through two brands – NGK and NTK. The NGK brand offers a line-up of spark plugs, glow plugs and other related products and the NTK brand offers a range of products such as IC packages, sensors for exhaust gas cleaning systems and cutting tools. By making use of its core and new technologies, the company continues to produce world-class products that only NGK is capable of creating.

## Products and Services

### ■ Fujitsu ID Link Manager II



### Creating new value by changing the way people work

NGK conducts business on a global scale with a focus on products and parts for internal-combustion engines. Amidst its ongoing efforts to achieve operational efficiency, NGK was continuing to work on reducing extended working hours by establishing days where employees must go home on time, and by banning overtime.

However, the company had to further strengthen these measures. "In recent years, it has become possible for people to work freely on their work PCs outside of the office. This time, we wanted to make reforms by instilling a work-style that prompts employees to stay conscious about sticking to working hours. And so, we decided to link PC usage control with clock-in and clock-out times," said Shinichi Kakeno, General Manager, Information Systems Department, NGK

### Transforming the employee mindset through a smarter use of technology

As part of its work-style reform and with the aim of strengthening its attendance management system, NGK implemented Fujitsu's ID Link Manager II solution which is designed to prevent employees from working long overtime hours. The solution was to link company PCs to the clock-in and clock-out times recorded in the attendance management system.

By incorporating a structure that controls the PC usage of employees who have not clocked-in or out, the company succeeded in encouraging employees to transform their mindset about working hours and in establishing a foundation that the company can use to work on increasing productivity as well as to create new values.

"We wanted to implement the solution quickly and we felt that we would be in safe hands considering Fujitsu's experience, know-how and abundance of knowledge. This and the fact that Fujitsu itself had implemented the solution were the major deciding factors for us", said Hiroyuki Banno, Manager of the ICT Promotion Section, Information Systems Department, Corporate Administration Group.

### Improving time management for higher productivity

The ID Link Manager II became fully operational in September 2017, controlling approximately 7000 PCs across the entire company. If an employee turns on their PC without clocking-in when they arrive at work, a warning will appear on screen and the PC will automatically shutdown if the employee continues without clocking-in. Likewise, if an employee leaves their PC on after they have clocked-out and left for the day, the PC will automatically be shutdown after a warning has been displayed.

"The results are very good", said Banno, praising the effects that have been brought about by the implementation of the solution. "The mindset of employees has changed greatly. They are becoming increasingly aware about the importance of time management which includes clocking-in upon arrival, sticking to schedule, undertaking tasks within working hours and clocking-out when leaving," continued Banno.

Furthermore, the company spoke highly of the support Fujitsu provided throughout the entire implementation process, from the proposal, all the way to the construction and the operation. "Fujitsu supported us in various ways with its wealth of knowledge and know-how, right from the designing stage. We were also worried about our schedule, seeing as our requirements for the solution changed drastically during the course of the project. However, Fujitsu oversaw the project without incurring any delays, which was a huge help", said Shun Tajima from the ICT Promotion Section, Information Systems Department, Corporate Administration Group

"We have also started to control the PCs when employees are working from home, and it is safe to say that we have established a good framework and mindset about time management. We want to continue to proceed with work-style reforms, especially the possibility of outsourcing work and using RPA, so that we can focus more on tasks with higher productivity levels", said Kakeno, talking about the company's future outlook.

In the future, the company will concentrate on new value creation while continuing to make use of ID Link Manager II.

## FUJITSU

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