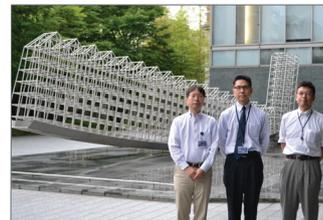


## Takenaka Corporation

### Choosing CACHATTO as a base for BYOD\*1 Remote Access

Roughly 400 years after its founding and currently one of Japan's most prominent general construction contractors, Takenaka Corporation has had a hand in the construction of commercial facilities, office buildings, baseball stadiums, and other major landmarks.

Takenaka has a reputation for relentless initiatives for R&D and technological innovation of construction technology such as developing a building vibration control damper that possesses the world's highest damping force. In calling our buildings "works," we feel a strong dedication to our heritage as a company that has continuously specialized in architecture since its inception.



#### Customer Information

#### Takenaka Corporation

##### Registered Office

1-13, 4-chome, Hommachi, Chuo-ku, Osaka, Japan

##### Employees

7, 436 (as of January 1, 2015)

##### Capital

¥ 50 billion (as of March 31, 2015)

##### Founded

1610

##### Incorporated

1899

##### Business description

Construction, design and supervision related to building construction

##### Website

<http://www.takenaka.co.jp/>

##### Profile

Tobei Masataka Takenaka, who served as a magistrate for Oda Nobunaga, founded Takenaka Corporation in Nagoya in 1610 (Keicho 15) as a builder of Shinto shrines and Buddhist temples. Since then Takenaka has been a leading company in the construction industry, and has created architectural works for a wide array of fields including commercial, educational, cultural, medical, and hospitality industries.

With specialization in architecture, consistency in construction design, principles for quality, development technology, and human resources development, Takenaka stands tall among its peers. In recognition of Takenaka Corporation's efforts in Total Quality Management, Takenaka became the first construction company to win the Deming Prize in 1979.

#### Preparing to Incorporate Smartphones into Business

In January 2014, in preparation for the "Group Advancement Strategy for 2025," Takenaka Corporation set goals such as optimization and efficiency, information sharing, and added value creation. As such, the "Group ICT Promotion Office" was established in March 2014, making it the driving force for ICT.

ICT Planning Group Manager Takagi Hiroyasu, who managed CACHATTO from selection to introduction and practical use, was interviewed at the Group ICT Promotion Office about the circumstances behind adopting CACHATTO.

"Around Fall 2010, the Samsung Galaxy<sup>2</sup> was released, but at the time there were very few companies that loaned out company-owned smartphones. However, employees using company cellphones had submitted inquiries about switching to smartphones," said Mr. Takagi.

At the time, the company had been using cellphones (feature phones), and utilized a cellphone-compatible e-mail viewing system. However, with this system it was not possible to view attached files, and there were many requests for the ability to view attached documents on smartphones as well.

Leader of the ICT Planning Group, Akimichi Shinji added, "To those who wanted to switch from cellphones to smartphones, we disclosed that we would be investigating systems that could be used for business and had them wait."

Mr. Takagi continued, "So then we began fully researching business tools for smart devices, and after doing some market research, we discovered CACHATTO at an ICT-related seminar in February 2011. Because data is not stored on the device,

security is ensured; in addition, it can be installed without altering any existing systems or networks, so we thought it would be suitable to use on our company smart devices."

#### From Trial to Immediate Application

ICT Planning Group Manager Mr. Takagi contacted the sales representative from their reseller, and began their CACHATTO trial in spring 2011. The systems that were linked were their on-premise e-mail server and scheduler (desknet's 3<sup>3</sup>).

"The trial environment was easy to set up, and after testing it with the Sales Department, it ran nearly as smoothly as we had hoped. We considered alternative systems, but after a comparative evaluation we decided on CACHATTO. Part of the reason was that the upfront investment was lower compared to similar products," said Mr. Takagi.

"According to the early acquisition schedule, the company's plan was to transition over completely in 2012 of the following year. However, there was an overwhelming demand from the department using the trial version to use it immediately. As a result, the company made budget adjustments to accelerate the procurement, and we switched from the trial version to the full version of CACHATTO without delay."

#### Tailoring Systems for Business Use

At the beginning of 2012, the number of users expanded, and the executive members began using CACHATTO.

Until then, the executive members had been mainly using cell phones for voice calls, but by using CACHATTO on their smartphones

# CACHATTO® Case Study Takenaka Corporation

they were able to experience the smartphone's practicality firsthand. This led to the adoption of a top-down procedure called "Takenaka Smartwork," which was geared toward increasing productivity at construction sites and new customer value creation.

Group Leader of ICT System Solution Group 1, Mr. Mori, took charge of the Takenaka Smartwork initiative.

The Promotion Office distributed smartphones and tablets for Takenaka Smartwork. They set the Sales, Design, and Construction Departments at the center with the aim to raise interdepartmental communication and productivity.

CACHATTO was implemented on a scale of hundreds on Takenaka Smartwork devices. When ironing out the creases, it was found that a higher response was needed to meet company demands. To optimize workflow, it was necessary to share customer meeting logs, expand use of existing systems, work offline in underground construction areas without service, and use reinforcement arrangement and inspection systems stress-free. As a result, "VPN Connection + MDM Utilization" was chosen to actualize Takenaka Smartwork, and CACHATTO was disregarded at that time.

Mr. Mori explains, "When prioritizing security, CACHATTO is the best option. However, when prioritizing personalized use, being able to work off-line becomes necessary, and thus arise limitations that CACHATTO does not cover. After determining whether to request an expanded service, we decided to set up an intranet environment for smart devices.

"Working off-line requires data to be stored on the device, but because they are company phones we can ensure information security with MDM and thereby increase convenience."

## CACHATTO as a Platform for BYOD

In the previously stated "Takenaka Smartworks" initiative, the company provided roughly 4000 iPads/iPhones (more than the initial estimate). However, because not all

employees at the company could receive a company device, measures were implemented in tandem to accommodate those without company devices.

"Many people already had personal smartphones. Although they may not have been able to receive a company phone, we wanted to make it possible for them to check their e-mail and calendar on their personal devices," says Mr. Akimichi.

Thus, CACHATTO was chosen to enable access to the company system using company devices, as well as facilitate BYOD, thus ensuring both security and convenience.

## Easy to Use

Mr. Takagi elaborated on the current use of BYOD and CACHATTO:

"On the company network there is an application system, and anyone with permission from their group chief can use it. There is a basic manual online, but there are no burdens such as complicated operating instructions."

"Currently, there are roughly 200 BYOD users, and that number is growing every day."

"Aside from the regulation that users immediately report to the company if their device is lost in order to delete their CACHATTO account, there are no workplace rules in particular."

"Since we started using CACHATTO in 2011, there have been no concerns regarding security, and now there is generally no need for device-training."

## Expanding Area of Use for BYOD

Finally, we asked about Takenaka Corporation's future plans for BYOD.

Mr. Takagi states, "The construction industry completes projects in conjunction with partners and the City Planning Office, and in these industries they already use smartphones. If we can offer an administrative system that can be used securely, we believe that BYOD can be expanded outside of the company which will further productivity and collaboration.

CACHATTO is one of the candidates for that system."

Mr. Akimichi adds, "I feel that these kinds of smart devices will eventually be treated like office supplies, in the same way you can buy a pen you like and use it at work. I think that in its best form, information systems will not simply manage the device being used, but will also provide a secure environment that any device can access.

"Right now, the only applications we use with BYOD are e-mail and the scheduler, but we are considering the use of administrative systems as well."

Actualizing features that continuously support construction sites; these efforts are truly in line with Takenaka Corporation's corporate message: "Dreams into reality for a sustainable future."

## Customers Interviewed



**Takenaka Corporation**  
Group ICT Promotion Department  
ICT Planning Group, Group Leader

Shinji Akimichi



**Takenaka Corporation**  
Group ICT Promotion Department  
ICT Planning Group, Manager

Hiroyasu Takagi



**Takenaka Corporation**  
Group ICT Promotion Department  
Group Leader ICT System Solution  
Group 1

Yasuhisa Mori

\*1 BYOD: Bring Your Own Device (Use of personal smart devices in the workplace) \*2 Samsung Electronics Co., Ltd.'s Android-powered smartphone \*3 Groupware provided by NEOJAPAN Co.

See our website for more information about CACHATTO  
<http://ejan-international.com/service/>

Sales/Developer

**e-Jan** e-Jan Networks Co.  
[www.e-jan.co.jp](http://www.e-jan.co.jp)

8F Sumitomo Fudosan Ichibancho Bldg., 8 Ichibancho,  
Chiyoda-ku, Tokyo 102-0082  
TEL 81-3-3239-5201 (main) FAX 81-3-3239-5203

e-Jan Networks Co. was established under the Toray Industries Venture Support System.

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