



Customer case

## ITOCHU MACHINE TECHNOS



**ITOCHU Machine Technos Co., Ltd. is a trading company in industrial machinery with 250 employees of which 200 are sales reps. They import, export and domestically sell various industrial machines used in food, metal, paper, plastic, semiconductor, oil, energy, environment, and other related fields. ITOCHU Machine Technos Co., Ltd provides their customers comprehensive support from engineering design, equipment selection, installation, test-run, training, maintenance to after-sales.**



### Challenge

ITOCHU Machine Technos, deployed VPN to enable their employees to remotely access email, and web-based groupware services including Cybozu and eValueNS. ITOCHU's salespeople travel all over the world. They often reported to IT that they were unable to perform their job due to a weak and instable connection when accessing their email and data.

The employees at the Mexican subsidiary also used VPN to access eValueNS at the headquarter in Japan. The infrastructure in Mexico provided only low bandwidth with high latency, often cutting off the VPN-connection. In order to continue the daily operations, the Mexican subsidiary had to contact the headquarters in Japan asking them for help and take over the work as they could not access the resources. This resulted not only in inefficient work processes, but also caused many operational problems and delays.

At that time, ITOCHU Machine Technos was heavily promoting global business development in developing countries, and Mexico was one of the fastest growing businesses. To keep the business momentum and maintain the positive corporate image, ITOCHU Machine Technos asked for an immediate solution

solving the instable VPN connection for all its remote workers while ensuring secure data transfer. Another requirement was that eValueNS should be accessible from various operating systems, not just from Windows with Internet Explorer. Therefore, Soliton SecureBrowser was dropped as a possible solution and other Soliton options were considered.

### Solution

ITOCHU Machine Technos implemented Soliton SecureDesktop to provide their Mexican subsidiary advanced and secure remote access to the systems used in the headquarter in Japan. SecureDesktop delivers a comprehensive remote desktop solution that simplifies daily operations while preventing data leakage. Employees at the Mexico office use the SecureDesktop app to remotely access the files and programs they need, and to use Groupware and Workflows. The streaming technology of SecureDesktop compresses and transfers the information on the PC screen for remote operation and ensures a stable connection even with unstable and low bandwidth internet lines. Since SecureDesktop only mirrors the screen of a Japanese computer on the Mexican PC, the risk of data leakage is almost eliminated.

## Results

SecureDesktop enabled the Mexican subsidiary to cooperate more efficiently with the Japanese HQ, while protecting the valuable business data against loss. With the Soliton SecureDesktop ITOCHU Machine Technos managed to lower the cost of a dedicated line to 12,5% while minimizing the risk of leaking data to almost zero.

The operation is intuitive, so there is almost no need for local support or training of staff. SecureDesktop has been well received by users. Employees in Mexico use groupware and workflows without any issues or disruption.

- Established stable connection to systems and resources between overseas office and HQ
- Cost of leasing a dedicated line reduced to 12.5%
- Secure data sharing / preventing (accidental) data leakage

The VPN connection was often slow and unstable when accessing the company network from outside.

## What's next?

**With SecureDesktop solving both the problem of communication delay and any security concerns, ITOCHU Machine Technos is now considering expanding SecureDesktop to access the systems and resources in Japan through iPads.**

## About Soliton

Soliton Systems has a strong vision to innovate solutions to logically fulfil the needs of our customers without adding complexity. Soliton support companies with their security management challenges, including network security and remote access to the internal and cloud applications. Soliton's solutions protect the company's resources from unauthorized access and accidental data leakage.

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