Tokyo Metro Co., Ltd. is bolstering its management foundation as it moves toward full privatization. The company’s reforms center on achieving greater operational efficiency through digitization of documents, covering all document-related operations, including acquisition, creation, storage, sharing and disposal of documents handled throughout the company. In order to achieve this, the company was considering introducing a document management system that would enable it to implement reform measures in its systems and operations, such as the integration of each department’s document management system and the unification of the rules and procedures that are required to establish such a system.

As a first step in its reforms, Tokyo Metro moved to standardize the methods for managing drawings, one of its important assets, and to build an integrated document management system that would allow companywide use of all documents, including drawings. It took eight months, from February to the end of September 2006, to establish the system. The entire system was completed after the development of system components, migration of past data, training in how to use the system and so forth. About 3,500 persons in 21 divisions currently utilize the system.
Huge volumes of drawings can now be easily retrieved and managed

Emi Kameda (upper left)
Deputy Chief, IT Development & Promotion Section, Information Systems Department
Tokyo Metro Co., Ltd.

Yuji Tamura (lower left)
Deputy Manager, IT Development & Promotion Section, Information Systems Department
Tokyo Metro Co., Ltd.

Shuji Ito (lower right)
Manager, IT Development & Promotion Section, Information Systems Department
Tokyo Metro Co., Ltd.

Mihoko Hato (upper right)
First-Class Clerk, IT Development & Promotion Section, Information Systems Department
Tokyo Metro Co., Ltd.

Rolling stock, rails, electric cables, water supply, station entrances/exits and other elements are necessary to provide railway services, and a wide range of drawings are required in order to produce them. In the past, the involved departments managed their drawings separately. Drawings for tunnels, stations and so forth, for example, were kept by the Construction Department, and those for rails were kept by the Infrastructure Maintenance Department that lays the rails. For this reason, when we needed to improve facilities or start new businesses, in order to investigate the current situation, we had to inquire at various departments at random as to whether they had the relevant drawings, and a considerable amount of time and labor was spent before the drawings were obtained. The new system now allows us to easily find the department that has the specific drawings while averting confusion regarding which drawing data are the most recent, enabling greater operational efficiency.

In the future, we will systematize not only drawings but also approval/authorization documents, which are also important corporate assets. We will also aim for an integrated document management system for companywide use that will encompass not only the documents we are legally required to keep but also various general documents.
Case 2: Nippon Oil Corporation

Establishing security management and realizing user convenience

Unified information security management through IC cards

Nippon Oil Corporation, one of Japan’s leading comprehensive energy companies, began a general review and restructuring of its security infrastructure in order to promote CSR-driven management. Fuji Xerox provided the company with a system that realizes operations such as authentication of multifunction devices and management of their output, authentication control of PC activation, as well as security control for the entry and exit of offices, with a single IC card.

With technical cooperation from FUJIFILM Imagetec Co., Ltd., this IC card was developed jointly with the customer, starting from the design stage.

There has been a dramatic enhancement of convenience for employees because operations such as authentication of multifunction devices, management of attendance and absences and cafeteria purchases can be done using a single IC card, which has resulted in greater operational efficiency.

The single card that integrates diverse functions is contributing to protecting important information at offices, reducing TCO as well as enhancing the governance of the Nippon Oil group.
Continued expectations towards Fuji Xerox as a partner in addressing management issues
Ichiro Ueda
General Manager, Information Systems Dept., Corporate Management Division II
Nippon Oil Corporation

We view tighter information security and environmental initiatives as two of the main pillars of our CSR-driven management. The recently introduced services centered on IC cards now enable us to reinforce information security, and at the same time easily manage information. In the process of service implementation, Fuji Xerox also offered solutions to other issues, such as the reduction of the volume of paper, allowing us to reconsider our management task of making an all-out effort to reduce TCO and achieve greater efficiency.

We hope Fuji Xerox will continue to be our business partner and we expect them to make document-related proposals for internal controls, for example, as we strive to enhance the governance of our group.

Contributing to greater convenience and operational efficiency
Takao Nishimaki (left)
Manager of Group, Information Systems Dept.
Corporate Management Division II
Nippon Oil Corporation

Yoshiki Kawashima (right)
General Administration Dept., Corporate Management Division II
Nippon Oil Corporation

We wanted to tighten the security of IC card-based information systems as well as systems related to general affairs, without increasing the number of IC cards held by each employee. After working with Fuji Xerox to build the security infrastructure, it became possible to prevent information leaks from PCs, control the entry and exit of offices and take other security measures with a single multifunction IC card, which also serves as an employee ID. In addition, employees appreciate the greater convenience of being able to use diverse functions by simply holding their IC card against the reader without removing it from its holder. In the future, we would like to build systems that provide even greater convenience, while maintaining a high level of security.

Working with customers to propose services that can only be provided by Fuji Xerox
Katsunori Ikado (left)
General Manager, Industry Sales IV
Major Accounts, Sales & Marketing
Fuji Xerox Co., Ltd.

Akihiko Urata (right)
Industry Sales II
Major Accounts, Sales & Marketing
Fuji Xerox Co., Ltd.

The total security solutions we provided to Nippon Oil Corporation expanded the range of our services, beyond the construction of security functions centered on multifunction devices and printers, and we realized a wider range of services from PC activation authentication to control of the entry and exit of offices with the technical cooperation of FUJIFILM Imagetec Co., Ltd. These solutions were first applied inside Fuji Xerox and are thus a good example of how Fuji Xerox matches its words with action.

In order to solve the customers’ management issues, we will continue to provide services that only Fuji Xerox is able to provide, including arranging meetings to exchange information with other customers who use the same services.