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## POINTS !

1. The merged businesses were integrated with the aim of sharing a new corporate culture.
2. Adopted desknet's NEO, which had a track record of use at group companies, since at the time of establishment in 2003.
3. Realized business integration in a short time. Developed to be suitable for port operations that operate 24 hours a day.

## Seagate Corporation

Nature of Business: port transportation business, ship agency business, coastal shipping business, warehouse business, tugboat business, etc.

- Background: Seagate Corporation Co., Ltd. is based in Hiroshima, Kure, Mizushima, Tokuyama, Hofu, and the Seto Inland Sea ports, as well as Kitakyushu, Hakata and other Kyushu ports. The company, which was born from the merger of two companies of the major shipping company Kawasaki Kisen Kaisha, adopted desknet's NEO at the time of the company's establishment in 2003 and succeeded in business integration immediately after the establishment, fostering a corporate culture, and sharing awareness among employees.

### Q1: What are the challenges you wanted to overcome when you established the new company?

**A1:** On the practical side, both companies faced the problem that all information exchanges were concentrated on email and paper documents. By relying too much on email, it became difficult to organize and check the accumulated information, and the circulation sent by group address did not know the browsing status, and some people overlooked it. There are still many uses of paper documents, and there were problems such as time-consuming information sharing.

### Q2: What was the image of using groupware that was envisioned to improve the issues?

**A2:** "Share company information with groupware. We planned to organize information based on the idea that "outside communication is via e-mail," and to shift paper documents, which used to be many, to those that can be shared with groupware as much as possible to promote paperlessness.

### Q3: Please tell us about the deciding factors for purchasing desknet's NEO?

**A3:** We compared about 5 products, leaving 2 products, desknet's NEO and competitors. Actually, there is a Kawasaki Kisen group company that has already adopted desknet's NEO, and we confirmed the usability of the desknet's NEO, and it was highly evaluated.

In addition, "the interface was easy to understand", "the login screen could be customized, and the new company logo could be added to share the feeling of a new start", "the future development of the new company with unlimited users" "The place where we can flexibly deal with the increase in the number of employees" was the decisive factor for the introduction.

### Q4: How was the introductory education conducted?

**A4:** There are 8 branches and 18 bases mainly in western Japan, and we went to various places from the Hiroshima head office and held briefing sessions.

Since the functions of desknet's NEO are easy to understand, we focused on the usage rules for external emails rather than the explanation of operations. Prior to the briefing session, the trial version was provided in advance to the department to which the user with a relatively high level of PC and IT proficiency, etc. belonged to, and the fact that each site took a leadership position gave a smooth explanation and started operation. We think that it has led to company-wide expansion.

# “developed to be suitable for port operations that operate 24 hours a day”

Transportation  
sector

Seagate Corporation

Q5: Are there any other measures you have taken to secure the users' use?

**A5:** To prevent users from being confused and to concentrate on the planned function usage, we have hidden the functions other than the ones we use. Every time we add a new function, we have decided to release it.

Q6: Have you been able to improve the issues before the introduction?

**A6:** By sharing information with desknet's NEO at the same time as the merger and establishment of the new company, employees gathered from different companies were motivated to challenge the business of the new company. I think it has become the basis for nurturing employee teamwork and a new corporate culture.

By properly using various functions of desknet's NEO, users consciously organize information and no longer rely on email alone. Since it has been used for more than 10 years since its introduction, I think that it is now effective not only for sharing information but also for various work improvements.

## Utilized Functions

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**Schedule** – publish the schedule of all employees. We were able to understand the actions of officers and bosses and speed up decision making. Utilizing the entered schedule as an action record, it is useful for man-hour management and work improvement.

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**Equipment Reservation** – improves operating rate and operational efficiency of all equipment. It was used as a material for verifying surplus company assets, and reduced effects such as reducing one vehicle.

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**Circulation / Report** – used for internal circulation. I was able to reduce the total number of emails. All paper documents are possible, and we are promoting paperless. Accident information is shared and used for quick customer response, preventive measures and verification, health and safety, quality control, etc.

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**Document Management** – save the latest format of company regulations and various report documents. With centralized management of formats, documents that comply with regulations and manuals can be created quickly and accurately.

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**Other** – utilize [Information] [Message/Location]



Q7: What is the specific improvement effect on your work?

**A7:** In [Schedule], the schedules of all users, including the management, are disclosed, and it is now possible to instantly confirm the meetings, meetings, and seniors' action schedules. The entered schedule is used as an action record to help improve work.

[Circuit/report] is used for safety and health/quality control, which is important for companies that have field work such as port cargo handling. For example, when a transportation accident such as cargo damage occurs, the first report is promptly shared by the management, executives, and field sales to prepare for customer response, and after the accident, the report is shared internally for verification and analysis. We are taking advantage of it to implement preventive measures and improve work quality.

Q8: What led to the move to desknet's NEO cloud?

**A8:** Costs have been reduced compared to previous on-premise operations, the operational and management burden has been eliminated, and a server migration has created a crisis management system in the event of a disaster.

Naturally, the cloud was welcomed by many users, and now it is possible to manage necessary documents in the cabinet and go directly to the port from home, eliminating unnecessary waiting time.

Users voluntarily requested to use "desknet's NEO in this way," and teamwork was strengthened through information sharing. The usage may be steadily evolving.

## Corporate Management Department



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