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POINTS !

1. We aim to improve labor productivity by creating a workflow for application documents and using access on the go
2. Adopt desknet's NEO by evaluating its functionality and performance, market share and customer satisfaction
3. Verify operational efficiency through pilot operation
4. Improve labor productivity by developing all departments

Tokyo Financial Exchange Inc.

Nature of Business: Establish and provide a financial instruments market for trading securities and market derivative transactions to ensure market fairness. Performs clearing business for market derivative transactions established in the financial instruments market.

- Background: Tokyo Financial Exchange Inc has established a financial product market with excellent "fairness, reliability, and convenience" that financial institutions and individual investors can trade with confidence as a public infrastructure for financial product transactions. As a comprehensive financial derivatives exchange, it covers the three major fields of "exchange", "stocks" and "interest rates" and contributes to the sound development of Japan's finance and economy.

Q1: Please tell us about the business issues and purpose of deploying desknet's NEO?

A1: We wanted to create a workflow for non-electronic work and paper application forms for clerical work, and to efficiently and centrally manage the work from browsing to storage. In addition, for security reasons, access to the in-house system from outside the office was restricted, so we wanted to use an information system that employees can access with peace of mind.

In each case, the background is that the financial business requires strict information management by law, but the aim was to improve labor productivity by balancing convenience for employees and ensuring security.

Q2: Does desknet's NEO solve difficult problems compared to the previous groupware?

A2: Previously, we had introduced another competing product, but due to security, access from outside was restricted, and the workflow was functionally difficult to use, so there was a problem

in putting it to practical use. Therefore, we decided to review the product and renew the usage environment.

Q3: What were the improvements that you should address in document management?

A3: In addition to speeding up application approval and circulation, people also manually posted and stored ledgers, so we had to digitize from application approval to management storage. Up until now, documents had been stored in filings, but while the number of files also increased, it was necessary to relocate them when the storage space became full, and to do so, it took a considerable effort. The idea of using the workflow was to automatically save and list the single-cut applications after approval, so that they can be used as a ledger as they are.

Q4: The company is also focusing on the cloud system from the beginning?

A4: Since the main purpose of access from outside the office was to make it possible to check schedules and view sales materials, we adopted a cloud product that is separate from the core system to ensure safety and is easy to introduce. We thought it was necessary to do so.

If it is a cloud product, the operational burden is light, and if the product is examined, the cost can be suppressed. Furthermore, in the event of an emergency such as a disaster, the idea is that it can be used for BCP (Business Continuity Planning) as an alternative to internal communication.

“we adopt desknet's NEO for its functionality, performance, market share and customer satisfaction”

Financial Services
sector

Tokyo Financial
Exchange Inc.

Q5: Please tell us about the product selection method for groupware?

A5: In addition to desknet's NEO, we examined several products with the highest market shares, such as previously introduced competitive products and representative products of major overseas software companies.

Utilized Functions

Workflow – through pilot operation, we verified the improvement of labor productivity of more than 150 hours a year with 10 or more applications, and gradually expanded to all departments.

Document Management – documents after approval by [Workflow] are stored. Saves time and effort for posting ledgers and uses it for centralized management of documents. We are aiming for labor saving in file storage and management and reduction of storage space.

Schedule – it is used in "company-wide", "individual" and "organization". Utilizes equipment reservations in cooperation. Compared with the product before replacement, it is popular that it can be customized for the user, such as displaying for 2 weeks and color coding of the schedule. Many sales departments, who are often on business trips, have begun to request external viewing and input settings.

Equipment Reservation – used to manage shared equipment such as meeting rooms, projectors, and IC recorders. It is also used to manage the use of the Headquarters "Click 365 Plaza" that holds seminars on FX and stocks.

Portal – while using the standard screen as a shared screen, encourage the use of a personal portal. Employees are devising and utilizing each departmental job type.

Questionnaire – it is used to call for participation outside of work such as social gatherings, sports, and support events such as social contribution activities.

Circulation / Report – it is planned to be used for business operations such as notification of revisions to business documents, which are known to all companies.

AppSuite – we are in the process of verifying and testing whether a format that is difficult to apply with [Workflow] standard functions, such as a document that manages a set of multiple applications in one form, can be put into practical use with [AppSuite].



Q6: What was the deciding factor for recruiting desknet's NEO?

A6: The interface is easier to understand than the previous product, and it is a place where users can transition without difficulty and can be utilized. In the cloud version, the license cost was also considerably reduced, and the high cost performance was also a deciding factor. The secure browser option and client authentication service in line with the actual situation of our company that requires special attention regarding external usage.

Q7: It seems that the speed of work flow and work efficiency have been verified?

A7: Yes, we have verified the work efficiency of the [Workflow] through the pilot operation conducted by the system department, and it is expected that the labor productivity of about 150 hours per year will be improved with 10 or more application forms. If it is gradually expanded to all departments, it may be possible to expect not only the improvement of labor productivity, but also the cost reduction effect by paperless and document storage.

Q8: Will you expand usage while looking at the balance between security and convenience?

A8: Since we are a financial institution, there is a constraint that "information security should be prioritized over the pursuit of risky convenience", but while maintaining the tension and literacy of information management, balance desk convenience and promote desknet's NEO.

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