

“The lightweight and excellent security of the device itself has greatly impacted work style. Sales staff are using their PCs on visits to clients more and more.”

Seiji Kuno
Director
Systems System 3
NTT Communications



NTT Communications has deployed 13,000 Fujitsu LIFEBOOK U938/S devices to improve staff productivity on the move while ensuring optimal security.

At a glance

Country: Japan
Industry: Technology
Founded: 1999
Website: ntt.com

Challenge

NTT Communications wanted to innovate its organization and systems to enable digital transformation by deploying a portable device that would offer mobile productivity and optimal security.

Solution

The company introduced the concept of the Secured PC, which provides the same robust level of security outside the office as experienced on company premises. The ultra-lightweight and slim mobile Fujitsu LIFEBOOK U938/S was adopted for its excellent portability and ease of use.

Benefit

- Productivity increased by 40 percent on the road and 24 percent in the office
- 98 percent of users responded positively to the new device
- Data can be accessed securely offline
- Lightweight form factor encourages mobility
- NTT Communications is selling the Secured PC concept on to its own customers

Customer

Established in 1999, NTT Communications Corporation is the NTT Group subsidiary responsible for long-distance and international communications services, and is one of the world's top Tier-1 providers supporting global internet communications. Through its global network of offices and centers in countries in every region, the company supports corporate ICT infrastructure through an extensive range of services, including network and cloud solutions.

Products and Services

- FUJITSU Notebook LIFEBOOK U938/S

Transforming the device landscape

In today's rapidly changing business environment, more and more enterprises are moving forward with digital transformation initiatives with the aim of enhancing their competitiveness. NTT Communications is no exception. The company has been increasingly feeling the need to innovate its organization and systems in a way that will deliver a swifter grasp of its customers' needs and enable digital transformation.

In order to achieve this, NTT Communications realized that it must begin by reinventing its own company to build a more flexible and agile business organization. The company therefore had to create a device environment that would enable PC work to be performed with swift connectivity and convenient communications anywhere while ensuring robust security.

NTT Communications deployed thin client terminals to enable secure work outside the company premises. However, even with thin clients, there were restrictions on the scope of work due to the network environment; therefore, the company targeted the introduction of a PC device with better flexibility.

"In order to support the digital transformation efforts of our customers, it is necessary for our own company to first deploy work systems and a flexible work style capable of swiftly responding to changing times," explains Seiji Kuno, Director, Systems System 3, NTT Communications. "We need to ensure sophisticated security while equipping staff with PCs that can be used stress-free and comfortably both inside and outside the company."

Lightweight, secure connectivity

NTT Communications has introduced the concept of the Secured PC which provides the same robust level of security outside the office as experienced on company premises. The ultra-lightweight and slim mobile Fujitsu LIFEBOOK U938/S was adopted for its excellent portability and ease of use.

The Secured PC delivers multi-level protection such as a network that provides secure connections to internal corporate systems and the internet from inside and outside the company, as well as strong endpoint security.

"When connecting with internal systems from outside the company, the PC automatically connects via SSL-VPN and communications to the internet use a cloud proxy, further bolstering security," adds Takashi Dohbeta, Manager of Systems System 3, NTT Communications. "In addition, a variety of security measures are utilized including biometric authentication at the endpoint, antimalware, disk encryption, and EDR (Endpoint Detection and Response)."



Improved productivity in any location

Prior to company-wide deployment of 13,000 new Fujitsu devices, NTT Communications conducted an experiment to measure time spent performing the same work on a conventional thin client versus the new Secured PC.

"We conducted the experiment comparing document preparation on the Tokaido Shinkansen train where the network is unstable. The result was that it took 40 percent less time to do the same work on a Secured PC than a conventional thin client," says Maki Ikezawa, NTT Communications. "The performance was nimbler for a comfortable work experience, and the ability to perform offline work with data securely kept on the PC was another big factor contributing to the result."

In the stable communications environment of the office, the Secured PC delivered 24 percent savings in work time compared with a conventional thin client, demonstrating how this approach contributed to our company's improved work productivity everywhere – both inside and outside the office.

NTT Communications also conducted a Secured PC trial and recruited 100 employees from departments across the company. After the trial, participants answered a questionnaire with over 98 percent responding positively.

"In addition to the lightness of the terminal, the biometric authentication system in the U938/S is a point in its favor," comments Dohbeta. "Also, because it has a complete interface including USB and a LAN port, employees who switched from a desktop PC to the Secured PC commented favorably, noting that it was easy to use."

The Secured PC is producing results beyond expectations and has not only had an impact within the company, but is also paving the way for solution proposals to client industries.

"We are currently showcasing this Secured PC and marketing it to customers outside of our company. The high degree of interest shown by customers is greatly contributing to our business," concludes Kuno. "In the future, we would like to further broaden the work style innovation which fully exploits the know-how we gained through the development of this system in our company."

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