



Healthcare

Streamlining server management and PC provisioning

Shofu Inc.

Shofu's IT team had to bear a heavy burden, working overtime and during holidays. Introducing Lenovo ThinkAgile HX Series with Nutanix Unified Storage has enabled remote server management, while using Windows Autopilot to preconfigure new Lenovo ThinkPad PCs has dramatically reduced desktop provisioning work.

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Who is Shofu?

Shofu manufactures and sells a wide range of dental materials and equipment for clinics and laboratories throughout Japan—including artificial teeth, grinding and polishing materials, chemical products, dental instruments, machine tools, and orthodontic products.

In recent years, the company's work has become increasingly digital, with the adoption of advanced CAD/CAM systems and 3D scanners to support the development of custom prosthetics, as well as other core business systems.

The company supports these applications using a traditional three-tier server infrastructure, and they are accessed daily by hundreds of employees. Shofu's in-house Information Systems Office (ISO) is responsible for maintaining both the servers and the PCs that employees use to access them.



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The challenge

With Shofu's existing infrastructure, regular server management tasks such as creating new virtual machines and performing inspections and maintenance took a lot of time and effort. Server monitoring was also difficult: there was no easy way to detect when a system went offline, and there was a case where the ISO only knew that a server was down when line-of-business users reported the problem. Therefore, the ISO team wanted an environment that could automate monitoring and management, and allow them to work remotely.

Setting up and managing hundreds of PCs was also laborious and time-consuming for the ISO team. The annual refresh of around 150 PCs typically occupied two members of the team for three months every year.



Mr. Naoki Totani

Head of the Information
Systems Office, Shofu Inc.



“The ISO team is responsible for managing our virtualized server infrastructure and provisioning and maintaining the PCs. We often had to work overtime when performing regular inspections as well as during the annual PC refresh, so we were looking for ways to reduce the burden on our team. We were also looking to assign resources to the business to increase the value of our internal systems.”

Building a new **virtualized** platform

Shofu decided to replace its aging servers with a new virtualized platform built on Lenovo ThinkAgile HX Series appliances, powered by Nutanix's hyperconverged infrastructure software. Lenovo XClarity Controller provides a new ability to manage and control servers remotely, while Nutanix Unified Storage has enabled the company to use a part of their shared storage as a CIFS (SMB)/NFS file system—replicating the exact hierarchical structure of the previous file system to make it easy for users to transition.

Lenovo also helped Shofu redesign its provisioning process for new PCs, introducing Windows Autopilot to pre-install and configure software on new Lenovo ThinkPad L15 and ThinkPad X12 Detachable laptops. During this project, Lenovo also helped integrate Windows Autopilot with the company's third-party authentication system, helping to strengthen security.

Hardware

Lenovo ThinkAgile HX Series
Lenovo ThinkPad L15
Lenovo ThinkPad X12 Detachable

Software

Nutanix Cloud Infrastructure
AOS Storage
AHV Virtualization
Nutanix Cloud Manager
Intelligent Operations (formerly Prism Pro)
Nutanix Unified Storage
Files Service
Lenovo XClarity Controller
Windows Autopilot

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Results

By moving to the new Lenovo ThinkAgile HX Series appliances combined with Nutanix Cloud Platform, Shofu has significantly reduced server management workload for its ISO team—for example, remote management capabilities mean that there is no need for IT specialists to enter the data center to perform inspection and maintenance tasks on weekends or holidays.

Mr. Totani says: “We have achieved most of our initial objectives, such as automating configuration management, and gaining the ability to shut down and reboot servers remotely. Even if a problem occurs, we have a system that immediately alerts us, so we have much greater peace of mind.”

Performance has also improved, with employees reporting that applications respond faster. And the company has also been able to switch from once-per-day tape backups to multiple intra-day snapshots, improving business continuity and reducing the risk of data loss.

Finally, the improved PC provisioning process means that refreshing employees' machines is faster and simpler both for the ISO team and for the employees themselves. Pre-installed, fully certified PCs can now be delivered to end users in about an hour—a process that took up to two days before.

Mr. Totani comments:
“Windows Autopilot saves labor in streamlining configuration management during the PC provisioning and recovery process, which is a huge advantage.”

- ✓ 150 new PCs need to be provisioned for employees each year
- ✓ 87% faster delivery of new PCs, reduced from 2 days to 1 hour
- ✓ 3 months' work per year saved for Information Systems Office staff

Why **Lenovo**?

Mr. Totani recalls: “There is a community where the IT departments of the manufacturing industry in Kyoto regularly gather and exchange information, and they recommended asking Lenovo to take on the maintenance of our old IBM servers. Then, when it was time to refresh our systems, we saw that the hardware quality of Lenovo servers is excellent, and the failure rate is low. And on the PC side, I have been using ThinkPads ever since I worked at IBM, and I have a good impression of their quality and reliability.”

He concludes: “With the support of Lenovo, we were able to proceed quite smoothly from cost estimates and sizing proposals to ordering and installing the equipment. We are aware that Lenovo products have few failures, so we can focus on our work with peace of mind.”



How can you liberate your IT team from routine maintenance?

Simplifying server management and PC provisioning with Lenovo and Nutanix.

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