



Case Study

Itochu Techno-Solutions Corporation (CTC), which began using Zoom as part of its work style reforms in 2018 and has achieved a working-from-home rate of more than 80% at all times, even under the Covid-19 Pandemic.

ITOCHU Techno-Solutions Corporation (CTC) is a systems integrator that provides total solutions ranging from consultation and system integration to outsourcing. The CTC Group consists of 69 offices in 10 companies in Japan and 6 overseas companies, with approximately 19,000 employees.

CTC has been promoting work-style reforms since 2004, with the first round of reforms starting in 2004, the second round in 2011, and the third round in 2018. With the first and second round of reforms, CTC has already established the communication infrastructure for “anytime, anywhere, from any device.” In the third round, CTC has aimed to improve employee engagement by developing a next-generation IT infrastructure that balances control and diversity, to create a state where employees work with vitality.

In the third phase, another major point was to maximize utilizing cutting-edge consumer IT in the enterprise. In recent years, the most advanced technologies are being used in consumer IT, such as in SNS, so CTC aimed to promote using these technologies. To create a grand design for the next work style reform, the CTC team visited cutting-edge technology companies in Silicon Valley with the CIO/CTO in 2017.

One of the companies they visited was Zoom.

Takaya Nagata, General Manager of the Information Systems Department of ITOCHU Techno-Solutions Corporation, said, “When I saw the demo at Zoom headquarters, I had the first impression that it was easy to understand, and I decided to try using it when I returned to Japan.

Normally, when an information system department deploys a new tool internally, it takes a few months to research, create a manual, and try it out, but what surprised me was that we didn't need a manual for Zoom. Also, it was a good match in terms of using consumer technology in the



ITOCHU Techno-Solutions Corporation (CTC)

Founded: 1972

Location: Tokyo

Industry: IT

Challenges: Implementation of Zoom in thin client environment and improvement of operations including support and QoS

Solutions: Zoom Meetings, Zoom Video Webinars, Zoom Rooms

Business benefits: Introduction of Zoom at local terminals with sufficient security, the intuitive operability and QoS without the need for manuals, the promotion of work style reform through the use of Zoom Meetings, and the smooth transition to telecommuting under the Covid-19 pandemic.

“In anticipation of the 2020 Olympics, we have been developing our communication infrastructure, including the introduction of Zoom, since two years ago. As a result, we were able to build an environment that worked safely and smoothly on local terminals, and because it was in the cloud, it automatically scaled out. The telecommuting usage rate for the entire group is now over 80%.”

**- Takamichi Sugawara
Manager, Client System Section,
Information System Department**

enterprise because Zoom was becoming popular on the consumer side at the time. In November of the same year, we decided to introduce Zoom across the entire company, and it was quickly introduced to the entire CTC Group on February 1, 2018.”

Challenge

For about 15 years, CTC has been utilizing a thin client environment to ensure that no data is left on the device. For this reason, we usually use applications on thin clients, but then Zoom does not work properly because it is not linked to the camera on the local terminal. Also, due to virtual desktops' nature, the system randomly connects which device is connected every day, so it is virtually unavailable.

After much consideration, CTC decided that since Zoom specializes in video conferencing and provides sufficient security, there would be no problem in deploying Zoom in the local environment, either directly on company terminals or on private terminals from home.

At the time of implementation, “We created a procedure manual for the single sign-on login part, but we did not create a specific manual for how to use Zoom. Even after the internal release, there were few inquiries about the usage procedures, and the implementation proceeded with almost no trouble,” said Takayuki Tanaka, Client System Section, Information System Department. In addition to reducing the need for internal support, Zoom is highly regarded for its low bandwidth impact and low failure rate.

Solution

When CTC implemented Zoom in 2018, the total number of users per day was about 1,000, and by January 2020, the number had risen to about 2,000. In February 2020, CTC started telecommuting one to three days a week due to the pandemic of the Covid-19. And after the declaration of a state of emergency in Tokyo, the total number of users quickly rose to 12,926 on April 8. By the end of May, it had risen to about 30,000, 15

times the normal number, and has remained stable at the same level since then.

Takamichi Sugawara, Manager, Client System Section, Information System Department, said, “In anticipation of the 2020 Olympics, we have been developing our communication infrastructure, including the introduction of Zoom, since two years ago. As a result, we were able to build an environment that worked safely and smoothly on local terminals, and because it was in the cloud, it automatically scaled out. The telecommuting usage rate for the entire group is now over 80%.”

Similarly, CTC has expanded the use of Zoom Video Webinars. “CTC frequently holds seminars with customers. As each of our employees used Zoom Meetings, word spread, and we began to use Zoom video webinars. So we hurriedly added more Zoom Video Webinars' accounts,” said Nagata. For the company-wide conference, we are already holding both physical and online seminars simultaneously, and the webinars are being delivered to 5,000 people.

Besides, CTC is responsible for selling Zoom solutions in the Japanese market. “We have been using Zoom for three years now and have experienced it ourselves as a user, so we have heard many colleagues say that it is easy to approach customers. Also, since it is easy to introduce, many customers seem to leave it to the users without creating a manual as we do,” said Takuya Yoshida, Solution Promotion Department 2, CTCSP Corporation.

Results

“We are now in the final stages of the third phase of our work style reform, which includes the use of Zoom, improvements to our communication infrastructure, and the use of consumer technologies, and we will focus more on promoting DX, including business process reengineering,” Nagata said.

CTC will be relocating and consolidating its Tokyo office in June this year to strengthen group collaboration, accommodate new ways of working, and transform the office for the new normal. Nagata said, “Employees have become



sufficiently familiar with Zoom and webinars from within the company and from home. The next step is to integrate with the real world. We want to promote Zoom Rooms' seamless use with real conference rooms and the use of webinars for holding events through our customers. This will further solidify the reform of the way we work, and I'd like to work with Zoom to achieve even higher goals."

CTC SP Corporation is a reseller partner of Zoom. Please click here for our implementation support services.

<https://www.ctcsp.co.jp/information/lp/zoomservice/>

Zoom helps businesses and organizations bring their teams together in a frictionless cloud environment to get more done. Our easy, reliable, video- first unified communications platform for video, voice, content sharing, and chat runs across mobile devices, desktops, telephones, and room systems. Founded in 2011, Zoom is a publicly traded company on Nasdaq (ticker: ZM) and headquartered in San Jose, California.

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