3,500 Sales Subsidiary PCs Migrated to DaaS
Unified Operation and Enhanced Governance

Operation Fully Outsourced to NSSOL Including Technical Support

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**Background**

3,500 PCs at Shiseido’s sales subsidiary in Japan were due for replacing, and the decision was made to migrate these to DaaS (Desktop as a Service). Besides unification of terminal operation and strengthened governance, the migration also was intended to provide a long-term basis for staff work-style innovation.

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**Solution**

As a result of prior verification and evaluation, the service of NS Solutions Corporation (NSSOL) were chosen. PCs were changed to thin clients, and the operation was fully outsourced to NSSOL, encompassing the whole range from operating the virtual desktop environment to technical support.

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**Results**

All PCs were migrated to DaaS over a period of about four months. Also, after the transition, business applications software and peripheral equipment can be used as before, but total operation costs including terminal operation costs have been significantly reduced.

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**Considering DaaS to allow easy access to information**

Shiseido that has its corporate message “This moment. This life. Beautifully” is continuously developing its cosmetics and health care product businesses.

In 2009, the company began to consider stopping using 3,500 PCs at the sales subsidiary and use DaaS (Desktop as a Service). DaaS involves the creation of a virtual desktop infrastructure that allows integrated handling of the desktop as well as data, thereby providing a more uniform operation platform for the PC applications software and achieving enhanced governance. The aim was to enable sales persons to access any required information from anywhere, while at the same time implementing effective security measures. In the long run, this was also seen as providing a base for work-style innovation.

**NSSOL services adopted as the result of prior evaluation**

Shiseido formulated its requirements and invited several IT vendors to submit proposals. Among the respondents, three companies were chosen for a three-month-long DaaS implementation test, using Shiseido’s business applications as well as terminals and peripheral equipment. As a result, the “DaaS (Desktop as a Service)@absonne” platform offered by NS Solutions Corporation (NSSOL) was selected.

NSSOL’s DaaS (Desktop as a Service)@absonne makes use of the company’s cloud IT infrastructure service called “absonne,” combining it with other elements, such as desktop virtualization software from Citrix Systems and unified storage products from NetApp, both US companies.

**Terminal operation unification significantly reduce total costs**

The migration to DaaS was begun in October 2011, at Tokyo office. By January of 2012, all PC terminals had been successfully migrated. In the process, PC terminals were changed to thin clients, and the operation was fully outsourced to NSSOL, encompassing the whole range from operating the virtual desktop environment to technical support.

The results were impressive. Unified operation of all terminals means for example that security patches can be applied centrally by the NSSOL data center. Because all data are located at the data center, governance was strengthened. In this way, the original objectives were achieved. The total costs for terminal operation and for technical support were lowered, and the long-term goal of work-style innovation can now be tackled with confidence.
The main reason behind Shiseido’s decision to migrate 3,500 PCs to DaaS was the need for unification of terminal operation and strengthening of governance.

The General Manager of Shiseido’s Strategic Information System Planning Department, Mr. Mitsuru Kameyama, explains, “Previously, users of each terminal had to individually attend to such tasks as applying security patches for the operating system, and it also was difficult to stop copying data stored in a terminal.”

With DaaS, the complete desktop as well as the data for each terminal are centrally managed in a virtual desktop environment implemented by the data center. The user accesses this environment from the thin client. All housekeeping functions such as applying security patches are handled centrally by the data center. Data are also located in the data center and not stored on the terminal, which facilitates effective security management.

As Mr. Kazuhiro Kedo, a senior manager at the Strategic Information System Planning Department, explains, “The migration to DaaS as such was not our prime objective. While reviewing our IT infrastructure, we identified operation unification and strengthened governance as major targets, along with a reduction in total costs including operation costs. DaaS simply turned out to be the optimal solution for this scenario.”

The selection of DaaS happened in two stages. First, three IT vendors were chosen among the respondents to the RFP (Request for Proposal). The services offered by these companies were validated in an implementation test that lasted for about three months, making use of Shiseido’s actual business applications as well as terminals and peripheral equipment. As a result, the DaaS (Desktop as a Service)@absonne service of NS Solutions Corporation (NSSOL) was selected.

Regarding the reasons that led to the decision, Mr. Kedo says, “Not only did NSSOL score highly in the validation results, the company also was the fastest in responding to any issues that surfaced during the validation process, leading us to expect swift service also after implementation.”

**NSSOL was the fastest in responding during the validation process**

Mr. Kiminori Kimura, Manager at the Strategic Information System Planning Department, says, “We have a wide range of business applications and peripheral devices at the sales company. Inevitably this led to a number of problems when DaaS was introduced, but the NSSOL engineers tackled each and every issue and came up with solid solutions.”

Ms. Yoshiko Tsugawa of the Strategic Information System Planning Department adds, “During the busiest phase of the project, we were in consultation with NSSOL engineers every day, and they always impressed us with their positive and enthusiastic attitude.”

As a result, the DaaS implementation proceeded smoothly. The fact that the business applications and peripheral equipment of the sales company can in principle all still be utilized greatly to the convenience of users.

“Regardless of which terminal one uses, simply logging on with one’s user ID immediately allows access to one’s desktop and data, which is a great time saver,” says Ms. Tsugawa.

Looking toward the future, the long-term goal of work-style innovation will now be tackled. With DaaS, necessary information can be accessed from anywhere, while maintaining proper security protection. This makes it possible to work off-site as well, for example while visiting customers or on business trips, and working at home while caring for children or elderly family members is also a possibility.

Mr. Kameyama comments, “Shiseido has established a long-term management plan that looks as far ahead as 2017. In order to realize our aims, a thorough innovation of work styles using IT is absolutely necessary. In this regard, we are thinking about moving to DaaS in the parent company, research labs, and plants as well.”