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Remote PC Array Implementation Case Study

Consolidated 140 My Number-related administrative PCs into Remote PC Arrays, enabling expanded workspace, more efficient PC operations, and reduced costs.

Naoaki Tanoue (Left)
Chief Official, Information Policy Section, General Policy Division

Hirotsugu Yamauchi (Right)
Section Chief, Information Policy Section, General Policy Division

西都市

Municipality Profile

Due to space constraints associated with the move to the new city hall, consideration was given to virtualizing the PCs used for tasks involving the use of Individual Numbers (My Number).

Saito City, located in central Miyazaki Prefecture, is a town where rich nature and history harmoniously coexist. It is home to one of Japan's largest burial mound groups, the "Saitobaru Burial Mounds," and carries the charm of ancient historical romance. The warm climate and vast farmland support the production of fresh agricultural products, including the famous Miyazaki ripe mangoes that originated here. Surrounded by the lush Kyushu mountains, it is also ideal for outdoor activities. The coexistence of city life and nature makes it a comfortable place to live.

Hirotsugu Yamauchi
Section Chief, Information Policy Section, General Policy Division

In Saito City, network operations have been conducted using the so-called "three-tier security model (Alpha Model)," which separates the Individual Number system (Basic Resident Registration Network), LGWAN (Local Government Wide Area Network), and internet-connected systems. Among

Name :
Saito City, Miyazaki Prefecture
City Hall Address :
2-1 Seiryo-cho, Saito City, Miyazaki Prefecture
Population :
27,027 (as of December 1, 2024)

Saito City is located in central Miyazaki Prefecture and is rich in nature. Known for its warm climate and vast plains, it has a thriving agricultural industry, especially mangoes and rice. The city features historical landmarks like the nationally designated special historic site "Saitobaru Burial Mounds," offering a glimpse into ancient culture. Its natural beauty and attractions like the Hitotsuse River make it ideal for tourism and leisure.
https://www.city.saito.lg.jp

these, virtualization of terminals for the internet-connected systems had already been implemented via virtual desktops. However, for the Individual Number system and LGWAN, separate laptop PCs were used for each.
As a result, employees handling Individual Number-related administrative tasks had to use two notebook PCs at their desks, raising concerns over limited desk space and the costs of managing physical PCs.
In particular, the new city hall building, which opened in 2021, was designed with efficiency and functionality in mind to better serve citizens. Consequently, each employee's desk space was slightly reduced, highlighting the need for a review of the workspace.

Given that the Individual Number and LGWAN PCs were due for replacement in 2024, Saito City Hall began to review its PC environment.
Mr. Hirotsugu Yamauchi, General Policy Division, Saito City : "We initially considered simply replacing the PCs, but given the space constraints, we hoped to reduce the number of physical PCs if it was cost-effective. We asked several vendors to propose solutions that would allow access to all three network segments using a single physical PC connected to the LGWAN."

Adopted a Proposal Featuring "Remote PC Array" for Cost-Efficient Desktop Virtualization Compared to VDI

Mr. Hirotsugu Yamauchi stated : "The Remote PC Array offers a solution between VDI and physical PCs. It met Saito City's requirement to eliminate physical PCs while reducing hardware and licensing costs compared to VDI. Additionally, it had already been implemented in other local governments like Miyazaki Prefecture, so we were confident in its track record."
Mr. Yamauchi added : "Densan's proposal using the Remote PC Array met our requirement to eliminate physical PCs at roughly two-thirds the cost of VDI. It also eliminates fragile components such as displays, keyboards, and mice, and improves security by consolidating PCs in a server room, which led us to adopt the solution."

Naoaki Tanoue
Chief Official,
Information Policy Section,
General Policy Division

"Consolidated 140 PCs into 7 Remote PC Arrays" Achieved space-saving and reduced management costs

Saito City Hall decided to install 7 Remote PC Arrays to serve 140 My Number administrative users across departments like Citizen Services, Taxation, Health Management, and Welfare. The system was operational six months after the decision.
Mr. Naoaki Tanoue, Saito City General Policy Division, said : "With physical PCs, we needed one for each person regardless of usage frequency. By switching to Remote PC Arrays, we adjusted operations based on usage frequency and reduced the number of devices."
Mr. Yamauchi added : "Reducing the number of physical PCs increased desk space and improved work efficiency. Some staff even said fewer mistakes were made thanks to better use of space. On the security side, the card readers previously connected to physical PCs are still used, and we've maintained two-factor authentication (password + IC card), so there are no issues."

The new city hall, opened in 2021, was designed for efficiency and functionality, with elevators, stairs, and hallways arranged around an open central atrium for easy citizen access.

Mr. Yamauchi : "It's still early since deployment, but we haven't had any trouble with the Remote PC Array. Even if something were to happen, we could simply switch to a spare cartridge and continue operations without affecting residents. This is another benefit of adopting the system."

Sales Partner Comments

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System Architecture Overview

Resident Registration Network

LGWAN

internet

Separation

Split

Local Government Security Cloud

Personal Number (My Number) Administrative Affairs

LGWAN connection system

Internet connection system

SmartOn ID
Chip card: Two-factor authentication

Screen Transfer

Screen Transfer

Consolidated 140 PCs into 7 Remote PC Arrays

Consolidate business terminals into one laptop

Virtual Browser