

Building a securely accessible network environment with Akamai's Enterprise Application Access (EAA), instead of a VPN, helped H.I.S. greatly improve business efficiency by limiting users' access to the information and services they need.

AKAMAI CASE STUDY

We asked H.I.S. Co., Ltd. (H.I.S.) East Asia Information System Group leader Tomoyuki Doi, and Information System Office Infrastructure Team member Soichi Inagaki about the introduction of Akamai's Enterprise Application Access (EAA) and how it performed.



IT and the Travel Industry

IT: Essential for Travel Agents

With the popularity of the Internet, online travel agents have become key players in the market. H.I.S., one of Japan's most prominent general travel agencies, with operations in 556 locations in 71 countries around the world, is focused on strengthening its IT services in order to develop its business globally.

"We have been able to develop our business through our strongholds in Japan and abroad, but it is difficult to continue to thrive using prevailing methods alone. Mastering IT services is definitely the key to future growth. As you know, the number of people visiting Japan has been on the increase. Internet access at any time, from any place, is indispensable for supporting people visiting Japan from overseas, as well as strengthening inbound and outbound travel support." (Mr. Doi)

Speed and Security Measures

Akamai Helps Improve Internet Speed and Security

Many travel companies, H.I.S. included, require complex systems, with interrelated connections involving multiple external links to hotels, airlines, and the like. On top of this, high-speed networking is required to provide users with results as quickly as possible. At H.I.S., along with developing our applications to help achieve the increased speed we require, we are also aiming to boost our website throughput using Akamai's technology. Security measures are also very important, as we handle users' personal information, and want to provide a secure service for them to use with complete peace of mind. H.I.S. employs Akamai's security solutions to fulfill this requirement. "The two most important things our customers are looking for are speed and security. Akamai Technologies has supported us in meeting these requirements, improving our Internet speed and security." (Mr. Doi)

THE COMPANY

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INDUSTRY

Hotel & Travel

SOLUTIONS

- **Enterprise Application Access (EAA)**
EAA allows businesses to provide easy access to various cloud-distributed enterprise applications, regardless of device or location. It can be implemented without altering firewalls and other existing DMZ (Demilitarized Zone) settings, as would typically be required with VPNs. It can be used from a browser, and does not require redesign for increased capacity, or conversely suffer from redundancy as a result of fluctuations in staff numbers. Users also appreciate the ability to use virtual desktops with ease.

KEY IMPACTS

- Low cost, simple, and quick to deploy
- A stable and secure network environment regardless of country/location
- Helps toward changes in employment trends, such as working from home

Network Environment Issues

Looking for a Stable and Secure Network Environment for all Locations

For H.I.S., a company with 556 locations in 71 countries, setting up a network environment in every location was problematic. “The bottleneck is always the VPN. Depending on the country, the cost of implementing a VPN can be considerable. Having a stable and secure network is essential in our larger offices, where applications, and communication between staff, customers, and other offices all require frequent access to the network. That means that despite the cost, implementing a VPN has its merits. However, for smaller locations handling a lower volume, the merits no longer outweigh the cost. While looking for a solution to this, one of the options we explored was EAA.” (Mr. Inagaki)

Deciding Factors for EAA Introduction

Ease-of-use as a Critical Factor in Decision to Introduce EAA

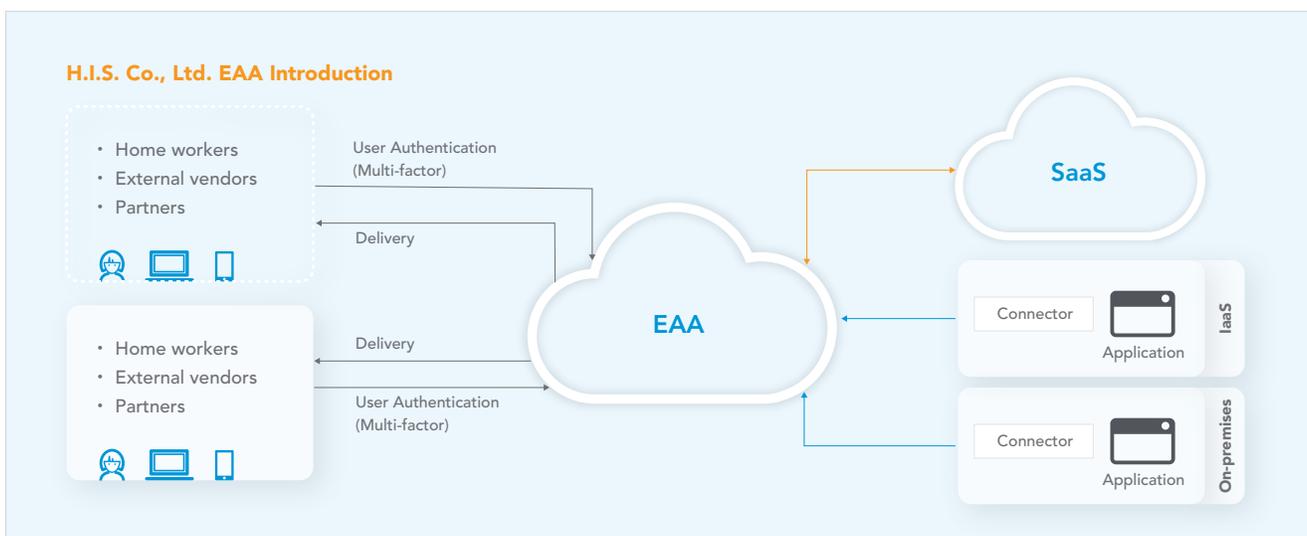
The business as a whole had been developing without significant issues despite differences in the network environment at each location, so there was no particular urgency to introduce EAA. However, the limitations of the network at some of the company’s overseas offices became steadily more severe, which led to a change in direction. At that time, H.I.S. had the chance to test-drive a demonstration version of the EAA setup.

“Our existing system mainly relied on USB, and required among other things client-side setup for data center access, making it feel quite difficult to get off the ground. It was also quite expensive. Compared to that system, all the administrator has to do with EAA is register users, issue IDs and passwords, and register compatible applications. Additionally, all of the company’s services can be accessed using a web browser. EAA is immensely attractive as it is low-cost, simple, and quick to get up and running.” (Mr. Inagaki)

H.I.S.’s evaluation of EAA was as follows:

- Greater-than-projected reduction in management costs based on prior experience
- Flexible and compatible with network services in different countries
- Projected increase in business efficiency as a result of synergy between the above two factors

Based on this, the company decided to implement EAA.



Evaluation of EAA in Use

Exposing Only Necessary Information and Desired Services

The EAA service that H.I.S. commissioned Akamai to implement was ready for immediate deployment. There were none of the worries they had with other services, such as lengthy setup procedures or long roll-out periods. What also surprised H.I.S. was the fact that access to applications and services can be easily set for each user.

“An internal service that an overseas office had previously been unable to use became accessible thanks to the EAA implementation. Also, smaller-scale branches gained access to the full internal network environment. We have complete control to set up access only to the services we want to use, and the information that’s actually required. Thanks to this, I think our business efficiency has improved greatly.” (Mr. Inagaki)

Future Plans for Expansion with EAA

Looking Ahead to Using EAA for Out-of-Office Work, Office Relocation, and Exhibitions

H.I.S. has big plans for EAA. Besides overseas locations, they are considering improving business efficiency further by offering a limited service to third parties, such as other related companies.

“We don’t have a concrete plan as yet, but feel it could be possible to allow employees to work from home as part of an overall change in work habits. We think the system could also be useful for doing business out of the office, for mobile branches, and when attending exhibitions. We plan to continue to leverage the EAA system to enable us to further our role as a bridge between other countries and our own.” (Mr. Inagaki)

About H.I.S. Co., Ltd.

In 1980, approximately 15 years after the rules governing overseas travel for Japanese nationals were relaxed, H.I.S. was set up as a company selling discount airline tickets to foreign destinations, seeking to create innovation in the Japanese travel industry. “Bringing more people out to see the world, to see its sights, and meet many new people” were the founding ideas of the company, and in the 38 years since, the company has continued to challenge preconceived notions and stereotypes, not only in the air travel business, but also in hotels, theme parks, and more.



Akamai secures and delivers digital experiences for the world’s largest companies. Akamai’s intelligent edge platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps and experiences closer to users than anyone — and attacks and threats far away. Akamai’s portfolio of edge security, web and mobile performance, enterprise access and video delivery solutions is supported by unmatched customer service, analytics and 24/7/365 monitoring. To learn why the world’s top brands trust Akamai, visit www.akamai.com, blogs.akamai.com, or [@Akamai](https://twitter.com/Akamai) on Twitter. You can find our global contact information at www.akamai.com/locations. Published 09/18.