

JBS Releases a Service to Visualize the Effects of Work Style Reform Through System Usage

—Analyzing the Effects of IT Measures through Continuous PDCA, Establishing Systems with Change Management Methods, and Realizing Improved Productivity—

Japan Business Systems, Inc. (Head Office: Minato-ku, Tokyo; Representative: Yukihiro Makita, President; hereinafter “JBS”) released the Work Style Reform Effect Visualization Support Service, a service to support the visualization of the effects of IT measures implemented for companies to realize work style reforms, on November 29, 2019. This service is part of the series of Work Style Reform Consulting services popular with companies aiming to realize work style reforms.

“We provided IT tools and manuals to users, but we don’t know how much they are actually used.”
“While the new IT tools are being used, we don’t know whether they are leading to business outcomes.”
“What exactly are the effects of work style reforms?”

We are receiving more and more consultations and requests like these. Work style reforms are not something that can be resolved simply by implementing a system. This is a service that JBS offers based on a change management method in order to ensure that work style reforms become firmly embedded and are not treated just a temporary measure.

[Background to Creating the Service]

Along with the momentum of work style reforms, many companies are starting to implement IT measures such as building a teleworking environment, revamping communications infrastructure, and making meetings paperless, in an aim to improve operational productivity. However, there are some companies that have let work style reforms get ahead of them and have implemented IT measures without having basic discussions such as what outcomes they want from their work style reform or what they want to realize through such reforms.

In order for a work style reforms to become embedded, it goes without saying that planning how to measure the effects of system implementation will be required, as well as promoting system usage through training and education of the actual users of the system who have accepted the work style reforms, assessing the effects, and considering next steps. Above all, what is most important is to properly conduct PDCA.

[Service Details]

The Work Style Reform Effect Visualization Support Service is provided in the following steps.

- (1) Set KPIs and determine the measurement method
We input the medium-term management plan, company-wide policy on work style reform, already implemented measures, and measures to be implemented to set KPIs in line with the company’s efforts. KPIs are organized from the perspective of management (finance), work style (outcomes), and IT/ measures (activities).
- (2) Measure KPIs and visualize how much they have become established and their effects
We consider and define how to measure KPIs from both quantitative and qualitative aspects. Adding HR data to the log data for IT tools obtained as input, we compile graphs by attribute, such as organization, office, or persona, and visualize the usage situation of tools and their effects.
- (3) Analyze trends and determine measures for establishment
Based on the visualized information, we divide people into groups that are promoting usage and those that are not. We conduct a detailed investigation into the causes of success or failure through user interviews and consider measures to establish the use of the tools company-wide.

By implementing a continuous PDCA process based on the above analysis from planning improvements to executing improvement measures, assessing improved effects, and considering improvement measures, we promote the use and firm embedding of IT investment, realize improved productivity, and lead work style reforms to success.



[Reference: What Is Change Management?]

Change management is a management method in business to smoothly advance change in companies and organizations and lead them to success. With work style reforms and technological changes, the number of companies in Japan incorporating change management is increasing. The new Consulting Division that JBS launched in October has several members who are certified consultants for Prosci® Change Management, a world-class standard change management certification. These consultants will support your work style reforms.

[Effects of Service Implementation]

- Taking a panoramic view of the overall work style reform image, helps clarify objectives and measures for implementation, allowing you to create a work style reform scenario for your company. Additionally, it allows you to pinpoint measures that are likely to be insufficient for realizing your desired objectives.
- You will be able to link KPIs to the measures necessary for them and undertake effective activities.
- You will be able to plan activities to establish a highly productive work style. (Example: promotions, training, top-down, encouraging user knowhow sharing, defining usage in operations, etc.)
- Improved productivity of individual employees will lead to realizing work-life balance, gaining high-quality labor, and improving the employee retention rate.
- The abilities of the organization will improve, leading to improved corporate competitive abilities.

In particular, for environments that have implemented Microsoft Japan’s integrated information sharing cloud service Office 365 and other Microsoft solutions, we harness our track record as a long-time partner of Microsoft Japan to support your productivity improvement.

[Details of the Work Style Reform Effect Visualization Support Service]

For details of the service, please visit the introduction site.

<https://www.jbs.co.jp/solution/list/workstylekpi>

[About JBS’s Work Style Reform Service Series]

- Work Style Reform Consulting Service (release July 22, 2019)

We consider the opinions of various stakeholders in your work style reform and define a reform theme that is unique to you. We provide wide-ranging support, from considering IT measures in line with the theme to setting the KPIs necessary for monitoring the effects as well as considering measures to embed the new work style in the company. (We do not measure KPIs.)

<https://www.jbs.co.jp/solution/list/workstyle>

Microsoft Japan gave JBS the following endorsement for this announcement.

Microsoft Japan wholeheartedly welcomes the release of JBS's Work Style Reform Effect Visualization Support Service. In a dramatically changing era in which digital reforms are advancing, it is essential to review the way we work and improve the productivity of individuals and organizations for corporate growth. To this end, many companies have considered or have implemented new IT tools such as Office 365. However, there have been voices that the systems are not being fully utilized and return on investment or relationship to work style reforms cannot be seen. With this service, the objectives of work style reforms at companies will become clear and we hope that it will help establish new work styles. Microsoft Japan continues to aim to contribute to Japan's social reforms together with JBS.

Hiroshi Ando
Group Senior Manager
Partner Business Development Group
Microsoft Co., Ltd.

JBS will continue to use the knowledge and techniques honed by enterprise and its strong partnership with Microsoft Japan to support the realization of customers' further business growth and digital transformation going forward

[About Japan Business Systems, Inc.]

■ Company Profile

Representative: President Yukihiro Makita

Established: October 4, 1990

Number of Employees: 2,268 (as of April 2019)

URL : <https://www.jbs.co.jp>

■ Business overview:

JBS is an independent systems integrator that offers IT solutions. Utilizing the latest IT technology, JBS works to support the realization of customers' digital transformation as a next generation innovation partner.

- JBS won the 2018 Microsoft Country Partner of the Year, which is awarded to one company in Japan by Microsoft Corporation, in 2018.
- JBS has won the Microsoft Japan Partner of the Year, selected by Microsoft Japan, consecutively since 2013 (in the Co-Sell Award category for 2019)
- JBS holds Microsoft Gold competency in 14 categories.

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*All details in this press release are as of the date of the creation of this press release and may change without notice. The service may change in part or in its entirety, be cancelled, or become unimplementable due to various reasons.

■ For enquiries about the press release

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