Juntendo Co., Ltd. (hereinafter "Juntendo") operates a total of 144 stores including primarily home centers, as well as drugstores, book stores, and other retail locations in the Kinki and Chugoku regions of Japan. The company is in the midst of transitioning their current on-premises business systems to a cloud environment to prepare for the expected increase in system load as their stores continue to expand and their business systems diversify. They first moved their business systems, which were divided into Human Resources, documents, and client management, to the cloud, and then distributed them to two cloud environments using the VMware-based SoftBank White Cloud ASPIRE (hereinafter "ASPIRE") to create a system with high availability.

### Issues and Effects of Deploying ASPIRE

<table>
<thead>
<tr>
<th>Issues</th>
<th>Effects</th>
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<tbody>
<tr>
<td>Server resources and access line bandwidth were stretched thin on the existing cloud system.</td>
<td>Switching to ASPIRE allowed for sufficient performance through adjustment of the server resources and access lines.</td>
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<tr>
<td>The client wanted an infrastructure that would withstand severe load increases caused by Windows updates, etc.</td>
<td>Distributing the load over the two cloud environments created by ASPIRE increased system availability.</td>
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</table>

Juntendo opened its first store, a Japanese home center called Kusawake, in 1969, and now operates about 132 stores thanks to a dominant store-opening strategy focused on the Kinki and Chugoku regions in Western Japan. Although its data-center based store system servers and the PCs within the stores are managed together online, the company began transitioning some of their systems to the cloud three years ago. Prior to this switch to the cloud, Juntendo had also deployed a SoftBank SmartVPN closed network, and decided to select VMware vCloud® Datacenter Service. Although other companies offer pay-per-use services, the ability to choose a flat
monthly rate (resource pooling) offered the advantage of easier budgeting. Juntendo’s business systems, which had been split into Human Resources, documents, and client management, are now managed on a virtual server, and work applications are provided to each location. In addition, gateway services have firewalls, so there is reliable security when connecting to the Internet. Although stable operations were possible with this system infrastructure, Juntendo expected that the load placed on the cloud servers and network would increase in the coming years as their stores continued to expand and their business systems diversified, in addition to the automatic Windows updates that posed a problem to the company’s Information Systems Department. As a result, the company’s business server was moved to SoftBank’s ASPIRE, and the structure was altered to further increase availability. In the past, the connection to the cloud server and the Internet from the SmartVPN was through a single gateway service. However, if Windows update is performed on a PC used by an employee in this infrastructure, a huge load is placed on the client management server, which has an major effect on all the other business systems. In light of this situation, the SoftBank service engineer proposed dividing the business systems into a client management system and another for the remaining systems, creating a cloud environment with the SmartVPN connected to two ASPIRE environments along with connections to the Internet. This allows the other systems to be connected to normally even if one of them is experiencing a heavy load. The Internet can also be connected to from any of the systems without any effect on external incoming and outgoing e-mail, and the environment has no effect on practical operations.

Customer Testimonial

Juntendo delivers applications to employee PCs using client operations management software, and although we are able to manage security and logs, with roughly 600 computers company-wide, the operational costs have been increasing recently. We were also concerned about the possibility of insufficient bandwidth in the near future, so when the latest ASPIRE cloud service was released we reviewed our server configuration and network bandwidth. Connection to the ASPIRE which manages the Human Resources and documents servers is the same as it was before. For the new client management server, we chose a best effort 1Gbps connection to improve the network bandwidth. We are also considering installing a tool that will allow us to manage PC updates on the client management server. Although we have only just transitioned to this new system, the ASPIRE management tool is visually easy to comprehend and can even be used via the latest browsers, so everything is easy to manage.

Company Information

Company name : Juntendo Co., Ltd.
Head office : 206-5 Shimohongo-cho, Masuda-shi, Shimane-ken
Established : June 1948
URL : http://www.juntendo.co.jp/
Number of employees : 645 (as of February 2016, excluding contracted employees, part-time employees, and temporary employees)

*The contents of this pamphlet are current as of May 2017.*