Kyodo Printing Nishinihon Co., Ltd.

KYODO PRINTING NISHINIHON

Utilize HULFT and HULFT Script to create a highly secure and easy-to-operate communication infrastructure for the exchange of data that includes sensitive information with medical institutions, in a short time

Solutions for medical institutions
Medical examination support service

1. Medical examination reception work

2. Medical interview sheet/test kit shipment work

— Implementation of medical examination —

3. Results notification transmission work

4. Specific health guidance promotion work
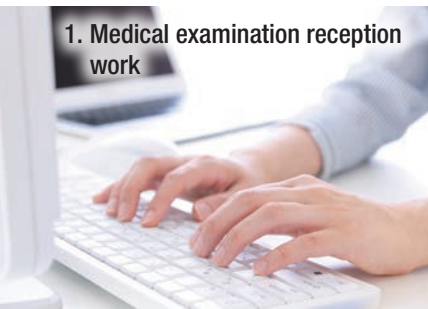
5. Medical examination promotion work

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Kyodo Printing Nishinihon is a comprehensive printing company that provides a variety of services related to printing. One of these services is the printing and sending of medical interview sheets used in medical examinations, results notifications, etc., on behalf of the medical institution. Since sensitive information (personal information) about the patient is handled in the process of medical examinations, it must not be sent incorrectly. Because of this, Kyodo Printing Nishinihon systemized the related work and created an environment in which there would be no mistakes. HULFT and HULFT Script were selected as the communication infrastructure to send and receive sensitive information safely and securely. Here we will examine the way HULFT Script was used in the exchange of data with medical institutions.

Kyodo Printing Nishinihon Co., Ltd.
Systems Department, Sales Planning Division Manager

Mr. Tsunehisa Mori

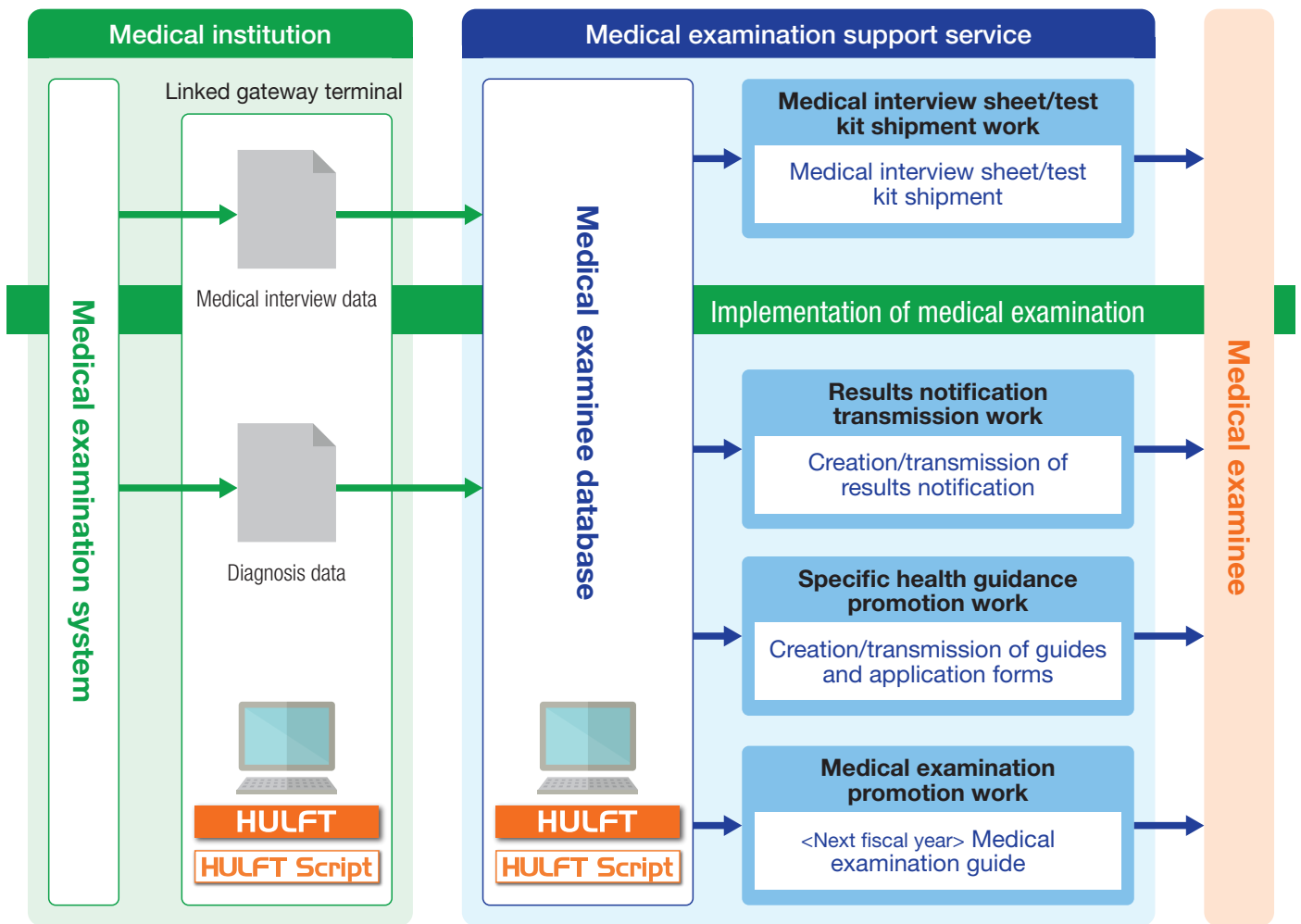**User Profile**

Kyodo Printing Nishinihon Co., Ltd.

Location
Sawanotsuru Building, 2-1-2 Hirano-machi, Chuo-ku, Osaka-shi, Osaka-fu

Founded
October 1, 2011

Capital
¥200 million (Wholly owned subsidiary of Kyodo Printing Co., Ltd.)

No. of Employees
161 (Including temporary staff; as of April 1, 2016)

Line of Business
Information Printing and Processing Division (system forms, data printing, labels, securities, forgery prevention, passbooks, overall BPO solution service, call center service, on-demand printing), Commercial Printing Division (posters, leaflets, pamphlets, catalogs, calendars, direct mail, e-books, web solutions, packaging), Card Division (paper cards, PET/vinyl cards, magnetic transportation cards, library cards, contactless IC cards, contact IC cards, IC tags)

Enables safe and secure sending and receiving of data from medical institutions through HULFT and a closed network

Kyodo Printing Nishinihon is a wholly owned subsidiary of Kyodo Printing Co., Ltd. (head office: Koishikawa, Tokyo). It is an integrated printing company located in western Japan. It conducts its business with a fusion of the expertise and cutting-edge technology developed through printing activities. In particular, the company's "Medical Examination Support Service" has garnered high praise for its focus of resources on medical institutions' core business and its ability to enable the speedy transmission of notifications to patients.

"The Medical Examination Support Service receives data including sensitive information from the contracting medical institution, then edits, prints, and sends it. This means that not only must the data be received without fail, but a high level of security is also required," explains Mr. Tsunehisa Mori (Manager, Systems Department, Sales Planning Division, Kyodo Printing Nishinihon).

As Mr. Mori indicates, deployment of this type of BPO service requires a solid security structure. Kyodo Printing Nishinihon ensures security by utilizing a closed network to prevent information leaks from the network. In addition, the company has adopted the well-established HULFT as the file transfer tool to send and receive data reliably.

HULFT is known as the de facto industry standard for file transfer, including frequent, high-volume file transfer, data linkage with applications, and EDI linkage, as well as its high compatibility with IaaS, PaaS, and SaaS. Over 8,000 companies nationwide, particularly financial institutions and major manufacturers, have adopted the tool, proving its reliability as a communication infrastructure.

"We were already using HULFT data transfer. However, there were issues when it came to processing before the transfer when communicating with outside customers. It was not even the IT specialists who were actually using HULFT, but rather general staff members. Because of this, we came to the conclusion that it was necessary to provide an environment that was easy to operate, easy to understand, and prevented incorrect transmissions. As we were expanding this service business, these issues started to become a bottleneck," recalls Mr. Mori.

Building a highly reliable communication infrastructure

In that context, Kyodo Printing Nishinihon decided to consider

Medical institution

Linked gateway terminal

Medical examination system

Medical interview data

Diagnosis data

HULFT
HULFT Script

Medical examination support service

Medical examinee database

HULFT
HULFT Script

Medical interview sheet/test kit shipment work

Medical interview sheet/test kit shipment

Implementation of medical examination

Results notification transmission work

Creation/transmission of results notification

Specific health guidance promotion work

Creation/transmission of guides and application forms

Medical examination promotion work

<Next fiscal year> Medical examination guide

Medical examinee

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reviewing and revising the data communication infrastructure. The requirements for selection included ease of use, ability to transfer multiple files quickly and surely, no additional development burdens, and ability to simplify the customer's operation. After considering promising solutions, we singled out HULFT Script, an optional product of HULFT8.

HULFT Script is a tool that utilizes a GUI platform that makes it easy to create and operate the processing that is conducted before and after file transfer. Templates have been released for frequently used functions, and minor revisions to those templates make it possible to create a practical system suited to the actual circumstances of the company. It is even possible to create the kinds of tool that we had developed from scratch in the past, quickly and without programming.

A high level of reliability, and reduced man-hours

Kyodo Printing Nishinihon uses HULFT Script to create systems in which the customer simply drags a file to a specified folder and the file is automatically sent to Kyodo Printing Nishinihon and is received safely. "The burden of operation on client companies was significantly reduced, without the need to even think about file transfer," explains Mr. Mori. The system was completed quickly by simply making a few revisions to a released template.

"By using HULFT Script, we were able to build new systems without placing a load on development. Data is also checked automatically after reception. This means that mistakes are identified immediately, reducing man-hours there as well. In addition, because this system provides the ability

to manage communication logs, the number of inquiries from customers also decreased," points out Mr. Mori.

The impact of implementation in terms of cost was significant as well. "Sending and receiving the results of medical examinations from medical institutions--data that constitutes sensitive personal information--requires a high level of security, so the common practice is to send it in a security vehicle, but the cost is considerable each time something is sent. In the communication infrastructure we built, combining a closed network with HULFT made it possible to exchange information less expensively than a security vehicle, while still ensuring security. In addition to the convenience, I get a strong sense that the cost benefit of the tool is extremely high," adds Mr. Mori.
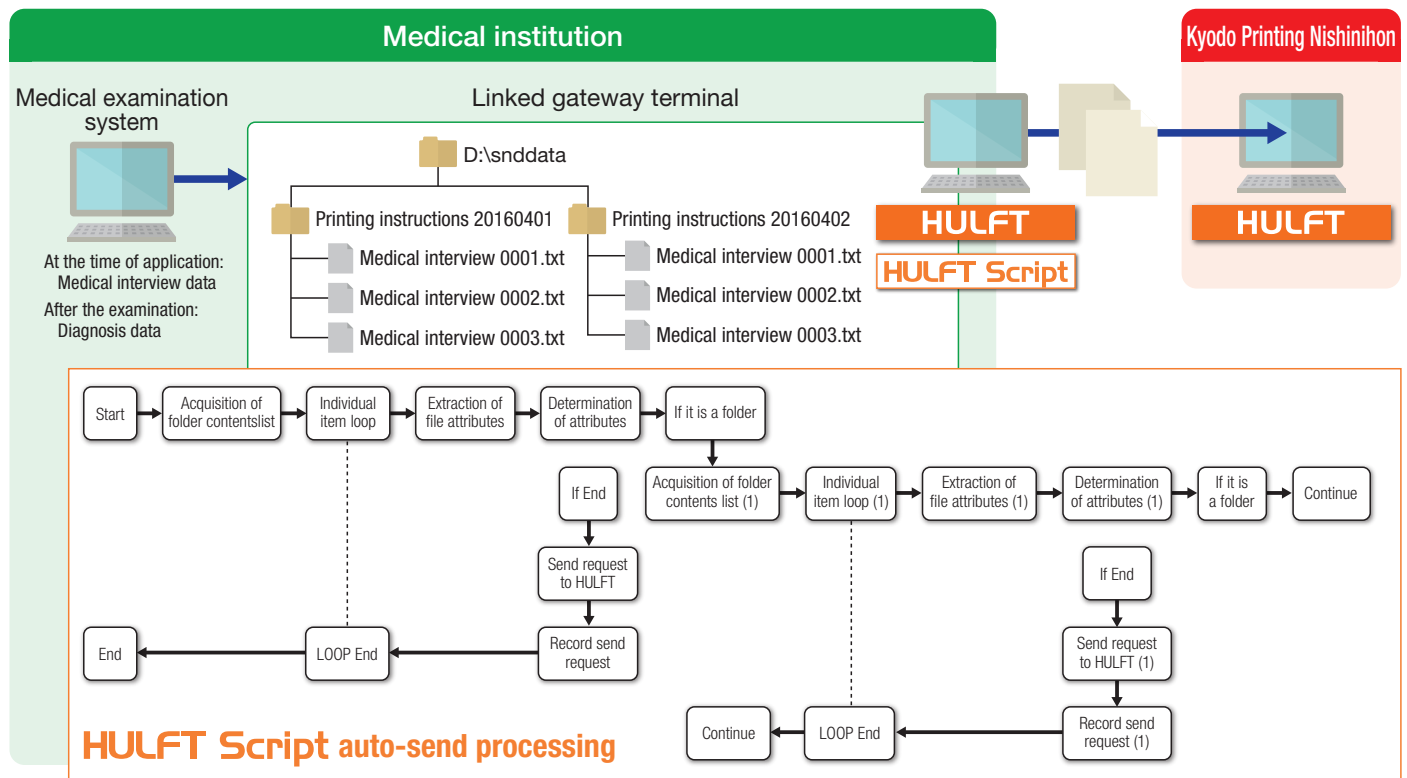
Expectations for the release of templates and case studies.

"We are also hoping for the addition of many templates in the future so we can continue utilizing HULFT Script. I think that case studies of other companies that have used it will be very informative. I hope for your kind support in the future as well, to energize the HULFT market." (Mr. Mori)

The company plans to review and revise the communication infrastructure as needed, in accordance with the needs of the customer. Currently, they are responding to the customer's focus on security by building and operating a communication infrastructure that uses a closed network. However, if the content of the data to be sent does not warrant that level of security, it is possible that they will build a network that utilizes the Internet. "We are currently gathering information about communication infrastructures, and we plan to continuously review and revise the communication infrastructure, tools, and such, in order to provide the customer with the best solution," added Mr. Mori.

The communication infrastructure for exchanging information with customers is extremely important to the company. It is repeatedly examining the matter not only from the perspective of reliability, but also from that of security, cost, and burden of operation, in an effort to find the optimum solution. Not only to the printing industry, but to companies that exchange information with customers, etc., as well, the case of Kyodo Printing Nishinihon Co., Ltd. is likely to be a helpful reference.

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