

INTEC Inc.



INTEC Inc. developed a portal site for customers of their EDI service in a short period of time by utilizing ServiceNow CSM × IT Operations Optimization Service

INTEC Inc. (hereinafter referred to as INTEC) of the TIS INTEC Group is planning to provide a portal site for customers from April 2021, as part of their EDI outsourcing service (EINS/EDI-Hub series), with the aim of providing a management service with the highest-ever quality based on best practices. In order to develop the portal site, INTEC has adopted ServiceNow Customer Service Management (hereinafter referred to as ServiceNow CSM), which is a cloud platform used by an increasing number of users and is becoming a de facto global standard. INTEC completed the development in only three months by leveraging the launch support service, which is one of the IT Operations Optimization Service provided by Hitachi.

Issues

- There was a growing market need for an EDI outsourcing service
- INTEC was considering to make a portal site for customers which ensures reliable service delivery and better management.
- However, to develop an on-premises portal site in-house, there were problems with human resources and the development period.

Benefits

- INTEC adopted ServiceNow CSM to standardize business operations based on best practices.
- By utilizing the IT Operations Optimization Service, INTEC completed development in a short period of time.
- By improved visualization of the status of operations on the portal, INTEC aims to deliver a service for co-creation of value.

Issues

INTEC decided to provide a portal site for customers to ensure reliable service delivery and better management

Mr. Masato Takeuchi (Group Manager for Sales Promotion Group, Business Promotion Dept., Information Distribution Platform Service Business Division of INTEC Inc.) explained the background of this project: "Internet EDI is drawing attention because of the EDI 2024 problem*, which is expected to occur after termination of the INS Net services (digital communication mode) and transition to an IP-based telephone network. Many EDI user companies are considering turning away from conventional on-premises EDI systems and adopting external services such as outsourcing services and cloud services. As one of the largest EDI service providers in Japan with a history of providing services to the distribution industry and other industries for more than 35 years, INTEC formulated a plan to provide a portal site for customer companies with an aim of delivering secure and reliable services and improving management based on best practices."

Mr. Keisuke Takeuchi (Group Manager for Service Infrastructure Operation Dept., Information Distribution Platform Service Business Division of INTEC Inc.) explained the purpose of developing a portal site for customers and the role of the portal site as follows: "Our EDI outsourcing service supports middleware for enterprise systems as well as communication protocols for

ordinary EDI systems to enable format conversion among different companies and full-scale outsourcing of EDI systems. We have been communicating with users of our EDI outsourcing service mostly by email or at the help desk by phone. However, we thought that we need to provide multi-channel support to improve our communications, because the number of user companies was expected to increase and the younger generation had an affinity for digital tools rather than telephones. As such, we decided to develop a portal site to enable more efficient information sharing and delivery, and to enable receipt of maintenance requests through the channels that customers prefer."

Initially, INTEC was planning to develop an on-premises portal site in-house. However, Hitachi proposed that they take advantage of ServiceNow CSM and IT Operations Optimization Service/Professional Service, so they would be able to complete development within a short period of time.

* EDI 2024 problem: Users of existing legacy EDI services will no longer be able to use the services, because NTT East and West are planning to terminate the INS Net services (digital communication mode) and transition to an IP-based telephone network in January 2024. For details, see the NTT East website at <http://web116.jp/>.

* EDI: Electronic Data Interchange

* AI: Artificial Intelligence *RPA: Robotic Process Automation

INTEC Inc.

<https://www.intec.co.jp/>

Established: January 11, 1964
Paid-in capital: 20.83 billion yen
Employees: 3,698
(as of September 1, 2020)

Head office:
Ushijimashin-machi 5-5,
Toyama-shi, Toyama, Japan

Business areas:
Technological Pursuits,
ICT consulting,
software development,
system integration,
network services, and
outsourcing services

INTEC Inc. is engaged in a wide range of businesses in the area of IT. INTEC Inc. develops information strategies to meet the business strategies of customers, and is also engaged in system planning, system development, outsourcing, service delivery, operation and maintenance. With their technological capabilities cultivated since its founding in 1964, INTEC Inc. has been aggressively challenging themselves to leverage digital technologies such as AI and RPA and create new markets. With a constant open-minded approach, INTEC Inc. strives to use technology to connect people, businesses, and society and to provide new value to customers while transforming themselves into a company that contributes to an enriched digital society.



In order to complete development as soon as possible, INTEC selected the IT Operations Optimization Service, which utilize ServiceNow CSM

Mr. Keisuke Takeuchi explained why they adopted ServiceNow CSM and the Hitachi service: "ServiceNow CSM can be used to standardize different operations by different users into an appropriate business flow based on best practices. ServiceNow CSM can also be used to develop high-quality services based on a standard framework without relying on the skills of individual engineers. As such, ServiceNow CSM was adopted by other departments in this company as well as other companies in our group. Although our services were based on a similar concept, we thought that it would be beneficial for us to use a global standard cloud service with as little customization as possible and thereby standardize business operations of INTEC, rather than develop, customize and maintain on-premises systems by ourselves." "One of our concerns was that we did not have enough human resources for development because our department was an

operations department. Although ServiceNow CSM can be used without any programming skills, we were worried that we might not be able to quickly complete the development of the portal site by ourselves alone. However, we decided to use ServiceNow CSM in anticipation that our concerns about technological factors and human resources would be gone if we took advantage of IT Operations Optimization Service/Professional Service" Mr. Masato Takeuchi states: "Hitachi is a highly reliable business partner for us, and we have been building a long-term relationship with Hitachi as the two companies jointly engaged in development and operations on a variety of systems such as our servers, JP1, etc. We did not hesitate to ask Hitachi to take care of this short-term project because Hitachi previously worked with one of our group companies in a development project related to ServiceNow CSM and the IT Operations Optimization Service."



Mr. Masato Takeuchi
Group Manager
Sales Promotion Group
Business Promotion Dept.
Information Distribution
Platform Service Business
Division
INTEC Inc.



Thanks to IT Operations Optimization Service/Professional Service, the project went smoothly and was completed in three months as planned.

The development project started in February 2020. INTEC developed the control panel and the database for accumulating internal knowledge used by staff members at the help desk or the contact center. Hitachi developed the portal site for customer companies. When the project was ongoing, the two companies worked closely together at regular weekly meetings and other events. The development completed in three months at the end of April as planned. Mr. Keisuke Takeuchi recalls the joint project with Hitachi: "We did not have any previous experience with ServiceNow CSM, so

we asked Hitachi to provide training for us at the beginning. When the project was in progress, we encountered the spread of COVID-19. We held remote web meetings to keep in touch with each other, and we completed the development smoothly and quickly in only three months. Hitachi also provided flexible support for a major version upgrade of ServiceNow CSM, which occurred when the project was in progress. If we had to take care of such a version upgrade, we would have to have done a considerable amount of work. I think Hitachi's Professional Service gave us great benefits, and I appreciate them greatly."



Mr. Keisuke Takeuchi
Group Manager
Service Infrastructure
Operation Dept.
Information Distribution
Platform Service Business
Division
INTEC Inc.



INTEC will improve visualization of operations on the new portal and deepen their services to create value through collaboration with customers

In this project, INTEC used ServiceNow CSM to develop and implement features such as the following on the portal site:

- Delivery of notifications about failures, maintenance operations, etc.
- Receipt of inquiries and provision of replies
- Knowledge retrieval
- Receipt of forms containing various work requests

Portal site users can monitor operations, manage events, and perform trend analysis to resolve their problems before making inquiries. The users can also leverage self-service and omnichannel case management, so the customers who use customer services will be able to solve their problems in the way they want and at the time they want.

Mr. Keisuke Takeuchi expressed his expectations for the portal site: "We wanted to standardize our business operations as much as possible by aligning our business tasks to ServiceNow CSM's standard functions. ServiceNow CSM is a cloud-based technology, so we can expect that we will be able to see trends in global standards by looking into functional enhancements in the future. Thanks to low-code and non-programming development capabilities, we are also expecting to be able to reduce

development time and deliver new features promptly to customers. Until now, it has been difficult for our customers to see what we are doing. Going forward, we will actively deliver information through this portal and improve visualization of operations. Instead of maintaining our current services that unilaterally provide value to customers, we would like to transform our services in a way that we will receive feedback from customers and create value through collaboration with customers."

Finally, Mr. Masato Takeuchi talked about the outlook for the future and expressed his expectations for Hitachi: "Looking at the EDI market, we observe that business organizations are taking actions such as allocating budgets for transition to internet EDI. With a history of providing and managing EDI outsourcing services for more than 35 years, INTEC will promote the transition from legacy EDI to internet EDI for our current customers by the end of 2022. INTEC will also strive to boost market share by providing better management services and support services based on the portal site. We hope for Hitachi's continued cooperation in developing and managing various IT systems, and we also hope that Hitachi will provide information about new solutions."

INTEC EDI outsourcing service (EINS/EDI-Hub series)

https://www.intec.co.jp/service/detail/eins_edi_hub_n/

Service introduction

IT Operations Optimization Service

IT Operations Optimization Service can be used to clarify problems based on analysis of customer business processes and current system operations; deliver the optimal service platform for problem solutions; carry out system design, system development and system implementation; and provide support such as training and constant improvements after the operation launch. This facilitates overall optimization of business processes and system operations. Based on use cases incorporating operational best practices such as AI applications, autonomous security operations, and standardized IT operations, IT Operations Optimization Service can be used to quickly implement overall optimization of business processes and system operations. IT Operations Optimization Service can be used to link business operations that have been separately optimized for separate departments in the business organization, improve IT operations efficiently, respond flexibly to changes in business environments and customer needs, and thereby expand business.



ServiceNow

Since its founding in 2004, ServiceNow has been striving to create new and value-added jobs that only humans can do, and has been providing a digital workflow on a unified platform to improve IT productivity, employee productivity, and customer loyalty. With the aim of developing services centered around people such as employees and customers and delivering the services to people when they need those services or adding value to business, ServiceNow can build a cross-organizational digital workflow to connect tasks divided across different departments and can facilitate changes to conventional business practices and work styles.

Delivering digital transformation and work-life balance for employees

ServiceNow



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