CASE STUDY
desknet's NEO

Local Council sector

Okinawa location

2016 installation year

3,500 users

package type

www.city.naha.okinawa.jp

**Naha City Hall
Okinawa Prefecture**

POINTS !

1. Replace products used for 10 years with the goal of sharing information and strengthening collaboration within the agency.
2. Adopted desknet's NEO for a solid track record in local governments and a comprehensive evaluation of functions, operations, and costs.
3. Use desknet's NEO to streamline office operations and provide more powerful citizen services.

• Background: Naha City, Okinawa Prefecture is the only core city in Japan with a subtropical climate. Warm winter and summer are easy to spend due to the marine climate, and it is a popular city that is ranked 5th overall in the city brand ranking in the economic magazine and 1st in the Kyushu / Okinawa block. At Naha City Hall, which supports such a vibrant city administration, groupware that has been used for many years has been replaced by desknet's NEO. By sharing information among all staff, we aim to enhance administrative services and medical / welfare / childcare / education for 320,000 citizens.

Q1: Please tell us about the background to the decision to introduce new groupware?

A1: We used the previous groupware system for about 10 years while upgrading it. Many employees were already familiar and had all the functions, but when the contract expired in November 2016, we decided to reconsider the product itself.

Just five years after the introduction of hardware, it was a good opportunity to re-examine the information sharing environment within the agency.

Q2: Were there any operational or usage problems or issues regarding the previous system?

A2: A particular issue with older products was that some of the features depended on the features of a particular browser, and other browsers could not be used. In the unlikely event that a vulnerability is found in the specified browser, we will not be able to flexibly deal with it, such as changing to another browser.

Q3: What did you pay particular attention to when formulating the requirements for restructuring?

A3: It was essential to have a system with the same or more functions as the previous product.
In addition, since it has a large number of users, it must be a web-based system that has a light management load. It works properly even in combination with multiple OSs and browsers. I added various conditions such as. The most important thing is that you should never stop operating groupware.

The use of groupware was already well established among employees, but it was also a goal to further evolve it and realize a more advanced use method.

Q4: What is the deciding factors for purchasing desknet's NEO?

A4: First, there is one thing that works properly with multiple browsers. Furthermore, it had all the same functions as the previous product, and it was easy to understand how to use it. The decisive factor in recruiting desknet's NEO was:

・Multi-browser support that can be used on multiple OSs and browsers
・Easy to understand interfaces and functions regardless of IT skill
・You can replace the usage method of the previous product with each function as it is.
・Various functions to meet user needs and ideas
・Success record in the prefecture and local governments of the same scale
・Initial & running cost

“we use desknet's NEO to streamline office operations and provide more powerful citizen services”

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Q5: After the introduction, did users receive in-house training?

A5: We held a transition briefing session for representatives of each department. We set up a parallel operation period of about 2 weeks with the previous system, migrated the data required by individual users, and set up a help desk for about 2 months.

Although the interface has changed significantly from the previous product, the features of desknet's NEO are intuitive and very easy to use, and the most frequently asked questions were the personal data migration procedure. We think that the standard help function was easy to understand, and there were many things I could solve there.

Q6: Were there any moments after the transition that made you feel the response of the replacement?

A6: Smooth transition to desknet's NEO. We were able to start using 3,000 users without any problems.

Utilized Functions

Webmail – used daily by all staff as the main mailer and information exchange tool. Representative accounts for individual accounts and departments are well established.

Schedule – realization of schedule sharing for all staff and schedule management for each department, which was not possible with the previous system.

Information – can easily post the wanted document and announce to all staff, and use it as an information transmission tool throughout the agency.

Questionnaire – it was easy to create, and it became easier to pick up the opinions of all agency staff.

Equipment Reservation – used for meeting rooms, public cars, equipment management.

Document Management – functions that are indispensable for operations that migrated nearly 100,000 data from the previous product.

Message / Location – it is convenient because you can check at a glance what the person in charge is doing and you can immediately answer inquiries about the location.

Q7: How is the effect that you feel in actual business perspective?

A7: In our department, it was a great deal that we were able to reduce the labor required to handle personnel changes at the end of the fiscal year. With the previous product, it took a long time to incorporate the personnel salary data into the groupware each time it was transferred. That was a very difficult task, and we had to work overtime every year from the announcement of the personnel change in mid-March to April 1st.

At the time of the replacement, the specifications mentioned in the specifications that "includes data setup and processing to capture the provided data due to regular personnel changes and organizational revisions, it was easy to set up a transfer.

In fact, personnel transfer processing was carried out without any problems, and a space was created to devote that power to promoting the use and penetration of groupware.

Q8: Please tell us about the changes and effects that desknet's NEO has given to the work in the agency.

A8: desknet's NEO can quickly lay out highly-immediate information in a conspicuous place on the portal, keep track of information with a notification function, and upload information to multiple functions simultaneously by linking functions. Above all, we would like to devote more power to the enhancement of citizen services.

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