

CSR Implemented in Our Core Business

HitachiSoft's products and services support social infrastructure in a variety of areas. Therefore we had our key people in the field share their stories about their sense of responsibility and focus on manufacturing.

Quality Assurance

“Quality First” This is in our DNA at HitachiSoft

There are three elements from the viewpoint of manufacturing products in the world around us, “Quality,” “Cost” and “Delivery,” and we at HitachiSoft always put quality first. This is because our information systems products, which are included in financial organization's online systems as well as transportation, medical, power, gas and water management systems, assume a vital responsibility in social infrastructure and economic activity that would bring society to a halt if even a small disturbance occurred. For this reason our company's quality policy has become “Quality First,” and is inherited and imprinted onto our shared corporate DNA by diverse training and senior members in the field.

The Quality Assurance Department is established independently of the Development Division and as a third-party organization under direct control of top management, around 400 people in the company work to keep quality first.

The Quality Assurance Support Division works through quality management activities to evaluate the quality of both the process and products from the customer's viewpoint on the whole lifecycle, including upstream processes, manufacturing, testing, shipping, operations and after-service maintenance.

For process quality, our department checks to see whether the effective quality system is established and that the development site is strictly adhering to this quality, and if any problems are found, actions are taken to solve them, thereby continuing to improve the quality process of the whole company.

We also take particular note of “creating quality in the upstream processes” within information system development in product quality. It is impossible to remove the causes of obstacles just through testing, and we believe that it is important to create the quality of the system during the upstream design processes. Those in the Quality Assurance Department work at evaluating the sufficiency of design quality at the upstream processes, and urge improvements when quality is lacking. Additionally, we do not stop at just the upstream processes and meticulously work through the chain of processes, from manufacturing to shipping, while confirming the quality of our product, information systems.

In this way, we always look at the products from the standpoint of the customer, and we believe that the process of continuing to bring high quality information systems into the world that customers trust and appreciate –“Quality First”– is CSR at HitachiSoft.



Minoru Tanaka
General Manager
Quality Assurance Support Division

Quality Policy

“Quality First”

Providing products and services that satisfy customers and earn their confidence

All members understand the quality policy and will work to realize the total implementation of quality systems.

The items of major importance are written below.

1. Long-term quality improvement plans and quarterly quality targets
2. Building, improving and maintaining an effective quality system
3. Inexhaustible creativity and ideas from the perspective of customers
4. Taking pains in quality assurance in upstream processes to ease downstream processes
5. Honest and prompt response in the event of an accident

June 23, 2006

Isao Ono

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Representative Executive Officer, President and CEO Hitachi Software Engineering Co., Ltd.

Information Security

Striving to be a company that can offer security that the customer really needs

Information security has been in the global spotlight, and as the media report on information leaking and the revision and enforcement of laws, we receive many inquiries regarding products that can support security. However, “collective strength” is fundamentally important to information security. For example, even if you have one location with 100% security and other locations with only 30% security, information is going to leak from the location with only 30% security. Also, since IT technology is constantly evolving, what was 100% security may fall to 70% the next day, and keeping security at 100% is not easy considering the costs and technology involved. Therefore, it is vital to start with measures for areas with a high amount of risk, but it is also important to raise the average levels of the entire organization by increasing the security of those areas with the lowest security first, and not just make one local area perfect.

We drive home awareness in the importance of security through education in information security for our employees as well as development partners. In addition, those responsible for information security in each department periodically offer educational content in line with their field. We work to establish high security levels by utilizing our company's products mainly through the information system center. This sometimes leads to the development of new products when we discover needs that are on a practical level or products we would like to have. We do not just sell products, but place importance on a stance of jointly creating products with the customer.

HitachiSoft aims to reduce the burden on users by offering products that minimize changes to the service environment and prevent the leakage of information, but in the case of an unforeseen incident or mistake, to be there and protect the customer's company. Hibun, an information leakage prevention solution, was born from this notion, and as an information infrastructure with a safe environment that can be used in any business industry of any size, it contributes to the information security of the public.

There is no single solution for information security so it is necessary to correspond to the various needs of each customer and the industry. We will strive to be a company that can offer information security that the customer really needs by strengthening our company's security and using that experience to further develop new products, and at the same time move forward with development of security products while anticipating the various needs and conditions of our customers.



Atsushi Harada
Deputy Group Executive
Software Development Group

We offer information security with “Collective Strength” that accommodates the customer's IT environment.

Threat	Security measure	Security management	IT Asset Management
Impersonation	Authentication (biometrics, device) Improved authentication	Monitoring of unauthorized access Audit Correction of un-application Risk assessment	
Theft and loss	Encryption (Mobile PC, Media Encryption)	Identifying correct conditions Quarantine Audit trail	
Unauthorized internal access	Access control log obtainment Log obtainment		
Unauthorized internal acquisition of materials	Control of access (controls on materials acquisition and printing)		
Improper transmission and delivery	Encryption, controls on materials acquisition (including email attachments) Secure email	Thorough confirmation of transmissions	
Virus	Installation of vaccination software	Updating of pattern files	
Data custody	Content security		

Financial System

Large responsibility for the social economy leads to a sense of satisfaction

Financial systems demand a high level of quality as something that never makes mistakes, and is one of the social infrastructure supporting business fields at HitachiSoft. One of the characteristics of financial systems is the large amount of information. Financial organizations in Japan have an obligation to retain 10 years of records concerning monetary transactions. The high level of technology that was developed to accurately manage this enormous amount of data is also being applied to other areas. Another characteristic is the high operation rate. Normal systems only demand an operating rate of 99.9%, but financial systems demand a rate of 99.999%, and to ensure this high amount of reliability, numerous tests are performed to raise the level of quality.

The construction of one computer system for a large financial organization took over 100,000 man-months to develop, and at its peak 6,000 engineers, including 300 people from our company, participated in what was the largest project in recent memory. Rehearsals were performed many times, and in order to offer a reliable financial service, the process was repeated to polish the quality of the system to the extreme. The project was completed in December 2008 after three years of work, and since we take our work seriously in terms of our technology, human resources and the "Quest for Truth" from years in the financial field, we were able to receive a letter of appreciation from this customer. Around 1,000 technicians at HitachiSoft working in the financial field continue to challenge themselves to create even more reliable systems that will answer the expectations of customers now and in the future.

Recently, new payment systems such as electronic money and point systems have demanded even speedier development, and what was once custom-made has changed to a method where we have to be looking to the future to prepare packaged products. Electronic money has started to come into use in the form of payment services for taxis and the payment service "Edy*," and we are developing and offering packaged products for the point systems. Based on our past track record of developing a wealth of systems in the financial field, we have been developing controls for operations, authentication and security, among other control products that are the foundation of computer systems, not only in that field, but also for a variety of industries. Additionally, we have been taking an active role to have our services used not just domestically but also on a global scale by countries including China. In this way we see ourselves contributing to society by providing high quality IT solutions in the financial field that support social economics.

When an ATM system is replaced, commercials are run on TV and articles are featured in newspapers reporting the change. Because the whole social economy will come to a halt if the system stops, we feel responsibility for the major contribution we make to the world of finance, and at the same time we consider it a field that offers a sense of satisfaction.



Katsuya Kasa
General Manager
Financial Solution Division,
Financial Systems Group



A letter of appreciation received from a customer

* "Edy" is a registered trademark of Fujitsu, and Sony Financial International.

SecureOnline

This new system has many hidden possibilities that will change people's lifestyles

SecureOnline is a service which can be used for periods of one month or longer for IT infrastructure (hardware, software and networking) along with accompanying services when needed.

Until recently, corporate IT was similar to custom building a home in that you purchase the server or computer, necessary software, and anti-virus protection by yourself. However, SecureOnline bears a closer resemblance to a rental apartment because the server and software is located in a data center that can be shared with multiple people, and because it is used through a network, it is inexpensive and the administrator takes care of security and other issues. In fact, there is no need for a company or individual to store any software or documents on their own server or computer, and it can be operated in the same way around the world with just a network environment, screen and keyboard.

Currently, various benefits of utilizing SecureOnline are gaining attention. One of these is the reduced impact on the environment. Servers that were located in various locations can be consolidated, leading to extensive energy savings. It additionally reduces the amount of resources consumed because the computer you use does not need to have any features, making it possible to reuse older models. It also facilitates working from home. The actual data can all be stored in the same place when working, so there is no need to copy anything or risk dropping or have the data stolen while outside. There is no need to purchase software either.

Being accessible from anywhere and providing the same level of quality, SecureOnline will have a major impact on and revolutionize how we work. For example, it will provide increased opportunities for pregnant women, the elderly, the disabled, and others who have trouble commuting to work. Recently, people have begun to place greater importance on work-life balance. To a certain extent, companies have yet to fully catch up with laws regarding overtime and work-related injuries, and SecureOnline helps to address this by reducing commuting time as well as making working hours more productive.

Other than these points, SecureOnline holds the power to change society by resolving the digital divide, among other issues.

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Teruo Nakamura
General Manager
Chief Architect SecureOnline
Security Service Division

Example of working from home

