



IT Up Corporation

Nature of Business: WEB solution business related to IT and WEB sites, graphic design production. IT solution business/IT security management service, IT support service, IT equipment installation, etc.

www.itup.co.jp

POINTS !

1. We wanted to utilize an effective workflow system for the maintenance of internal controls
2. Use desknet's NEO to determine the convenience and usability of [Workflow]
3. Approximately 200 formats have been converted into [Workflow] for business analysis
4. The approval of Top Management in the morning accelerates the approval speed

- Background: IT Up Corporation provides innovative Web & IT solutions, Winner of the 2014 Good Design Award, which contribute to the medical industry by delivering effective therapeutic drugs to patients as soon as possible. From early stage, the company focused on workflow as an effective tool for internal control. Routine work has been analyzed and made into a flow centered on management operations, and has been used for management reform. The know-how cultivated practically in-house is widely used for solutions for small and medium-sized enterprises and management consultants, and it also contributes to business reform of proposal destinations and reduction of the burden on managers who are chased by daily approval work. .

Q1: You have been using Neo Japan products since a very early period?

A1: It 's still the previous version before desknet's NEO. But at the beginning, it wasn't intended for internal use. At the beginning, we started using desknet's in order to help manage the business process of the orders we received. At that time, we were still using another groupware in-house.

Q2: What was in the utilization purpose did you kindly adopted from the old product?

A2: At that time, we received an order from a major manufacturer for the installation, maintenance and operation support of credit card terminals nationwide. The fact that, the old desknet's was adopted because it is useful tools for workflow management such as schedule management,

manual sharing, approval and reporting when nationwide rollout of process management and operational education in operational support.

At that time, the importance of internal control was clamoring all over the world. At our company as well, there were movements toward the establishment of a group company and listing, and we emphasized efforts toward internal control. There is particular interest in the workflow system, and in order to standardize the work, we analyzed each of the business processes, scrutinized the approval flow and reporting flow mechanisms, and decided to take internal control. Therefore, we started to study the existing desknet's NEO and other existing groupware and systems specialized for workflows.

Q3: The main purpose was to improve internal controls and improve operational efficiency?

A3: That's right. In addition to the already introduced groupware and the old desknet's, we also examined products specialized in workflows and even in-house development with zero base. As a result, we once tried using a multifunctional workflow system from a major manufacturer. However, it is a product that requires considerable work, and it took a lot of time to operate. Eventually, we couldn't operate at a practical level unless the system development members were involved, and we decided that it wasn't necessary because of our scale.

Q4: How did you feel when you first saw the new desknet's NEO ?

A4: First of all, the interface has changed drastically

“we utilized an effective workflow system for the maintenance of internal controls”

Communication
sector

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, and the use of tabs has made it possible for group companies to browse in parallel, which impresses me with the enhanced portal functions. The freedom of layout has also improved from before. Anxious [Workflow] is to had steadily evolved from the old product, because already there is also a use experience, it is easy to operate surface had known from the beginning. Therefore, in 2015, we expected to utilize [Workflow] and moved from existing groupware to desknet's NEO . The decision to replace was largely due to the evolution of [Workflow].

Q5: How did you proceed to put [Workflow] into practical use?

A5: [Workflow] was mainly used for accounting, management, and business formats.

Utilized Functions

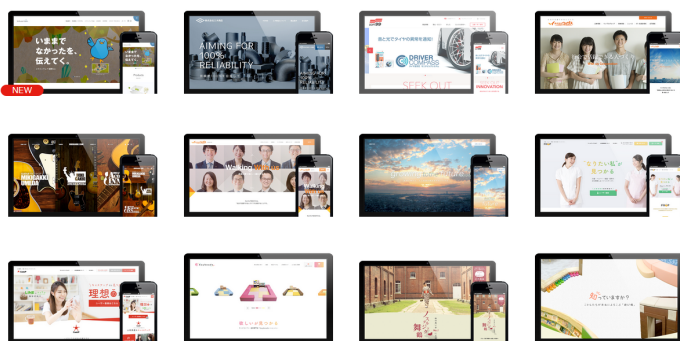
Portal – workflow Focusing on accounting, management, business, etc., we analyze business and manage about 200 forms such as application forms and reports. By categorizing by item, we made it easier to access the form. The application conditions and rules can be described together for each format, and it is possible to create an application that complies with the regulations simply by entering the required items in the format.

Direct Message NeoTsui – as a tool for free in-house communication, it is easily used for contacting and reporting among employees in daily work and various confirmations (including questions).

Circulation Report – used for reporting various business decisions and for reliable company-wide sharing.

AppSuite – approximately 50 spreadsheet management tables related to shareholder management (shareholder list, shareholder name change notification, shareholder registration invoice, etc.), shareholder meeting management, business management including seals, insurance, vehicle management, contract management, etc.

Portal – a [Workflow] tab has been created to allow direct access to the desired format along with application information. This leads to the smooth use of various formats. In the group common screen, after logging in, the information you want to check is displayed. It is also used for sharing company mottos and statements. A personal portal is created for each employee, and each is devising ways to utilize it.



Items are analyzed one by one to create a program for the process from the start to the goal of each process such as reporting, approval, and business cooperation. We made it into a workflow and controlled it. Since the flow is also verified during the analysis process, it was possible to improve inefficient factors and revisit access rights and routes at that stage. As a result of these efforts, there are currently over 200 Workflow formats.

Q6: How do you evaluate the changes brought about by the intensive use of [Workflow] in management, work and work styles?

A6: We think that we were able to achieve the expected response and effect in terms of the maintenance and sound operation of the internal controls that triggered the introduction. It was possible to reassess the inefficient areas through business analysis, and it can be said that the basis for constantly reassessing management's ideal way of working and working and making improvements in a better direction has been established.

Q7: Are there any responses or changes in the sense of speed from application approval to approval?

A7: Acceleration from application to approval has definitely progressed. [Workflow] of course, there are devises in usage settings, but we think it is largely due to the operational efforts and innovations of Mr. CEO.

Time efficiency is also important, such as top-down and overtime work that does not improve productivity, but our focus on work style reform is not “being done” but “what we want to do”, We are creating an organization in which the company supports the thoughts and desires of employees, such as what they are trying to do.

Sales & Marketing Department



Mr. Kosaka
Manager

General Affairs Section



Mr. Tanada
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