

Remote PC Array Case Study Okayama City Hall



40 Dedicated Terminals Integrated via
Remote PC Array for Enhanced Efficiency
in Elderly Medical Insurance System

Three PCs per Desk?! Okayama City Tackles Efficiency Issues by Consolidating Terminals for the Standard Elderly Medical System

Okayama City is a designated core city located at the crossroads of the Chugoku and Shikoku regions, offering excellent transportation access. It is known for its high livability, with well-developed urban functions such as childcare and educational facilities, medical and welfare services, as well as abundant commercial amenities including supermarkets and department stores. At the same time, the city also embraces its identity as an agricultural hub. Taking advantage of its rich natural environment, Okayama thrives in the cultivation of staple crops such as rice, as well as specialty produce like white peaches, muscat grapes, yellow garlic chives, and Senryo eggplants.

In addition to the standard three-layer network configuration—comprising the “My Number administrative network,” “LGWAN (Local Government Wide Area Network),” and the “Internet network”—Okayama City also operates a dedicated network for front-desk operations known as the “Medical Insurance Wide-Area Union System for the Latter-Stage Elderly” (hereafter referred to as the “Standard System for Elderly Care”). The PCs used for this system are dedicated terminals, which cannot be shared with other operations. This limitation has posed operational constraints in the workplace.



Assistant Manager,
Medical Subsidy Division
Health and Welfare
Bureau, Okayama City

Mr. Takahiro Kiyohara

At that point, Okayama City consulted with NTT DATA Chugoku Corporation (hereafter referred to as NTT DATA Chugoku) to explore the possibility of integrating the terminals for the My Number system and the Standard System for Elderly Care, in conjunction with the scheduled replacement of the latter system’s terminals.

Mr. Kiyohara, Assistant Manager of the Medical Subsidy Division, Health and Welfare Bureau, Okayama City, explains:

“Although we have been consolidating terminals by enabling remote access from LGWAN-connected terminals to the Internet environment, in practice, staff members still have three different terminals on their desks—for the My Number system, the LGWAN system, and the Standard System for Elderly Care. This situation has led to a shortage of workspace, hindering the review of documents and forms, and ultimately reducing operational efficiency.”



(From left to right)

Mr. Hiroshi Yoneda

Manager, Public Sector Division
NTT DATA Chugoku Corporation

Mr. Rintaro Yamamoto

Senior Staff Member, Medical
Subsidy Division
Health and Welfare Bureau,
Okayama City

Ms. Junko Ishihara

Deputy Manager, Public Sector
Division
NTT DATA Chugoku Corporation

Mr. Takahiro Kiyohara

Assistant Manager, Medical Subsidy
Division
Health and Welfare Bureau,
Okayama City

Municipal Overview

Name of municipality:

Okayama City Hall

Address:

1-1-1 Daiku, Kita-ku, Okayama City,
Okayama Prefecture, Japan

Okayama City is the capital of Okayama Prefecture and serves as a key hub for transportation and economic activity in the Chugoku and Shikoku regions. Known as the “Land of Sunshine” due to its mild climate and abundant natural beauty, the city is home to notable historical sites such as Korakuen Garden—one of Japan’s Three Great Gardens—and Okayama Castle. The city also boasts a rich array of historical and cultural attractions, and is nationally renowned for its agricultural products, particularly white peaches and muscat grapes.

<https://www.city.okayama.jp>

Remote PC Array Selected for Its Simplicity and Efficiency Compared to VDI

Mr. Kiyohara had been aware of the Remote PC Array solution for some time and specifically requested NTT DATA Chugoku to include it in the list of options for comparison and evaluation.

Mr. Yoneda, Manager of the Public Sector Division at NTT DATA Chugoku, explains:



Manager, Public Sector
Division
NTT DATA Chugoku
Corporation

Mr. Hiroshi Yoneda

“Initially, we compared physical terminals, VDI, and the Remote PC Array. It became clear that the Remote PC Array offered advantages in terms of both cost and maintainability. However, since it was a product we had not previously handled at NTT DATA Chugoku, we borrowed a demo unit from Ascentech and conducted verification tests in collaboration with the Wide-Area Union, which manages the Standard System for Elderly Care. Ascentech’s sales and SE staff were very responsive, promptly answering our questions via email and phone. As a result, we were confident that the Remote PC Array would meet the requirements.”

Through this joint verification process by Okayama City, NTT DATA Chugoku, and the Wide-Area Union, the Remote PC Array was ultimately selected as the next-generation system.

Mr. Ishihara, Deputy Manager of the Public Sector Division at NTT DATA Chugoku, comments on the Remote PC Array:

“Compared to the complexity of VDI-based solutions, the Remote PC Array offers a much simpler architecture. One of the key factors in its selection was that its cost is nearly equivalent to that of physical terminals. Since the system must be operated in-house, simplicity, clarity, and maintainability were critical considerations. The ease of replacing the device itself in the event of a failure—without needing complex troubleshooting—was a decisive factor in our decision to adopt it.”

Mr. Kiyohara shared his thoughts on the Remote PC Array:

“When it comes to VDI or SBC, the connection configurations tend to become quite complex. We felt that the Remote PC Array offered a superior solution in terms of enhancing both operability and efficiency with a simpler setup. The most important point, in my opinion, was the ease of use enabled by the one-to-one connection structure. Although the cost is slightly higher than that of physical terminals, it is significantly more affordable compared to VDI or SBC. Moreover, since VDI and SBC are typically designed for large-scale environments, the Remote PC Array’s ability to support a small-scale start and future scalability made it a very attractive option.”



Deputy Manager, Public
Sector Division
NTT DATA Chugoku
Corporation

Ms. Junko Ishihara

40 Dedicated Terminals for the Standard Elderly Care System Consolidated into a Remote PC Array — Enhancing Operational Efficiency While Maintaining Security

As a result, 40 dedicated terminals for the Standard System for Elderly Care were successfully consolidated into the Remote PC Array. The system is now operated through connections from the My Number network terminals, utilizing two-factor authentication to ensure a security level that meets the requirements of the Wide-Area Union.

Mr. Yamamoto, Senior Staff Member of the Medical Subsidy Division, Health and Welfare Bureau, Okayama City, shared the following:

“By reducing the number of terminals from three to two, we were able to secure more desk space and improve work efficiency. Additionally, by using a terminal switch, we can operate multiple systems with a single monitor, which has led to a better working environment.”

Since the system has only recently been put into operation, many staff members are still getting used to the remote desktop environment. There have been minor issues, such as accidental shutdowns, but we believe these can be resolved through operational improvements over time.”

“The newly introduced Standard System for Elderly Care is expected to remain in place for the time being. However, there are several other departments that also operate on independent networks. We hope to use this case as a model and expand similar implementations across the city hall.”

— Mr. Kiyohara



Senior Staff Member,
Medical Subsidy Division
Health and Welfare
Bureau, Okayama City
Mr. Rintaro Yamamoto



Okayama Castle was built by Ukita Hideie in 1597. It features a black lacquered exterior, and is close to Korakuen, one of Japan's three most famous gardens, making it a tourist spot where you can enjoy both history and nature.

System Architecture Overview

