



## Kanagawa University

Nature of Business: 7 undergraduate and 9 graduate schools in universities, and there are about 20,000 students and 210,000 graduates including affiliated middle and high schools.

- Background: Kanagawa University is a comprehensive university where the latest educational equipment has been developed with three campuses: Yokohama, Shonan Hiratsuka, and Nakayama (attached middle and high schools). At the same school, which has vast premises and more than 30 school buildings in total, desknet's NEO has been used in order to connect distant campuses to each other and to efficiently manage schedules for all users and reservations for conference rooms.

### Q1: How long have been using desknet's Standard edition and what was the impression?

**A1:** It's been 10 years since we adopted desknet's in 2004. With more than 30 school buildings scattered across three campuses, the University needed a system that could efficiently manage the use of conference rooms and schedules for all staff. I used to use a system from a major electronics manufacturer, but I was considering the introduction of groupware because I felt the need for an easy-to-use system for server updates.

### Q2: What make you upgrade from desknet's Standard edition to desknet's NEO?

**A2:** The functionality of desknet's was easy to use, users were already using it, and there were no complaints about the product.

As users' IT proficiency levels have increased, desknet's has diversified and upgraded its needs such as "what we want to achieve" and "we want to use it".

## POINTS !

1. Use desknet's for schedule & facility management of distributed campuses
2. After being used desknet's Standard edition for many years, moved to desknet's NEO in 2014
3. Deepen the utilization of desknet's NEO by narrowing down the usage functions
4. The new function of desknet's NEO improves the operation efficiency

In the standard version, the range of information sharing from the location of the server was limited to the campus, and it was difficult to support mobile, but recently there are some requests that "I want to utilize desknet's on mobile devices". Since desknet's NEO had a high affinity with tablets and smartphones and improved usability on mobile, we made it possible to access desknet's NEO from outside the university.

### Q3: What are the evaluation points of desknet's NEO?

- A3:** • The cost burden does not increase even if the number of users increases in the future
- Easy to use on mobile devices
  - Addition of new functions to main function [ facilities reservation ]
  - Interface and operation functions are further improved

### Q4: Did you have any difficulties during the transition to desknet's NEO ?

**A4:** Firstly, we made a construction plan with reference to the manual downloaded from the NEO Japan site. We contacted support centre about points that we were interested in advance, and participated in the transition briefing session and received a preliminary explanation of some transition methods. That time, we need to enter the full backup data of the old Standard Edition to the new server. It took a method to convert in the new server, it was not time-consuming to migration by the conversion tool.

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# "the new function of desknet's NEO improves the operation efficiency"

Education  
sector

Kanagawa University

Desknet's has a simple structure that can be backed up by copying the entire folder, so work was easy.


**Q5:** How was the advance notice to users made during the transition?


**A5:** We explained desknet's NEO in the new employee training, but we re-edited the NEO Japan manual for existing users to make it easy to understand and made it a PDF, which we shared in advance at desknet's. Although there is a big difference in IT proficiency for 700 users, the user was not confused as it was an easy-to-understand tool.


**Q6:** Why, it seems that you are consciously narrowing down the functions you are using?


**A6:** The main purpose of utilization is to manage reservations and share schedules such as conference rooms on campus, which is divided into three areas, and it does not change much even after moving to desknet's NEO .


## Utilized Functions


 **Schedule** – the schedule of all users except for some senior employees including the president is released. The Vice President, who has a dedicated management person, also actively uses it, such as entering the schedule by himself/herself when there is a schedule.

 **Facilities Reservation** – the efficiency of facility management has been further improved by setting up a conference room that can be managed by only some users by setting permissions, and managing each department in a hierarchical structure.

 **Information** – it is used to announce on-campus events. The same information as other systems with similar functions is posted to prevent staff oversight .

 **User list** – manage email addresses and extension numbers. It is popular among users for its ease of search and is frequently used in daily work.

 **Circulation / Report** – mainly the use of the information system department. Used for announcements with browsing materials.

 **Direct Message NeoTsui** – as a new function, some users voluntarily use it. There are many easy-to-use contents for <Tweet>, but <Direct Message> is sometimes used for inquiries.



Since we are using multiple systems in addition to this, our users will be confused even if we release a wealth of functions, and if [Schedule] and [Facility Reservation] are fully utilized as the main functions, we will achieve the purpose of introduction.

The idea is to narrow down the functions and use them more deeply. When the access numbers are actually aggregated, most of the usage numbers are concentrated in 2 functions.

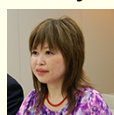
However, there are cases where users and departments voluntarily use the functions that they want to use, and we would like them to use them freely. For example, users have naturally begun to use [Neotui], which was newly added to desknet's NEO. The new function of desknet's NEO improves the operation efficiency of [Facility Reservation]. The usability is improved by improving the interface and using drag and drop. Especially regarding equipment reservation, new functions have been added to improve the usability and usage.

**Q7:** Are there any major changes in your transition to desknet's NEO?

**A7:** We feel that the overall operability has improved considerably. When making a reservation, the total number of clicks was smaller than before, and it is now easier to enter. At the same time as the interface was improved, the response of various functions was good and it became comfortable. The [Facility Reservation], which is the center of usage, also has abundant functions for availability search and grouping.

Many users have started to use mobile devices from desknet's NEO and are finding it convenient, but on the other hand, there are also calls for cooperation with the schedulers and calendars used by individual users. It is difficult to reflect all requests in products, but we would like you to continue pursuing "ease of use" without stopping evolution.

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