

Mitsubishi Electric Corporation

CACHATTO as an alternative to complicated VPN connections

Mitsubishi Electric was established in 1923 in Kobe by Mitsubishi Shipbuilding's Mitsubishi Production Industry which produced seafaring vessels, industrial electric motors, and generators. Since then, it has expanded to support Japan's electrical energy infrastructure. Kobe Manufacturing, taking its name from the home of Mitsubishi Electric Corporation, is involved in a large range of industries including water & sewage systems and railway/highway systems, as well as disaster prevention, large-scale building management, and electrical energy information.

Meanwhile, Energy Systems Center, which operates in Kobe with Kobe Manufacturing, develops and manufactures systems related to generators and power plants.

Both companies began searching for a remote-access infrastructure for company-loaned smart devices, and decided on CACHATTO in September 2014.

Customers interviewed



Engineering, Manufacturing and Information Systems Department Management Information Systems Section

Senior Manager	Keita Hiro
Manager	Naoki Kanto
	Yuri Takada
	Masaaki Oka
	Keiko Takimoto

VPN connection set-up too complicated

Senior Manager Mr. Hiro explained about the Management Information Systems Section of the Engineering, Manufacturing and Information Systems Department. The Information Systems Department at Mitsubishi Electric Corporation Kobe Manufacturing/Energy Systems Center supports the system infrastructure for the company's design, development, and management for roughly 5,500 users.



Information Systems Department
Yuri Takada

Ms. Takada, who led CACHATTO implementation project from the start of the product selection, provided details on the project.

'We started using iPads in 2012 and iPhones in 2014 for remote-access use, such as with the sales group employees to borrow when working outside the plant.' 'We chose iOS devices after comparing them with the latest Android devices for security requirements and ease of management.'

'Previously we had been using a VPN for

smart device remote-access, but the process of connecting with the VPN was complicated, and could not be used for quick access, such as checking email during transit or in one's spare time.'

'Thus, in November 2013, to make the remote-access process easier, we started looking into new systems for smart devices and cellphones. Being able to view Exchange emails, schedules, address books, and the file server was a crucial factor during the selection process.'

Evaluating the well-rounded security features

During the remote-access selection process, NEC*¹ suggested CACHATTO to Kobe Manufacturing/Energy Systems Center, and in June 2014 they set up a trial version of CACHATTO on their corporate server to test for compatibility with the Exchange server, operability, etc. The first impression given by the trial team members was that CACHATTO was easy to use. Further tests for security



Information Systems Department
Keita Hiro, Senior Manager

features were done in tandem.

Along with operability being well received, CACHATTO was deemed favorable for its security features. After installing CACHATTO SecureBrowser (hereafter referred to as 'SecureBrowser') on the device, CACHATTO prevents data from being stored on the device, and uses 2-factor authentication with the individual device ID. Furthermore, there is a confirmation notification before an email is sent, preventing emails from being mistakenly sent.*² All of the security features were reviewed favorably, and CACHATTO was officially implemented in September 2014.



Information Systems Department
Masaaki Oka

A smooth implementation process

The official implementation of the CACHATTO system was reportedly very smooth; all that was needed was to import data from the trial version of CACHATTO to the official version and make a few minor changes.

To find employees interested in using the

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new system, designated 'office automation representatives' from each group were requested to attend an information session that explained the goals, operation, etc. of the new remote-access system. The representatives were tasked with communicating the information to their respective groups.

At the company, devices that were for loaning out had to have the application installed and settings prepared by the Information System Group, and could only be released to approved users. Likewise, for CACHATTO the SecureBrowser was pre-installed and the user ID and access point was set by the Information System Group before the user could borrow the device.

As a result, users could access CACHATTO as soon as they received the device. The user manual was available on an intranet site, but it was hardly ever needed, and there were very few queries from employees regarding usage.

Mr. Kanto said, 'There were so few queries that at first we thought CACHATTO wasn't being used, but we were reassured after checking the access logs and seeing that

people were indeed using it. Looking at the times of access, administrative workers mainly used it during their morning commute or after returning home.

Originally the iPad was the most frequently distributed device, but for CACHATTO, the iPad and iPhone seemed to be used in equally, and a decent percentage of people seemed to be using it on their feature phones too.'



Information Systems Department
Keiko Takimoto

Ms. Takada said, 'We received favorable comments from users regarding easy access with CACHATTO, without the complicated steps required previously.'

On the other hand, users concerned about security asked 'CACHATTO connects to the corporate web with an internet connection (as opposed to the previous VPN system), but is that really safe?'. Their fears were laid to rest after hearing that CACHATTO communicates only via an outbound HTTPS connection; its communications are encrypted, and leaves no data on the device.

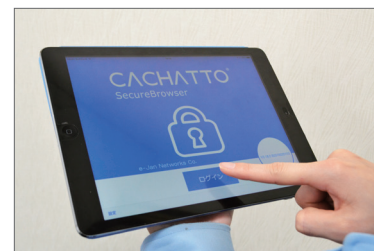
Upcoming developments and feature requests

Finally, the company provided their thoughts

on further developments regarding CACHATTO and made their requests for features. Ms. Takada said, 'CACHATTO continues to be a crucial part of the infrastructure for smartphones and cellphones in the company. We hope to further expand its use.'

As for requests for CACHATTO features, Mr. Kanto said, 'It would be nice if there was an icon on the TOP menu that provided end users with updates and news about CACHATTO.'

Mr. Hiro added, 'It would be beneficial and would reduce errors if there was a user interface for left-handed people. Also, in the future, we would like to be able to use CACHATTO in conjunction with an instant messenger feature for the workplace, so that it can be used safely outside the office without having to make changes to the firewall. That way, CACHATTO can also function as a communication tool, which would significantly increase the number of users.'



Based on their responses, Kobe Manufacturing/Energy Systems Center seem very familiar with CACHATTO's features, and are continuously aware of what improvements are needed for the Information System Group to function well and manage their numerous systems.



Information Systems Department
Naoki Kanto, Manager

*1 NEC Corporation Manufacturing Industry Unit *2 For information on the notification popup feature, please inquire to the CACHATTO Support Center.

Customer information

In 1921, Mitsubishi Electric Corporation Kobe Manufacturing/Energy Systems Center began operations in Mitsubishi Electric's home of Kobe. Since then, Kobe Manufacturing has developed a large range of industries, with water & sewage systems and railway/highway systems as their main enterprise. On the other hand, Energy Systems Center develops and manufactures generators and power plant monitoring systems, and supplies central equipment to power plants. They hold Japan's top shares in the field of thermal power generator turbines (as of Denki Nichi Nichi Newspaper 'Heavy electrical machinery shares 2013').



Company name	Mitsubishi Electric Corporation	Business	Manufacture and sale of energy and electric systems, industrial automation systems, information and communication systems, electronic devices, home supplies
Head office location	Tokyo Building, 2-7-3, Marunochi, Chiyoda-ku, Tokyo 100-8310, Japan	Number of employees	129,249 employees (As of March 2015)
Capital stock	175,820 million yen (As of March 2015)		
Founded	15 January 1921		
URL	http://mitsubishielectric.co.jp		

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

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