



## Nitto Kohki USA

## CUSTOMER SUCCESS STORY



### COMPANY PROFILE

For over 40 years, Nitto Kohki USA has been the sole North American distributor for Nitto Kohki Co., Ltd., an innovative energy and labor-saving product manufacturer.



### SOLUTIONS / SERVICES

- Technology Assessment
- Ongoing IT Support / Maintenance
- Server Selection and Deployment
- Network and Application Security
- Software and Hardware Installation

### About Nitto Kohki USA

Nitto Kohki USA, headquartered in Hanover Park, Illinois, is the sole North American distributor for Nitto Kohki Co., Ltd., a leading designer and manufacturer of couplings, linear piston pumps, and various labor-saving machine tools. With 11 global offices, Nitto Kohki Co., Ltd. products fulfill vital roles in the construction, automotive and high-tech engineering fields around the world. A pioneer in its industry, Nitto Kohki consistently offers unparalleled solutions that deliver labor savings, improved working environments and efficient manufacturing.

### The Challenge

Prior to outsourcing IT operations at its U.S. headquarters, Nitto Kohki USA's IT resources consisted of one under-used staff member and outdated technology that couldn't keep up with the demands of today's international marketplace. Leadership recognized the need for a **team of experienced professionals with wide technological expertise that would offer a collaborative and strategic – not just tactical – resource.**

In addition, Nitto Kohki needed to maintain responsiveness to daily IT requests from internal and external clients and modernize the company's technology, all while reducing costs. The company's stature as an international player demanded reliable network access and the flexibility to offer dependable, dedicated IT support for visitors while ensuring the efficiency and productivity of non-IT business personnel.

### The Solution

ZY Assets performed a technology assessment to evaluate the state of Nitto Kohki's IT environment and designed a roadmap that showed how optimized IT resources would increase productivity and improve reliability. The detailed plan outlined a multifaceted approach that included a timeline to accommodate continual workstation and server improvement without a substantial technology investment upfront. By partnering with Nitto Kohki through this critical initial stage, ZY was able to create an IT strategy that addressed immediate needs and long-term goals while staying within a conservative budget.

“The team at ZY Assets was able to set up our network and systems to run seamlessly and more efficiently. When we do experience any complications, their team is able to quickly respond to our immediate needs to reduce downtime.”

Michelle Parker  
Controller / HR Manager

ZY Assets worked directly with Michelle Parker, Nitto Kohki's controller and HR manager, to plan for and purchase economical and high-performance hardware and software for workstations. These industry-standard Microsoft solutions offer proven reliability, stability and flexibility.

In addition, ZY Assets recommended Microsoft Exchange Server for email communications and configured the server to meet Nitto Kohki's unique business needs. This customized platform provides: enhanced uptime and security that surpasses those offered by POP3 and Internet-based email; improved storage space that frees employees from the time-consuming and money-wasting task of manually removing email to stay within quota; and the flexibility to add storage in the future

In order to protect proprietary data, ZY Assets provided anti-virus and security solutions, configuring McAfee's award-winning SaaS products and integrating Microsoft Forefront to provide: archiving services, archive email protection, inbound filtering and proactive workstation, server and network security against unforeseen threats and vulnerabilities

ZY Assets' ongoing services include weekly on-site visits for support requests and preventive maintenance, including: adding new computers to the network, upgrading hardware and software, installing hot fixes and security patches for servers, end-user support, printer set-up and repair, server and workstation checkups, backup process review and antivirus and security monitoring.

These proactive care measures ensure that all systems are running seamlessly and optimally, eliminating downtime and potential security threats. In addition, ZY Assets meets regularly with business users to explore innovative ways to simplify and improve workflow and processes, maximizing production while ensuring ongoing efficiencies and cost savings.

### The Results

For over 5 years, ZY Assets has provided Nitto Kohki with approximately 8 hours of managed IT support and maintenance services each week, ensuring Nitto Kohki receives responsive and effective IT support without the added expense of dedicated IT staff. And because the solutions designed and implemented by ZY Assets are closely aligned with business objectives, Nitto Kohki has remained positioned for continuous growth and advancement.

“We have been very satisfied with the services ZY Assets has provided us over the last several years. Their flexibility to work during off-hours, both on-site and remotely, has maximized productivity and minimized downtime for our operations,” stated Michelle Parker, Nitto Kohki's Controller and HR Manager. “Whether it's our scheduled day or not, ZY is able to tackle any issues that come up. This has provided us with significant cost savings.”