

# Atrust Mobile Thin Client mt178 Helps Provides Flexibility and Mobility for Vital-Net, Inc. the renowned pharmaceutical wholesaler in Japan





## Customer Overview:

Vital-Net, one of the core businesses of Vital KSK Holdings, Inc. provides a wide range of healthcare services and medicines that are closely tied to local communities, mainly 6 prefectures in the Tohoku region and Niigata Prefecture to the Kanto region. Its core business is to supply more than 10,000 types of medicines as a medical wholesaler to hospitals, licensed pharmacies, and drugstores. It also provides nursing care and medical related consulting, playing an important role to the local communities.

**Organization name:**  
Vital KSK Holdings, Inc.

Date Founded: April 1, 2009  
Basic Revenue: 621,040 Million Yen  
(March 2016)

**Location:** Setagaya, Tokyo  
**Field of Business:** Management and  
Planning for Wholesale and Retail Trade  
of Medicines, and Other Relevant  
Businesses

<http://www.vitalksk.co.jp/>



Board Member of Vital KSK HD Hiroshi Ichijo (Center-Left)  
Head of Sendai Location Keiichi Kato (Center-Right)  
Ms. Suiko Urida from Sendai Location (Left)  
Mr. Konomi Miura from Sendai Location (Right)

## Vital-Net's Information-System infrastructure has to supply medicines no matter what the circumstances are

In 2010, Vital-Net became the first company which had integrated a virtual desktop solution within its internal system. The reasons behind this implementation includes some significant issues, including information leakage and challenges in PC management. Not only was running 53 locations with a limited number of workforces an extremely complicated job, but it also became one of the largest costs for the company. Another crucial point was the BCP (Business Continuity Planning) factor. Mr. Hiroshi Ichijo, a board member of Vital KSK Holdings, Inc., commented on the matter.

"Medical wholesalers had a mission to appropriately provide the necessary amount of medicines when needed, which greatly related to the lives of many people who were in need of medicines. It was a lifeline. The information system infrastructure of the Vital-Net was to continuously operate properly no matter what the circumstances were. Therefore, we had to run a datacenter which collected and allocated necessary resources and data. On the terminal side, the thin client could access to any information anywhere, anytime. It was exactly the aspect of BCP. I assumed that was the reason why Vital-Net became the first one to adopt the virtual desktop solution."

## The sales division newly adopted a virtual desktop

"The sales division was the first department that adopted the virtual desktop in 2010. During the process, what we especially kept in mind at that time was the network. Since there were 53 locations in Niigata Prefecture and the Tohoku region, we thought a properly built network was crucial in accessing the data of each location without delay. The sales and logistics system incorporated the properly built network, revolutionized the logistics network of Vital-Net and enabled the lifeline, called "medicinal supply". It was functioning better than ever before.

Moreover, the division that considered adopting a virtual desktop in order to utilize the information network, as part of the system enhancement measure in 2016, was the sales division. Since the sales division was the only one using a virtual desktop, it expanded the usage to the sales location until then. It now became possible to access both the sales and logistics system when on the go. By doing this, it was possible to check requests from customers in real time or flexibly respond to customer's requests such as confirming if the item was sold out at current location." Mr. Ichijo recalled.

When called back to the time, Vital-Net was wondering if they should use a virtual desktop and a thin client within the sales division. Since there were a lot of detail to go through, they started to do more research with Unisys Japan. This resulted in them suggesting that they should use the system.

"In terms of the cost, we considered utilizing actual PCs. However, after reviewing the features, including operational continuity, security, and ubiquitous accessibility to the sales and logistics system, we reached the conclusion of adopting the virtual desktop for the sales division and utilizing the thin client. Additionally, another benefit was revolutionizing the mobility to the sales representatives. The sales area of Vital-Net was so broad that there were always some cases which required long-hours transportation, from the employee's home to a client's, and back to the office. To solve this productivity problem for employees, we even tried a home-office system in 2010. We thought adopting the virtual desktop was the most desirable option for us, considering the revolution of mobility of our employees which would boost the productivity in the future."

## Choosing the thin client devices

Unisys Japan suggested a variety of devices according to Vital-Net's requests during the process of choosing the thin client devices. The number of choices had been narrowed down to 6 types, which were then distributed to the relevant staff of the company. After that, we collected the users' feedback.



"After our employees reviewed the various devices, each device had its own strengths and weakness. The one that impressed us the most was the product from Atrust. To be honest, considering the fact that not only had the name of the company been new to us but was also a foreign company. We were a bit uncertain about the product. However, after hearing the fact that it was a brand established by the founder of HTC, a prominent smartphone maker, and their quality control was stable, from the personnel at Unisys Japan, we started to consider this option. We liked the fast boot up of the Atrust device due to its small OS footprint, Atrust OS. In addition, we had a great value for their high security and manageability." Mr. Ichijo said.

After our employees actually saw the devices, a lot of requests were raised from Unisys Japan to Ascentech. Ascentech discussed the requests with Atrust and tried to find solutions. As a result, they decided to produce a new model, scheduled for release in the summer of 2017. Ahead of schedule, customized several features according to the requests from Vital-Net. The new product, Atrust [mt178](#), finally released after all these efforts. It began selling in February 2017. It also reflected the demands of Vital-Net.

The newly suggested Atrust [mt178](#) received very good feedback from the employees within the company. "The newly suggested Atrust [mt178](#) was a thin client we wanted. It was an excellent product with an impressive design. It was one of the most desirable option for us with the perfectly customized keyboard layout. Another thing we liked was its battery. Since it lasted up to 9 hours, many users appreciated the true wireless-ness without having to charge in most lengthy out-of-office scenarios. I can even say it was excellent in terms of its price as well. Initially, we had planned to distribute tablets to the sales team as the thin client launched. However, many members of the team said, 'This device took care of everything,' so we cancelled the plan." - Mr. Ichijo

## Making Ideas a Reality via Collaboration between the Maker and Sales Partner

We began reviewing in June 2016 and made decisions in March 2017. Almost immediately after the consideration, 900 sets of the Atrust [mt178](#) mobile thin client were brought in.

During the preliminary review, the reputation was very good. The feedback was very positive even at the sales location. Keiichi Kato, branch manager of the Vital-Net Sendai Branch, says.

"I have used a general PC until now, replacing it with Atrust mobile thin client. It was lightweight and easy to use. It was also stylish, which had satisfied every sales team member. The long-lasting battery itself was invaluable to the sales team members, who were out of office all the time. In addition, it was flexible to access to the sales and logistics system outside. We expected the 'revolution of mobility' would become real. It was possible to improve the efficiency of work and decreased the burden on sales team member, as they constantly stayed out of office for long hours." They experienced its strength in totally unexpected situations as well. When Representative Director and CEO Murai saw Atrust [mt178](#) for the first time, he liked the device and started using it immediately. He still uses the device.

Mr. Ichijo says as below, regarding the current suggestion and the adoption.

"We had a good suggestion from Unisys Japan and we were able to get a satisfactory result. We had opportunities to talk to many vendors. However, they were the one who responded to our requests the most. Another important thing to consider when choosing the right vendor is the "guarantee". It was difficult for us alone to have the firm responsibility for the outcome, leading to stable operation. They thought it was important to build trust with their clients, they accommodated to our demands to an exceptional level."

In addition, he said as below, regarding the services of Ascentech and Atrust.

"Ascentech carefully collected all of the requests from us and pitched them to Atrust properly. I think their proper communications with foreign companies and pursuit of answers from them deserve acclaim as a product distributor. The support Atrust provided, to respond our requests and reflected them on the product was excellent as well. These would not have happened without their cooperations. I thought it was because they had their own factory and do their development independently. For us, we were very happy to have a device that worked exactly as we expected in the end." - Mr. Ichijo

## Result

Working with bulky and energy consuming workstations became a history. With lightweight and stylish mobile thin clients, the 'revolution of mobility' was possible. Besides the improvement of work conditions, the data security had increased. Data could be accessed anytime, anywhere while on the go.

"After adopting a new thin client for Vital-Net, we considered further adoption for Vital KSK Holdings as well. It was for KSK, one of the core businesses of the company. I would like to copy the successful experience from Vital-Net and improve the work flow and the work-while-on-the-go experience to the whole company." Mr. Ichijo said.

## Benefit:

- **Flexibility** - Atrust thin client devices can easily be used in any work spaces, such as offices, with different types of host environments
- **Security** - Protect against manipulation destructive viruses and spyware
- **High-performance** - Meet the request of using multimedia, graphic intensive apps
- **Cost effective** - Total costs, including energy cost, can be reduced gradually
- **Environment friendly** - Smaller footprint and lower heat load, noiseless design

## mt178L

Atrust **mt178L** features the Intel® Bay Trail dual core 1.58GHz processor and runs Atrust OS (Linux-based), which provides a high secure environment. Atrust **mt178L** goes with 2GB DDR DRAM and 4GB flash memory, allowing for quiet and cool operation.



With a 13.3-inch diagonal high-definition display, 1366 by 768 resolution support and a weight that less than 1.2kg, Atrust **mt178L** is ideal for businesses that require mobile users to work in a secure computing environment while on the go. Organizations that required highly dependable and secure computing, such as financial institutions, retailers or government agencies can be benefited from their design. For more information, please contact Atrust sales at [sales@atrustedcorp.com](mailto:sales@atrustedcorp.com)

## Specifications

x86 Based Mobile Thin Client - <b>mt178L</b>	
Processor	Intel® Bay Trail Dual Core 1.58GHz
System Memory	2 GB
Flash Memory	4 GB
LCD Type/Resolution	13.3" 16:9 Non-Glare / 1366 x 768 pixel, LED Backlight
I/O Ports	<p>1 x VGA, 1 x USB 3.0 *, 2 x USB 2.0, 1 x Headphone port, 1 x Microphone port, 1 x Internal speaker, 1 x RJ-45, 1 x DC IN 1 x Kensington lock slot</p> <p>* By default, your USB configuration is set to use USB 2.0 Host Controller specification (for all USB ports, including the USB 3.0 port) to get full support in all virtualization environments. Otherwise, all or part of your USB-based devices will not be accessible in Citrix or VMware virtual desktops.</p>
Networking	10/100/1000Mb
Wireless	IEEE 802.11ac/a/b/g/n
OS	Atrust OS
Protocols	<p>Citrix® HDX/ICA™ Microsoft® RDP™ with RemoteFX™ VMware® Horizon View™ (PCoIP/RDP/Blast)</p>

## About Atrust:

Established in 2007, Atrust is a creative, professional, and enthusiastic team which has rich experience in designing, producing thin client, server and management software. The objectives of Atrust are to provide customers with high quality, high efficiency and environmental friendly products as well as comprehensive solutions.