

# Senju Family



## PROJECT ACHIEVEMENT

Information  
Communications

Finance  
Securities  
Insurance

Manufacturing  
Electrical machinery  
Chemicals

Distribution  
Foodstuffs  
Pharmaceuticals

Logistics  
Transportation  
Railways

Construction  
Real estate  
Energy

Trading  
Printing  
Media

Public/  
Government  
institutions  
Municipalities  
Education

# Information and communications

An industry in which the amount of data is explosively expanding.

As initiatives towards moving to digital proceed, there are high expectations surrounding the contributions of the IT industry as well as the importance of system operations.

## Supports automated advanced ITIL operation

### ACHIEVEMENT

Integrated operations using Senju Family as the common system infrastructure of the communications company. Centralized management of up to 50,000 failure messages monthly from 5,000 nodes and 200 systems, including core systems. Can support automated advanced ITIL operations through standardization of the addressing of failure events and seamless linkage to the incident management process.

### ▲ USER'S VOICE

The dividing of the procedure for treating failure messages from 5 different types of monitoring tools has become simpler, realizing improved operational quality and homogenization. Furthermore, through visualization of the handling status of events and incidents, the awareness or mindset toward improving operations by each member of the external vendors who accept operations has been improved.

Standardization of response to failure events

## Installed in a short time frame using an agentless structure

### ACHIEVEMENT

A job scheduling system utilizing Senju was installed in a short time frame using an agentless structure for efficiency of maintenance and management of the internal system supporting internet connection services and cloud services.



### ▲ USER'S VOICE

Centralization of job operations management has enabled rapid support for increasing the number of systems in conjunction with the expansion of business. Expansion of the scope to other environments is also gradually progressing.

Job scheduling system

## Automation and efficiency of monitoring operations realized

### ACHIEVEMENT

In the integrated monitoring tool replacement project at the Sler data center, automation and efficiency of monitoring operations has been realized through advanced filtering and automated handling of failure alerts.



### ▲ USER'S VOICE

40% reduction in the cost of operations for all data centers was achieved through standardization and automation of monitoring operations in conjunction with applying the tools.

Automation and efficiency of monitoring operations

40% reduction in the cost of operations

## Optimization of operation works realized

### ACHIEVEMENT

Regarding system operations that support stable supply of communication services, visualization of complex incident management and change management business realizes optimization of operations through collection of failure alerts from the system and workflow maintenance.



### ▲ USER'S VOICE

30% reduction in failure alert check work through optimization of incident management and change management work.

Visualization of complex incident management and change management business

## Job control services also standardized using Senju

### ACHIEVEMENT

Implemented the migration from tools provided by foreign corporations to the Senju monitoring feature, in the system monitoring service provided for each group company of the carrier system. Currently, in addition to the monitoring service, the job control service is also standardized in Senju, with an expanded lineup of services.

### ▲ USER'S VOICE

Cheaper and easier to use than the pre-replacement tools, and because the monitoring service and job service are provided in the same user interface, the operating load has become more efficient. High degree of satisfaction from users for whom the services are being provided, such as addressing user requests for feature improvements in a timely manner.

Job control services also standardized using Senju

Satisfaction from users for whom the services are being provided

## Internal query management realized

### ACHIEVEMENT

The helpdesk infrastructure of a group company internal system of an IT vendor was built on Senju/SM. The features of contact center system iCTNET and call recording Recware are linked with Senju/SM to realize internal inquiry management.



**COLLABORATION**

### ▲ USER'S VOICE

Each tool is linked with an API to prevent duplicated management of customer IDs, inquiry content, etc. The call recordings are also handled as incident data, making it possible to trace the details of customer support.

iCTNET Recware

## Supports automation and efficiency of operations

### ACHIEVEMENT

Built a service desk infrastructure linked with an operation monitoring tool for a system of 600 virtual servers and 2000 users. Automatic issue of incident tickets of alert information and automatic updates of configuration management information are implemented to support automation and efficiency of operations.



### ▲ USER'S VOICE

By having integrated management of virtual/physical infrastructure (guest, host), an operation process that does not require full-time engineers can be realized. In addition, it was possible to reduce operational personnel during system renewal through automation of each type of operation.

600 virtual servers 2,000 users

Reduced operational personnel by half

## Utilized as an incident management platform for each customer

### ACHIEVEMENT

Senju Family realizes an operation infrastructure that supports cloud services provided as an Sler. High quality contributes to realizing cloud services with competitive pricing. Utilized as an incident management platform for each customer, together with realizing automation of failure tel calls using the SaaS auto tel call service mPLAT/AEC, toward further automation of operation.

Can flexibly support renewal of the customer's infrastructure, migration from other tools, etc., and is utilized company-wide as the common operation infrastructure. Also, the system is full of features for automation and improving the quality of operation, and can contribute to the enhancement of the competitiveness of cloud services.

SaaS type automatic telephone call service mPLAT/AEC

## Significant effect on changing the mentality of the onsite members

### ACHIEVEMENT

The development department is also involved in promoting improvement in the operation of the housing finance system infrastructure. Senju/SM was introduced for the incident, configuration management, renewal and release management processes. The key points of tool selection are whether an improvement process can be established, and whether an ongoing association with the product/vendor is possible.

### ▲ USER'S VOICE

Incidents that impact on critical operations no longer occur, and the number of failures was about 20% less than the previous year. Failure recovery time has been reduced by about 30% through making improvements while performing periodic failure training, which had a significant effect on changing the mentality of the onsite members.

Property insurance system Visualization of the result

Continuous filtering support

## Reduce running costs, including the cost of maintenance

### ACHIEVEMENT

Senju/SM was employed for management infrastructure that records the handling of inquiries from customers by the customer support department at a security solutions vendor. Implemented replacement from service desk tools provided by foreign corporations.



**COST DOWN**

### ▲ USER'S VOICE

After the trial evaluation of the product, it was decided to install it as there was a real feeling that migration of the current work could be done smoothly using the intuitive user interface. It is rated highly for its direct support strength as a domestic product, and was able to reduce running costs, including the cost of maintenance.

Security solutions vendor

# Finance, securities and insurance

An industry that supports the most critical systems.

Utilizing NRI's many years of expertise, they provide peace of mind and reliability, as well

as being active with proactive systems such as Fintech etc.

## Integrated system management realized!

### ACHIEVEMENT

Realizes integrated management of all systems, such as securities online trading, back office system, sales store system, etc. Senju Family has also continued to evolve in line with the changing IT environment, and has a track record of more than 20 years of operation.

### ▲ USER'S VOICE

Approximately 3,000 servers and more than 10,000 network devices are centrally managed, realizing automated operation of approximately 100,000 jobs. Even in virtualized and multi-cloud environments where system migration is progressed to a private cloud or a public cloud such as AWS, integrated management continues to be provided without adding special tools or operation systems.

Track record of more than 20 years of operation

Approximately 100,000 jobs

Multi-cloud environments

## Supports high reliability, stability and robustness

### ACHIEVEMENT

Full-scale installation of Senju as an operation management infrastructure that supports Japan's largest securities system "THE STAR".

Supports high reliability, stability, and robustness of stock orders, contract business, etc.



FULL PROTECTION

### ▲ USER'S VOICE

In addition to availability of hardware and virtualization layers, Senju realizes stable operation of 100,000 or more jobs daily while maintaining high availability and service continuity using the redundancy and recovery features of the Senju applications themselves.

THE STAR

Approximately 100,000 jobs

## Supports automation and efficiency of operations

### ACHIEVEMENT

Senju Family realizes automation and efficiency of operations of the ASP service "BESTWAY/JJ" that supports over-the-counter sales of investment trust and account management in major and local banks.



ACCOUNT MANAGEMENT

### ▲ USER'S VOICE

By utilizing the Senju Family operation infrastructure, operation services are provided with the high reliability, stability and control demanded for core systems of banks.



TRUST

Bestway/JJ ASP services

## Non-stop type system operation realized

### ACHIEVEMENT

Implemented the migration of 70,000 jobs of the existing job management tool in conjunction with the rebuild of the accounts system. In addition, built a system of the same configuration in each data center in Tokyo and Osaka. Established operation methods that reciprocally switch as main systems.

### ▲ USER'S VOICE

Unifying the job operation infrastructure with Senju enabled the optimization of large scale and mission critical job operations as well as making job operations significantly more efficient. In addition, the TCO, including the cost of software maintenance, was significantly reduced.

Migration of 70,000 jobs

Reduced TCO

## Automation of work operations at periodic times realized

### ACHIEVEMENT

The integrated monitoring system build project at a financial information services company realizes automation of complex switch procedures when a major failure occurs, and automation of operations performed at fixed points in time.



INTEGRATED MONITORING SYSTEM

### ▲ USER'S VOICE

By reducing the recovery time of major failures by 90%, transactional losses resulting from service stoppages are kept to a minimum, and business efficiency reduced operation costs by 30%.

Automation of switch procedures

Reduced time to recovery by 90%

Reduced operation costs by 30%

## Contributed to automation and efficiency of operations

### ACHIEVEMENT

Built an operation monitoring and job scheduling management infrastructure in a large-scale system for direct car insurance. Contributed to automation and efficiency of operations.

### ▲ USER'S VOICE

Realized the building of a DR site that enables migration of operation in almost real time in respect to strict conditions related to service continuity. Realized site switching and recovery within 2 hours after a decision is made to switch sites when a disaster strikes the main site.



CAR INSURANCE

Direct car insurance

Building of a DR site

Site switching and recovery within 2 hours

## Automated emails and automated telephone calls when receiving alerts realized

### ACHIEVEMENT

Built an automation infrastructure for operation work of an open system (1,500 servers, 2,500 network devices) in a card solutions and distribution solutions business. Realized auto emails and auto tel calls when receiving alerts.



CARD SOLUTION

### ▲ USER'S VOICE

Not only were operation systems halved by automating monitoring operations with a particularly high load during open system operation, but the quality of communication during the occurrence/handling of failures could be improved by systematizing notification and contact content.

Card solutions Distribution solution business

Systemization of notifications and contact info

## Established an operation process that enabled flexible acceptance of operations, such as Speed Development

### ACHIEVEMENT

Senju Family supports integrated management of operation monitoring, job management, and IT service management in the back office, from the front end in online trading of securities. Established an operation process that enabled flexible acceptance of operation, such as speedy development utilizing OSS and Agile methodology, while promoting DevOps.

### ▲ USER'S VOICE

By using Senju Family enabled internal production of advanced operation services for securities online trading using only the company's own personnel. In addition, the high reliability and stability demanded of core systems was realized.



SECURITIES ONLINE TRADE

Online securities trading

High reliability and stability

## Contributing to improved/enhanced quality in operation management

### ACHIEVEMENT

Realized operation automation and efficiency of nonlife insurance system. Used Senju Family to build an operation management infrastructure, and provided extensive support, such as review of business processes. Failure handling work that requires a lot of manpower is automated using Senju Family, contributing to improved/enhanced quality in operation management.

### ▲ USER'S VOICE

In failure handling work, there is a large number of calls at night, which presents various challenges such as labor and daytime productivity, however, calls were significantly reduced through continuous filtering of alert events and visualization of the result.

Property insurance system

Continuous filtering support

Results visualization

## Settlement system with high reliability and stability realized

### ACHIEVEMENT

Employed Senju Family for operations infrastructure which supports 20 million monthly transactions with a total monthly transaction volume of 65 billion yen. Realizes a settlement system with high reliability and stability.



SETTLEMENT SYSTEM

### ▲ USER'S VOICE

Processing of tens of millions of transactions per month is monitored for ongoing stable system operations. The levels of alert definitions have been clarified, realizing more efficient operations.

Settlement System

Stable system operations

Efficient operations

# Manufacturing, electrical machinery, chemicals

An industry that is expanding its business worldwide.

There is significant need for operational integration of systems that are distributed within Japan and other countries as well as multilingual compatibility.

## Job control using Senju realized

### ACHIEVEMENT

At car manufacturers, Senju realizes control of approximately 100,000 jobs per day, targeted at corporate systems comprising several hundred or more servers.



100 THOUSAND CASES

### ▲ USER'S VOICE

Realized stable operation of large-scale jobs for about 20 years. Even the recent hardware upgrade or update tasks of Senju itself were implemented efficiently without impacting on job operation.

Control of 100,000 jobs

## Systematization of the approval flow and automation of notification emails

### ACHIEVEMENT

Built monitoring infrastructure for the domestic information system (approximately 500 virtual and physical nodes) of a global manufacturer of air conditioners and chemical products, and replaced the service desk system.



AUTOMATION

### ▲ USER'S VOICE

The addition of monitored servers in conjunction with the establishment of an agentless monitoring method reduced the load of a series of adjustments and tasks such as environment checking, parameter tuning, and installation of agent modules. In addition, realized systematization of the approval flow and automation of notification emails through replacement of the service desk infrastructure.

500 nodes

Replacement of the service desk platform

## Successfully integrated without stopping operation management tool jobs

### ACHIEVEMENT

Leading manufacturer of precision equipment, such as digital multifunction machines, medical image diagnostic equipment, and measuring instruments. Integrated the management of two companies for strengthened global deployment. Centralized operation of approximately 10,000 jobs in Senju/DC by integrating the core systems.



UNIFICATION

### ▲ USER'S VOICE

Integrated the different operation management tools that were supporting the core systems of the two companies before integration in six months. Successfully integrated without stopping the approximately 10,000 jobs.

Integrated in six months

Integrated approximately 10,000 jobs

## Standardization of processes and centralized management of multi-tenant support realized

### ACHIEVEMENT

Provided IT services as the group company of construction and heavy machinery manufacturing. Previously provided individual customer support using IT service desks at various locations, however, through utilizing Senju Family, standardization of processes and centralized management of multi-tenant support was realized.

### ▲ USER'S VOICE

The service desk tools provided by foreign corporations that were used previously frequently required customization and were a bottleneck for improvement activities. In addition, the usage scope is only for the department that performs service desk business. By using the flexible customization features of Senju Family, company-wide deployment, including all locations, could be realized by the customer's own efforts.

IT service desk

Flexible customization features

## Execution of SAP jobs realized

### ACHIEVEMENT

In the power systems department of an electrical machinery manufacturer, Senju was introduced for management department monitoring and job execution of the infrastructure platform provided within sites. Migrated from another tool produced in Japan to Senju mainly to realize the execution of SAP jobs.

### ▲ USER'S VOICE

Could install for a low cost even on virtual infrastructure where SAP jobs are executed, and could be built in a short time by using a migration tool to migrate the job definitions. Compared to the previous tools, there was a difference in the concept of the calendar feature and a wealth of features related to flexibility of scheduling and the handling between jobs, enabling a design that accounts for operation efficiency more than previously.

SAP

Flexibility of scheduling

Handling between jobs

## PDCA improvements having been established company-wide

### ACHIEVEMENT

Installed Senju/SM as the infrastructure operation integrated service management platform at all manufacturing locations nationwide. There are approximately 1,000 users. Implemented in excess of 300,000 cases of incident-release management, and reporting of the operation status of each type of infrastructure service (OA system/server/network) that is provided.

### ▲ USER'S VOICE

Improved the operation service level for all locations. As specific KPIs, the failure recurrence rate, level 1 call resolution rate, and release success rate have been significantly improved, with PDCA improvements having been established company-wide.

Approximately 1,000 users

300,000 events in a year

KPI

## Contributed to automation and efficiency of operations

### ACHIEVEMENT

Integrated the system monitoring tools distributed to the all of the locations of a spinning manufacturer nationwide, and standardized operations. Realized the optimization of operation costs.

### ▲ USER'S VOICE

Centralized management of the 1000 server and network devices of 110 group companies, and reduced operation costs.

Previously, different tools were used at each location for individual monitoring, so there were issues with variation in monitoring level and uneven distribution of monitoring skills, however, the operation quality of the group as a whole was improved through standardization of operation.

UNIFIED MANAGEMENT



1000units

1000 server and network devices

## Making it possible to manage safely

### ACHIEVEMENT

It was decided to install blade servers that utilize virtualization technology for the platform of production management tools supporting manufacturing sites. The integrated management features for jobs of virtual and physical environments were evaluated, and Senju/DC was employed.



BRINGING IN

### ▲ USER'S VOICE

It became possible to manage blade servers safely in Senju/DC without impacting on the production line while building an environment where production is managed at a low cost using blade servers.

Installation of blade servers

Low cost

## Customer building the system from scratch themselves

### ACHIEVEMENT

Employed Senju/SM in a help desk that exclusively accepts user support for headquarters, branches and plants of an electrical equipment manufacturer. Selected a tool that is easy to understand, is responsive to requests, and high collective capability, as a replacement for Access, and the customer built the system from scratch themselves.

### ▲ USER'S VOICE

Information sharing and linkage with the development department progressed, realizing the homogenization and improvement of the quality of support. Furthermore, the support department could be reformed by analyzing the accumulated data and utilizing the knowledge to enable it to contribute to the business.

User support

Replacement from Access

Analyzing the data and utilizing the knowledge

## Settlement system with high reliability and stability realized

### ACHIEVEMENT

Senju Family was installed to integrate multiple types of monitoring systems relating to the data center operations of a chemical and textile manufacturer, and as the application management platform for end users.



DATA CENTER

### ▲ USER'S VOICE

The site operation load was reduced by 30% through monitoring operation efficiency. It became possible to handle an increase in the number of new customers without adding personnel due to efficiency of application work from customers.

Operation load at the site was reduced by 30%

# Distribution/foodstuffs/ pharmaceuticals

An industry and supports the daily lives of people, and cost demands that are severe.

Changes in the business environment are also intense, and a reliable and efficient implementation of frequent system changes is required.

## Supports ever-changing business and operation requirements

### ACHIEVEMENT

Built an operation management platform that supports the core systems of convenience stores and supermarkets. It has supported mission-critical and ever-changing business requirements and operation requirements over a long period of time.



CONSTRUCTION

### ▲ USER'S VOICE

Large-scale job operation and server monitoring are performed safely as a social infrastructure. While it is an ever-changing industry, there is thorough knowledge of the business content, and engagement with customers from the initial stage of each project.

Mission-critical

## SAP platform infrastructure and consolidation of operations implemented

### ACHIEVEMENT

Implemented SAP platform infrastructure and consolidation of operations with the aim of improving operation efficiency in replacing and upgrading the SAP infrastructure of food companies.



### ▲ USER'S VOICE

By using Senju/DC to consolidate schedulers in the operation of approximately 10,000 SAP jobs, realized improvement of operation efficiency, sharing of technical expertise, and a reduction in the operator man-hours.

SAP infrastructure replacement

Operation of approximately 10,000 SAP jobs

## Centralized management of incident management and problem management realized

### ACHIEVEMENT

Incident management was previously implemented at each of the sites in Tokyo and Osaka at the foodstuffs manufacturer, however, the rebuild of the core system was used as an opportunity to review the existing operation process. Realized ITIL-compliant centralized management of incident management and problem management.



RECONSIDERATION

### ▲ USER'S VOICE

Realized a reduction in the number of incidents by overcoming organizational barriers to unify processes and input methods. Together with the NRI training effect and reforms in awareness on-site, enhanced PDCA through continuous improvement activities.

Incident management Enhanced PDCA

## Operational visualization and automation of the global system as a whole realized

### ACHIEVEMENT

Built an SAP core system on AWS, realizing a high scalability system with multiple availability zones. Installed Senju/DC to realize operational visualization and automation of the global system as a whole.



### ▲ USER'S VOICE

Use various middleware monitoring and job management features such as SAP and HULFT to integrate operation processes. Reduced maintenance management costs by 30%.

Availability zones SAP HULFT

Reduced maintenance management costs by 30%

## Providing of services with high reliability and stability realized

### ACHIEVEMENT

Realized the full utilization of a hybrid cloud environment for general beauty online services. Senju Family supports flexible and stable system operation that can withstand an increase in unexpected access.



HYBRID CLOUD

### ▲ USER'S VOICE

Applications employing a wealth of leading edge technology were flexibly accepted and operated using the Senju Family operation platform, which realized the provision of services with high reliability and stability.

Hybrid cloud

## Improved quality of operations realized

### ACHIEVEMENT

Built an SAP job management platform for the production management system in a pharmaceuticals company. Supported job operation adapted to the evolution of the system for more than 20 years.



about 120 server

### ▲ USER'S VOICE

Realized large-scale SAP job management of approximately 120 servers for the sales and core systems. Realized improved quality of operations through remote management using the Senju WEB console.

Over 20 years Approximately 120 servers for the core systems

Senju WEB console

## Contributed to quality improvement and upgrading of operational management

### ACHIEVEMENT

Made a completely new replacement of the support desk that manages inquiries from the user department inside the pharmaceutical company and various types of applications, from a system developed in-house to an SaaS-type service desk (mPLAT/SMP).



### ▲ USER'S VOICE

By employing an ITIL-compliant tool, realized support for IT general control. Additionally, the maintenance management load could be reduced by using an SaaS-type service. WEB UI is also able to flexibly support changes.

SaaS service desk ITIL compliance tool WEB UI

## Automated system transformation work

### ACHIEVEMENT

Automated in excess of 100 cases of release work and system transformation work per month in an information systems company that supports the IT of a foodstuffs company and related companies, totally about 40 companies, from the point of view of enhancing internal control.

### ▲ USER'S VOICE

Significantly improved the efficiency of release work while securing isolation of development and operations. By systematizing the workflow and linking it with an automatic release feature that triggers approval, 100 types of manual tasks were made paperless, realizing automation of program release work.

Excess of 100 cases of release work Switch to paperless

Automation of program release work

## Improved quality of operation services and reduced costs realized

### ACHIEVEMENT

Replaced the data center monitoring tool of the pharmaceutical company. Utilized Senju Family to build a common operation platform. Realized standardization of operations, improved quality of operation services, and reduced costs.

### ▲ USER'S VOICE

Provided support for maintenance support of Senju Family, and could be used with peace of mind. By supporting the expansion requirements after installation and providing new features, operation services evolve continually. Highly cost competitive because it is cheaper than other tools that were used in the past.

Data center monitoring tool Standardization of operations

Cost competitive

## Standardized operation management realized

### ACHIEVEMENT

Realized system operation management of more than 500 servers of the pharmaceutical company. The system migration to AWS has progressed in recent years, and mPLAT/SOP is also utilized. Senju Family realized consolidated operation management for the on-premise environment and cloud environment.



### ▲ USER'S VOICE

The SaaS-type operation platform mPLAT/SOP was utilized to realize completion of the new system, from installation of the operation environment through to production, in 2 months.

500 servers System migration to AWS

# Logistics, transportation, railways

An industry that transports people and goods and supports the development of business enterprise. Efficient management of operational sites spread throughout the country and system operation that does not stop 24 X 365 is required.

## Contributed to the strengthening of the existing business and direct sales business

### ACHIEVEMENT

The various logistics-related IT systems organically connected with plant engineering, logistics, operation and support are developed, operated and maintained by the information systems company of a major warehousing business. Senju Family is employed for those IT systems.

### ▲ USER'S VOICE

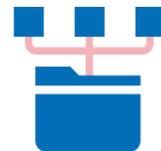
By using Senju Family to install a new operation and maintenance structure, approximately 60% of the large volume of error messages output from the system were removed, significantly improving operation and maintenance business. In addition, the horizontal deployment of the introduced structure also contributed to the enhancement of the existing business and direct sales business.

Plant engineering    Logistics  
Operation support

## Support for high reliability, stability and robustness

### ACHIEVEMENT

Made a completely new replacement of the operation environment of the core system (domestic mainframe) in the credit card business division of the logistics group company. Realized rebuilding of the monitoring system and automation of batch job operation status monitoring.



BATCH JOB

### ▲ USER'S VOICE

By rapidly detecting and addressing errors and delays in critical batch jobs related to credit card transactions, the impact on the business was minimized.

Domestic-sourced mainframe    Batch job

## Enabled customization to be performed freely in-house

### ACHIEVEMENT

Upgraded the ITSM platform (incident management, problem management, change management) in conjunction with the existing ITSM tool of the logistics company becoming obsolete and the increase in maintenance costs.

### ▲ USER'S VOICE

For the existing tool, it was necessary to provide customized support in conjunction with vendor costs each time there were changes to the windows, additions to the master, and so on. After the upgrade, Senju Family enabled customization to be performed freely in-house.



CUSTOMIZE

Obsolete ITSM tool    Incident management  
Problem management    Change management

## Built an operation monitoring platform at low cost, and in a short period of time

### ACHIEVEMENT

Built an operation monitoring platform at low cost and in a short period of time for the company's own management system at a precision equipment system logistics company.



cost cut!

### ▲ USER'S VOICE

Built a monitoring environment that is not dependent on the server environment in a short period of time using the agentless feature. Post-build maintenance management has been implemented for many years while keeping costs to a minimum.

Agentless function

## Visualization of the work progress

### ACHIEVEMENT

Installed an ITSM tool in the information system company of a railways company on condition that the tool was ITIL-compliant. Realized systematization of the workflow, paperless procedures, and visualization of the work progress of other departments.

### ▲ USER'S VOICE

Previously, separate tools were used for incidents, issues, releases, and each type of service request, however, by consolidating ITSM tools, visualization spanning each process and organization was realized. Strengthening the workflow and promoting paperless enabled reduction of the reporting man-hours and the migration man-hours for carrying application documents.



PAPERLESS

ITIL compliance    Paperless    Incident

## Continuous business improvement through business function visualization realized

### ACHIEVEMENT

Maintained a service catalog in the shared services for approximately 50 companies of the railways group company. Formulated service management business processes, and standardized the service management platform on mPLAT/SMP. Realized continuous business improvement through visualization of the business.

### ▲ USER'S VOICE

Quality assurance standards were formulated by maintaining a service catalog regarding external services, such as Office365, and internal services. By independently formulating KPIs for each division, the autonomy of the organizations were enhanced, improving motivation. Additionally, standardizing the service management platform realized visualization of the business and optimization of the cost.

Shared services    Office365    KPI  
Service management

## Automation of batch job monitoring and job operations realized

### ACHIEVEMENT

Realized automation of batch job monitoring and job operation in the monitoring system build project for the core system (domestic mainframe) at the railways company.



### ▲ USER'S VOICE

Through efficiency of batch job operation in the core system, operator man-hours were reduced by 30%, human resources could be shifted to the maintenance business.

Domestic-sourced mainframe    Batch job    Reduced by 30%

## Established an operation process that enabled flexible acceptance of operations, such as Speed Development

### ACHIEVEMENT

Used a SaaS-type service desk (mPLAT/SMP) to realize work flow management and requests from the customer in the card business of the railways groups.

### ▲ USER'S VOICE

Systematized the paper-based work request applications and approval flow, making the work significantly more efficient. Due to it being a card business system, there were security concerns about SaaS, however, the system was cleared.



SaaS auto telephone call service mPLAT/AEC

## Possible to promote system migration and changes

### ACHIEVEMENT

Strengthened the service desk function to be able to support failure reports and user inquiries in conjunction with system changes in the airline company system. mPLAT/SMP is used to support centralization of the support status, instant sharing of information, determining priority order, accumulating knowledge between concerned persons, at the support center.

### ▲ USER'S VOICE

It became possible to promote system migration and changes without delay in supporting the thousands of incidents, namely inquiries and failure reports, during system changes.

Strengthened the service desk function    Incident  
Instant sharing of information and determining priority order

## Visualization through quantification for optimal deployment of operation personnel

### ACHIEVEMENT

Supported consultation on the operation structure and operation automation project of the airline company system. Proposed optimization of cost and quality and the To-Be image relating to system operation.

### ▲ USER'S VOICE

With consolidation of the operation structure through automation of operation, transferring secondary operation business (operations requiring specialist skills) to primary operation business (personnel implementing regular operation business), the optimal deployment of operation personnel was visualized through quantification.



VISUALIZATION

Consultation

# Construction and real estate Energy (electric power, gas, oil)

An industry that has been lengthening its history over the years with repeated reorganization. There is a requirement to efficiently integrate operations of systems that are different prior to the merger as well as integrate legacy system environments.

### Implemented a proposal relating to the significant reduction of operating costs

**ACHIEVEMENT**  
Supported consultation on operation BPR projects of the power system group company. Implemented a proposal relating to the significant reduction of operating costs through reviewing the operation business process in accordance with ITIL and automation of operation business.



**Information Technology Infrastructure Library**

**USER'S VOICE**  
Supported the quantification and visualization of operation costs for the parent company of the operation service provision destination, through a complete rebuild of the operation business process, operation organization, and operation tools.

Consultation

### Efficiency and stronger service quality realized

**ACHIEVEMENT**  
By performing standardization of system infrastructure maintenance management and integrated monitoring in order to achieve efficiency and stronger service quality to respond to the diverse needs of the users in a local-based information communications infrastructure service.

**USER'S VOICE**  
Monitoring was previously done using tools that differed for each system or function, however, standardization could be realized by integrating the event messages in Senju. Inquiries from customers and support history can now be managed efficiently, so the service level could be improved.

System infrastructure

### Configuration management processes and data were migrated to Senju/SM from other tools

**ACHIEVEMENT**  
Installed Senju/SM as the accident management system of the power company. Implemented an incident or problem management process for sharing with several thousand users. Furthermore, configuration management processes and data were migrated to Senju/SM from other tools.

**USER'S VOICE**  
Fully utilized as an information sharing platform used by several thousand users. Configuration items can be expressed with awareness of a virtual environment, which is greatly useful for identifying failure locations.

Incident

### Issue/change/release/configuration management realized Sharing of failure information with customers is possible

**ACHIEVEMENT**  
Senju Family was installed as a failure information and support status visualization platform of the whole managed systems of the power company. Centralized management of monitoring systems and inquiries from customers. Realized issue/change/release/configuration management. Can share failure information with customers.



**SPEED UP!**

**USER'S VOICE**  
The failure support speed was improved by 20% or more. Improved information transmission and accuracy. As a side effect, connected to reduction (approx. 10%) of billing management (billing according to failure cases) and redundant inquiries.

The speed of response to failures was improved by 20% or more

### Standardization and the efficiency of tenant contract management and incident management realized

**ACHIEVEMENT**  
Realized standardization and efficiency of tenant contract management and incident management in the data center portal system build project at the power system group company.

**USER'S VOICE**  
By performing building entry management, system monitoring, and automatically linking with the facilities management system based on the contract information, business man-hours relating to tenant contracts could be reduced by 60%.



Building of the data center portal system Incident management

Reduced management work man-hours by 60%

### Comprehensive support for system operation management

**ACHIEVEMENT**  
Comprehensively supported system operation management in a general facilities corporation that supports social infrastructure such as information communications facilities and power facilities.

**USER'S VOICE**  
Through the wide operating environment support provided by Senju Family, realized operation management of all components comprising the system configuration, centered on mainframe computers including the System Z series, virtual machines employing the latest operating system using VMware, and each type of appliance server.

System Z series VMware

### Automation of user management through linkage with an ID management system realized

**ACHIEVEMENT**  
Realizes an IT management support system that supports asset management, configuration management, incident management, problem management, and change management, in the information system department that supports IT for 20 real estate group companies. Built an environment that also supports access control for each of the group companies, and prevents unauthorized data access or tampering. Realized automation of user management through linkage with an ID management system.

**USER'S VOICE**  
With a consolidated interface for incident management, problem management and change management of the more than 100 systems managed by the information system department, and standardized processes, centralized management is performed, making it possible to collect data for visualization of the maturity of the system and for improvement analysis.

IT management system Interface

### Event management, incident management, problem management, change management and configuration management realized

**ACHIEVEMENT**  
The SaaS-type mPLAT/SMP was utilized as an IT service management tool of the system that supports the oil business, realizing event management, incident management, problem management, change management, and configuration management in accordance with ITIL best practice.

**USER'S VOICE**  
Employed mPLAT/SMP as a replacement of the service desk tool provided by a foreign corporation for which it was announced support would end, taking 5 months from requirements definition to business release. Built an IT service management system that included event management and configuration management, over and above the previous business coverage.

IT service management SaaS mPLAT/AEC

### Shortened the man-hours by 1/2 to 1/3 for creating an operation report

**ACHIEVEMENT**  
Installed Senju/SM as a service management platform that handles oil and natural gas development business in the information systems company of the Sogo Energy resources and materials enterprise group.

**USER'S VOICE**  
The man-hours required to create an operation report could be shortened to 1/2 to 1/3 of what was previously required. Process management was established for security management of the data center as well, and is highly evaluated in audits performed by external institutions.



**Herf or One-Third CURTAILMENT**

Security management

### Built a highly flexible interactive-type job execution platform

**ACHIEVEMENT**  
Built a highly flexible interactive-type job execution platform in line with the service form of the gasoline station (service station (SS)) business.

**USER'S VOICE**  
Has been able to provide timely and flexible support for business service requirements and operation requirements demanding real-time support over many years.



**INTERACTIVE JOB**

Interactive type job

# Trading, printing, media

An industry that promotes active engagement in development of new fields.

We are expanding in the area of digital business, and there is also expectations around

catching up in terms of the latest technology around system operations.

## Improved quality of operation services and reduced costs realized

### ACHIEVEMENT

Implemented migration from Notes to Senju Family for incident management at a general trading company. Through the efficient installation of ITIL processes and capturing user-specific requirements such as the layout of user windows and business flow, realized improved quality of operation services and cost reductions.

### USER'S VOICE

Before migration, vendor build costs were incurred when detailed design changes occurred, preventing the realization of the desired features. Utilizing the highly flexible Senju/SM realized resolution of issues and significantly reduced costs.

ITIL process

## Made it possible to isolate quickly when a failure occurs

### ACHIEVEMENT

Employed the job features of Senju/DC on the platform for implementing the various applications, such as chemical products, product records, daily necessities, tires, and rubber businesses of the general trading company.



VISUALIZATION

### USER'S VOICE

Job management was made easy, jobs of each application are visualized, and rapid isolation was made possible when a failure occurs.

Job management

## Determining of the replacement policy of the operation platform

### ACHIEVEMENT

Implemented a renewal of the operation platform and operation improvements in conjunction with the upgrade of the core system of the trading company. Implemented consulting on the ideal operation platform for hybrid cloud system operation of the private cloud and hybrid cloud (AWS).

### USER'S VOICE

By identifying issues in the system operation of the hybrid cloud environment, and arranging consideration items and resolution policy toward making a completely new replacement of the system, the new replacement policy of the operation platform could be determined.

Private cloud Public cloud

AWS Hybrid cloud system

## Non-stop type system operation realized

### ACHIEVEMENT

Built and provided operation services as an add-on to the NRI private cloud service. Provided comprehensive infrastructure services in a multi-cloud configuration, in addition to the hybrid clouds (AWS, GCP).

### USER'S VOICE

It became possible to use services in combination with the special features of each cloud service, without having to be aware of the addition of special operation features.

Private cloud Public cloud

AWS GCP Multi-cloud configuration

Infrastructure services

## Safety operational management realized

### ACHIEVEMENT

Leveraged a track record of more than 100 years in the printing industry to deploy the medical and industrial materials business, etc., globally. Senju/DC is used for integrated management of the SAP platform and mainframes that support the business.

### USER'S VOICE

Realized the integrated operation of 11 systems and 3000 jobs. Realized secure operation management of the EC site for consumers, in addition to the core system, though encrypted communications.



EC SITE  
11 SYSTEMS  
3,000 JOBS

SAP platforms 11 systems and 3000 jobs

EC site for consumers

## ITSMS that can be efficiently and speedy realized

### ACHIEVEMENT

There were operational and performance issues when operation tools provided by foreign corporations were installed for launching the system operation business at the printing company, however, the service desk was rebuilt using Senju/SM. Realized ITSMS efficiently and quickly through using the ITIL template that came as standard with the products.

### USER'S VOICE

The system could be installed smoothly without hassle, and the ITIL process could be established in a short period of time. Even for members who are busy with their current business, a steady expansion in the range of usage was experienced through the active support following installation.

ITIL template ITSMS

ITIL process

## Significant reduction of the man-hours for creating monthly reports

### ACHIEVEMENT

Employed an SaaS-type service desk (mPLAT/SMP) as an inquiry management platform for the broadcasting and communication business group company.

### USER'S VOICE

Realized centralized management of inquiries together with significant reduction of the man-hours for creating monthly reports through the provision of an analysis platform.



SaaS model

## Automatic registration of the incident management platform realized

### ACHIEVEMENT

Realized message integration of the mixed Zabbix management platforms in the data center business of the printing company, together with realizing automatic registration of important messages to the incident management platform.

### USER'S VOICE

Filtering down an enormous number of messages to about 1/10 and automatically converting complex messages into simple messages realized a reduction in the load of operators and improved quality. In addition, the detailed management of critical incidents using incident management and configuration management improves the service level in ITSM, and this is effectively used as an indicator of the SLA with customers.

Zabbix management platforms Filtering ITSM

SLA indicator

## Through providing creative solutions in the design of job operations, operations ran smoothly even after the official launch

### ACHIEVEMENT

Installed Senju/DC as a job management tool of a system that automatically supports on-demand for print requests from customers at the printing company.

### USER'S VOICE

There is an element of on-demand execution outside of the regular execution requirements, and by providing a solution in the design aspect of job operation, operation ran smoothly even after production. Promotes further business efficiency though utilizing operation tools.



ON-DEMAND PRINTING

On-demand Business efficiency

## Enabling flexible support for system changes

### ACHIEVEMENT

The newspaper company accelerated efforts toward electronic media, together with digitalization of information. The industry is ever-changing, so integration/decentralization of systems occurs frequently. Senju/DC provides integrated management of scattered systems.



Windows & UNIX

### USER'S VOICE

By not only remotely performing centralized management of Windows and UNIX servers spanning multiple data centers, but also through agentless management, system changes can be flexibly supported.

Windows server UNIX server Agentless

# Public/government institutions, municipalities, education

Industry in which the IT environment is changing drastically, such as with private consignment and cloud utilization etc. There are innovative initiatives such as local government cloud computing and SaaS utilization. There are requirements for advanced security management of handling personal information.

## Linking with configuration management realization

### ACHIEVEMENT

Employed Senju/SM as an ITSM tool platform. Aimed for advanced operation using ITIL, and deployed the tool in combination with an information campaign within the ministry. Incidents, emails, etc. from each tool are automatically issued, and linking with configuration management is realized.



**AUTOMATIC DOCUMENTATION**

### ▲ USER'S VOICE

Almost all of the requirements initially hoped for can be managed by Senju, and it has become an important ITSM platform.

ITSM tool ITIL

## Enabling efficient day-to-day operations

### ACHIEVEMENT

Built an operation management platform that realizes monitoring and job control of each type of server and application in the new platform replacement at the National Research and Development Agency.

### ▲ USER'S VOICE

The operating environment could be built smoothly and at low cost, enabling efficient day-to-day operations.



**LOW COST**

Application monitoring

Job control

## Built a service desk platform in a short period

### ACHIEVEMENT

Installed Senju/SM with the aim of performing centralized management of incidents, change requests, releases, etc. in the shared use systems of independent administrative agencies.



**UNIFIED MANAGEMENT**

### ▲ USER'S VOICE

Due to the easy settings and high versatility, the service desk platform could be built in a short period.

Centralized management of incidents, change requests and releases, etc.

## Straightforward, easy to use, and evaluated as being highly regarded in terms of support

### ACHIEVEMENT

Employed Senju Family for integrated operation management of the system inside the office. Used the agentless type to apply the failure monitoring and job management features for a low installation load.



### ▲ USER'S VOICE

It is highly evaluated by those actually in charge of operation due to being straightforward, easy to use and provides good support.

Agentless type Error monitoring

Job management functions

## Standardization and efficiency of operation management

### ACHIEVEMENT

An enterprise that was established for the purpose of "municipality cloud" (shared use outsourcing of systems for local governments), which has attracted a lot of attention in local governments. Employed Senju/SM for operation of the local-based IT services company cloud and the Toyonokuni IaaS platform that promotes shared use by the 18 municipalities of Oita Prefecture.

### ▲ USER'S VOICE

From its initial establishment, the platform has been supported, with efforts put into standardization and efficiency of the operation management business from early on, on the assumption of acquiring ISO20000 certification (international standard of operation management).

Local authority type cloud Shared use outsourcing

IaaS platform Acquired ISO20000 certification

## Greatly improved the handling speed of inquiries

### ACHIEVEMENT

Employed Senju/SM as the inquiry management system in the systems for general incorporated municipalities.

### ▲ USER'S VOICE

There has been a 90% reduction in missed registration of inquiries, so missed support is reduced and the handling speed of inquiries has been greatly improved.



**90% Reduction!**

Over 90% reduction in registrations that were missed/missing information



**SPEED UP!**

## Established an operation standard for integrated management of operations at a single data center

### ACHIEVEMENT

Implemented the platform expansion of the education support system when expanding education services for North and South America, EU, and Southeast Asia regions. Established an operation standard for integrated management of operations at a single data center for platforms with different time zones and languages spanning 4 locations with the addition of Japan.

### ▲ USER'S VOICE

Realized integrated management of the operations of 4 location at a single data center. It could minimize the initially-assumed operation costs.



**Integrated management**

Education support system platform expansion

## Prevention of major failures that previously occurred several times annually

### ACHIEVEMENT

The salaries of up to 30,000 people are processed, including inside the prefectural office, with Senju/DC having been installed as a system monitoring platform for maintaining stability of the platform.

### ▲ USER'S VOICE

Log analysis that previously was not possible using an open source monitoring tool is performed, prediction management is implemented, enabling the prevention of major failures that previously occurred several times annually.

Open source

## Making it easier to assign call operators

### ACHIEVEMENT

Installed an incident management platform as a platform that manages inquiries and service requests from organization members nationwide.

### ▲ USER'S VOICE

Realized centralized management of nationwide members information. Furthermore, call center operations have been visualized, making it easier to deploy call operators.

Incident management platform

## Standardization and efficiency of support in handling problems

### ACHIEVEMENT

Integrated management of the systems distributed to the 11 branch offices of the prefecture. Realized the standardization and efficiency of failure support through providing a view of the operation status of each system installed by different vendors for the entire prefecture on a dashboard.

### ▲ USER'S VOICE

Senju enabled monitoring of servers and network devices distributed to the 11 locations inside the prefecture, including remote islands. The detected alerts are centrally managed in the View window of Senju/EN, so the alerts can be checked in detail by pressing the icon on the map.

Server Network device

## Enabled centralized management of inquiries from 20,000 students

### ACHIEVEMENT

Integrated management of an education research system of a comprehensive university with 20,000 students. In addition to monitoring and job management, 200 servers can be operated by several users through the dashboard and service desk tool that provide a view of campus.

### ▲ USER'S VOICE

Senju/DC performs integrated monitoring of 200 servers and 400 network devices, enabling visualization of the failure status using the Senju/EN dashboard. Senju/SM enabled centralized management of inquiries from 20,000 students.

200 servers 400 network devices