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*Mr. Kodaira Masaki  
Information Systems Division  
Corporate Planning Department  
Administrative Headquarters  
Citizen Machinery Co., Ltd.*

## Citizen Machinery Co., Ltd.

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<b>INDUSTRY</b>	Manufacturing: High Precision Tools
<b>SOLUTIONS</b>	<p><b>IT Operations Software</b></p> <p><b>Software</b> — Hitachi IT Operations Director</p> <p><b>Services</b> — Provided by Hitachi Solutions, Ltd.</p>

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## Citizen Machinery Achieves Real Time Asset Management Accuracy with Hitachi IT Operations Director

With high tech skills honed in its original business of watch-making, Citizen Machinery Co., Ltd., is a manufacturer of highly functional, ultra small, high precision tools. The company was challenged with improving efficiency in its IT asset management and Hitachi helped to address the issue with Hitachi IT Operations Director, which has contributed to the strengthening of both IT controls and security measures.

An IT management tool, Hitachi IT Operations Director is designed to serve small and medium businesses, and thus was a good fit for Citizen Machinery. Company-wide internal data relating to IT assets for almost 400 employees, as well as the status of security measures, can now be collected and managed in real time. This allows for extremely accurate IT asset management with strong IT controls and security measures.

### About Citizen Machinery Co., Ltd.

Headquartered at Miyota-machi, Kitasakugun, Nagano-ken, Citizen Machinery Co., Ltd. (<http://cmj.citizen.co.jp>), was established in 1982. Started as Machine Tools Division of Citizen Watch Co., the company currently has sole responsibility for the industrial machine tools business within the Citizen Group. Its Cincom CNC Automatic Lathes command significant market share across in many regions worldwide. Now with 397 (as

of April 2010) employees, Citizen Machinery Co., Ltd., has capital of ¥498 million.

### Challenges in IT Asset Management and the Administrative Burden

Citizen Machinery strives to uphold its corporate concept of manufacturing “motivational value,” as it supports the company’s production of highly functional, ultra small and precision machine tools. The company also aims to create “motivational value” between peoples.

Over the past few years, the company has been very aware of the business challenges posed by the need for improvements in the efficiency of IT asset management. Although previously the firm’s IT asset management had been led by the internal control and compliance teams, doubts arose about the quality of the information, which was gathered from each department using spreadsheets.

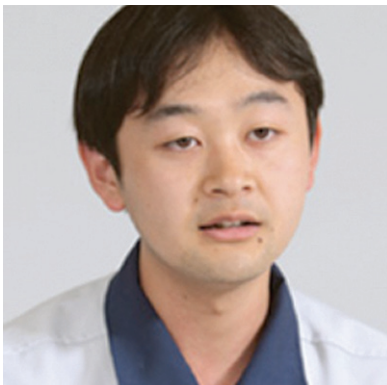
For Citizen Machinery, it was imperative to create an environment where such information could be presented as reliable evidence to third parties. This goal was achieved through the implementation of the robust features for IT asset management in Hitachi IT Operations Director.

Reducing the administrative burden was another important goal. “In terms of our core business, in considering aligning our IT and administrative strategies, we are actively seeking to encourage management reforms. I thought that, as far as possible, I would like to reduce the time and human resources spent each day on IT asset management,” explained Mr. Horikoshi Tatsuhiko, section chief of Citizen Machinery’s Information Systems Division.

Citizen Machinery not only compared multiple products, but also evaluated a trial version of Hitachi IT Operations Director over the course of six weeks in order to get an operational feel for each product. Hitachi IT Operations Director was adopted because it provided the most significant results in the testing process.

### Evaluation of Remarkable Operability of Hitachi IT Operations Director

“The most important aspect was the remarkable ease of use. The user need only look at the Hitachi IT Operations Director home screen to keep tabs on both internal IT assets as well as the status of security measures. When the event arises, remedial action may be taken immediately. The online help has been well thought



“A simple [Hitachi IT Operations Director] operation taking about 10 minutes each morning is all it takes to keep abreast of the latest and most accurate company information.”

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out and is centered on the user,” said Mr. Kodaira Masaki, from Citizen Machinery’s Information Services Division.

“Given its remarkable ease of operation, users ‘buy in’ to the application as anybody can use it. This avoids overdependence on designated administrators when the system is down,” enthused Mr. Horikoshi.

An important factor in the choice of Hitachi IT Operations Director was the fact that it has an option of “agentless.” There is no need to install a software agent on a managed PC. This especially relevant to Citizen Machinery’s Design Departments, where CAD systems are in use and where the installation of other software may be forbidden on PCs.

Furthermore, in terms of cost performance, excellent results were observed with the IT Operations Director software. The company considered the price of the software itself to be reasonable, as well as the cost of the support required for system maintenance.

Hitachi Solutions, Ltd., supported the implementation of Hitachi IT Operations Director from the very beginning. Citizen Machinery found that Hitachi Solutions demonstrated impressive results in terms of both the level of technology and their problem solving capacity, providing detailed information along the way.

“Given the success of the implementation of their IT asset management system by Hitachi Solutions, I cannot make the point strongly enough other than to say that we received exactly the right recommendation,” said Mr. Horikoshi.

“Even in response to detailed inquiries, prompt and precise answers were received,” added Mr. Kodaira. “And when issues were encountered at the implementation stage, high-level technological resolutions were offered.”

Mr. Fujita Izumi, engineer with Management Systems Department at Hitachi Solutions, commented on the ease of implementation: “Installing and initializing Hitachi IT Operations Director was facilitated by just following the accessible wizard screens. Setup items

are kept to a minimum, and the integrated database means there is no need to create a separate one.”

### Step-by-step Agentless Implementation Allows Detailed Operation

Citizen Machinery runs an agentless operation into which Hitachi IT Operations Director is gradually being introduced. The number of managed objects currently stands at 650 machines.

One week after building the server, the company began with an agentless operation. Under agentless operation, initial diagnostics may be run on the current state. Then, after a month a security policy may be put in place that is appropriate to the company environment. Another month later, when assessing the efficacy of the policy, agent software may be installed on PCs to monitor more deeply; in this way a degree of operational detail is gained.

Installation of agent software will make use of integration with Active Directory. The hierarchy of organizational units will automatically import into Hitachi IT Operations Director, and push the agent software from the server side. The installation of the agent software was completed in a very short time.

### Further Strengthening of both IT Controls and Security Measures

Through implementation of Hitachi IT Operations Director, Citizen Machinery has been able to implement highly accurate IT asset management in real time and achieve numerous other benefits.

“A simple operation taking about 10 minutes each morning takes all of the latest and most accurate company information,” said Mr. Kodaira. Mr. Horikoshi added, “Evidence of reliability is demonstrated by both ISO9001 accreditation and IT controls.”

Where security is concerned, the Hitachi software provides immediate response. For example, PCs experiencing issues may be immediately identified, and measures can be taken in an instant to minimize the extent of the impact.

### About Hitachi Solutions, Ltd.

Headquartered at Shinagawa Sea Side in Tokyo, Hitachi Solutions, Ltd., was established in September 1970. With the merger of Hitachi Software Engineering Co., Ltd., and Hitachi Systems and Services Co., Ltd., on October 1, 2010, a new solutions provider was created. Now with 10,387 employees, Hitachi Solutions offers consultation on systems development, architecture, operations, support and maintenance, as well as products and services, and has capital of ¥38.37 billion.

Visit [www.hitachi-solutions.co.jp](http://www.hitachi-solutions.co.jp) for more information.

Furthermore, as administrative information is collected automatically, the administrative burden is greatly reduced.

The company now can distribute detailed security reports as well as raise awareness of end user IT controls and security through security diagnostics delivered by automated notifications. Also, in taking a long-term view on upgrades to PCs and similar equipment, simulations may be made, allowing strategic IT investment decisions to be made more easily.

Looking toward the future, Citizen Machinery has positive plans to take advantage of the multifunctionality of Hitachi IT Operations Director. “While promoting security training, PC operational log and application distribution, USB memory drive management and so on, I would like to tackle higher level IT controls and security measures,” said Mr. Kodaira.

For more information about the Hitachi IT Operations Director software, please visit [www.itoperations.com](http://www.itoperations.com).

 **Hitachi Data Systems Corporation**

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