Way of working innovation solution that enables 'straight to work / straight home'

We have a vast sales area, so we want to be able to complete work outside the office-- Soliton SecureBrowser was introduced at the request of a sales person.

INNOVATION CHALLENGE IN THE WAY OF WORKING

The length of the travel time for the traveling sales person (hereafter, sales reps) that comes with the vastness of the sales area has become a problem in the company. In addition, a factor reducing operational efficiency is that internal systems such as e-mail, NI Collabo (groupware), Workflow, and the internal portal cannot be accessed away from the office, and it is not possible to see it if they don't drop by to the office. We received requests from our sales reps to be able to do business when outside the company, and it was the company's information systems division and the information centre JOIN section which were responsible for this introduction, and they decided to introduce BYOD using personal Smart phones as a mechanism to accomplish mobile work, using mobile PCs with Remote Desktop PCs and VPN connections.

CHALLENGES OF USING A VPN CONNECTION / REMOTE DESKTOP PC

First of all, a mobile PC using a limited VPN connection was introduced. However, there was no increase in the number of employees who took work PCs outside of the company because of concerns about the cost of communication and terminal costs and divulging of information. "We also introduced Remote Desktop PCs as a mechanism to not take the data outside the company. But they had to manage two PCs, the PC at their desk and the Remote Desktop PC, which made us back away," said Mr. Satoshi Kameda looking back at that time. Through these developments, we found BYOD as a method where employees can work outside the company with peace of mind that has a low cost.

Mr. Takayuki Kamata, director of the division, said the following about the merits of BYOD.

Information Centre JOIN Section Director Mr. Satoshi Kameda

"With BYOD, we can reduce the purchasing costs and communications costs as a company side merit. For employees, there is a merit that they don't have extra terminals to manage, and it is freely available. With this introduction, we've improved

DAIMARU CO., LTD.

Daimaru Fujii, which was founded in 1892 in Sapporo, and Nitto, which was founded in 1937 in Otaru merged on October 1, 2016 and became the new Daimaru Corporation. We sell office supplies, paper products, information systems, an d office furniture, provide a wide range of services including store equipment, and environmental design, and we have headquarters in Sapporo, branch offices in Asahikawa, Obihiro, and Hakodate, the sales area covers all of Hokkaido, including a sub-branch office in Muroran, Kitami and Kushiro, and we also have a base in Aomori, Sendai and Tokyo, which covers East Japan.

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our operational efficiency and we are able to have managers respond to emergencies where they were previously unable to," The company sales reps travel a long distance, and many employees want 'straight to work / straight home'.

If they were using a mobile PC, they would need to return to the office to return the device and would not be able to have a 'straight to work / straight home'. In addition, there were other security concerns, including the ability to download files locally.

If they are using a Remote Desktop PC, they do not need to return it, but if they try to check it immediately in the car when traveling, they have to connect to the Internet from start up, then make a VPN connection, and there are a lot of steps such as connecting to Remote Desktop from there, and it takes time.
It is mainly used in a car when traveling, and there are lots of situations where it is not possible to have the space to open a PC securely.

If the connection is interrupted when taking a train on a trip, such as when going through a tunnel, then the uplink has to be re-connected from the start, so it was inconvenience, and it had never gotten to the point where the usage had advanced enough to be said to be an innovation in the way of working.

SOLUTION INTRODUCTION RESULTS

"Currently, the Soliton SecureBrowser (hereafter, SecureBrowser) is used as a product to access Groupware when

using BYOD. In addition, the NetAttest EPS is introduced for BYOD terminal authentication, and 250 people are using it currently. is the current situation is that word of mouth among employees is spreading smoothly, so it will be good to lead to effective use as a mechanism for innovating the way of working." (Mr. Kamata). The fact that usage by employees has increased steadily compared to the use of a VPN connections and Remote Desktop PCs, is because they were able to experience how easy and secure it is to use. One reason that is significant is that one of the functions of SecureBrowser is that there is a mechanism where "business data does not remain on the terminal". The risk of information leakage can be greatly reduced even if the terminal is lost, because no data remains. It is possible to stop the use by simply revoking the certificate if it is no longer used, due to retirement or a department change with no management cost. In addition, because of the built-in VPN, the previously steps required to access the internal system could be significantly abbreviated.

INSTALL WITH AN EASE AND VERSATILITY NOT PROVIDED BY OTHER COMPANIES

Two other products of other companies with similar capabilities were compared at the introduction of SecureBrowser as a remote access product specializing in Web access. However, they only supported smart phones, which cannot open attachments, and were not available on tablets or PCs, and did not meet the requirements, such as the need for customization for each site.
"In addition to the ease of installation,

SecureBrowser was attractive in that it could be used without changing the internal environment that had been used so far" (Mr. Kameda)
"It was very nice to be able to try out the actual environment just by lending a verification machine. After all, we may not be able to understand the operation if we only look at the information on the Internet" (Mr. Kameda)

Our company introduced the Soliton NetAttest EPS system to distribute

digital certificates. There was some concern when it was first introduced whether an employee with an inclination to IT knowledge could install the certificate without any problems, and would it be possible for information systems division in Sapporo alone to be able to follow employees who are all over Hokkaido if there was a problem with their BYOD terminals. However, we were pleasantly surprised that there were few inquiries about how to use it when the operation had started.

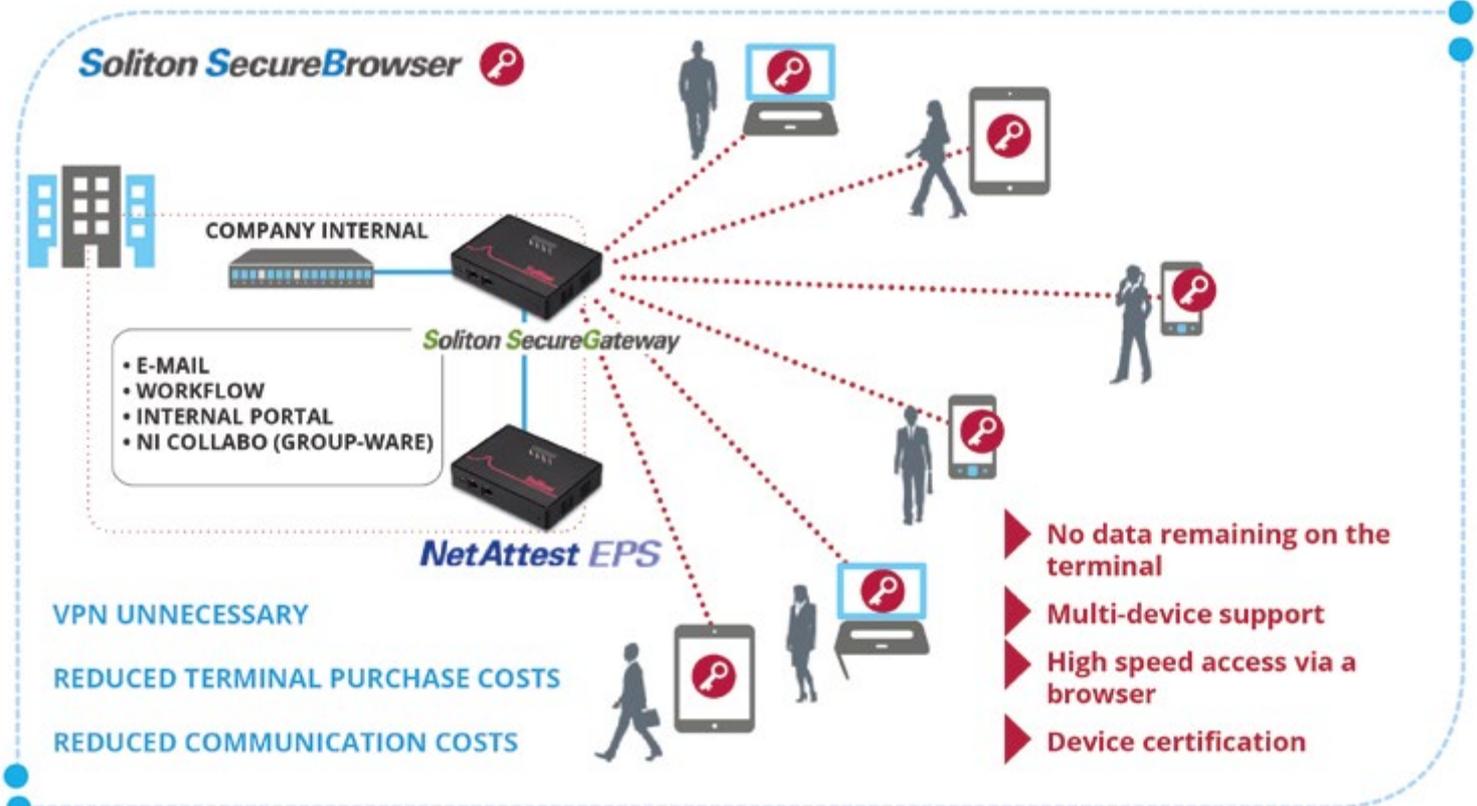*Information Center JOIN Section Director Mr. Takayuki*

Now that we have been operating for about six months, our employees are very happy with the effect, with the ease of use of Soliton systems products, and the ease of installation, and they could complete the day's work outside the company, without dropping by the office. Mr. Kamata talked about the role that digital certificates played in BYOD: "Because the terminal they are using for BYOD is their personal property, the company is not able to understand or manage the terminal environment. We were able to prevent access from devices that the company did not recognize by using a digital certificate for terminal authentication" (Mr. Kamata)

They said that the company feels that the groundwork for innovation in the way of working in the company is laid with this introduction. They plan to use SecureBrowser as a product that plays a core role in the way we work, to introduce related products, and further enrich our business environment. The company hopes to propose a reform of its working style of using IT solutions by leveraging this experience.

SOLITON SECUREBROWSER POINTS

- Secure design to prevent information leaks.
- Open the SecureBrowser app and start working immediately.
- It has a built-in dedicated file viewer, so file confirmation is also fulfilled.
- VPN setup and operation are unnecessary because it is built into the dedicated gateway.

Soliton SecureBrowser

COMPANY INTERNAL

- E-MAIL
- WORKFLOW
- INTERNAL PORTAL
- NI COLLABO (GROUP-WARE)

Soliton SecureGateway

NetAttest EPS

VPN UNNECESSARY

REDUCED TERMINAL PURCHASE COSTS

REDUCED COMMUNICATION COSTS

- No data remaining on the terminal
- Multi-device support
- High speed access via a browser
- Device certification