Pasona Tech Moves Business Functions to the Cloud with Lightning Speed

Pasona Tech, Inc., a subsidiary of the Pasona Group, was founded in 1998 and has been specializing in the technology field in accordance with the corporate philosophy of the Pasona group, "Solutions to Society's Problems." The company provides IT solutions to a range of industries, from manufacturers to web companies, across a spectrum of sizes — from startups to major corporations.

It counts among its clients industry giants such as Microsoft, e-commerce company Rakuten, Hewlett Packard, and telecommunications provider Softbank.

Transitioning company databases into a cloud-based system is a major part of Pasona Tech's business, along with system integration to help its clients set up an effective online enterprise application to carry out mainstay business functions such as pricing estimates, order processing systems, billing and payment, and customer relationship management.

Demand for developing such cloud-based business applications increased 2.5 times in 2016 compared with the year before, according to Ryohei Niiyama, Senior Manager of the Systems Solutions Division from Pasona Tech's Project Management Group, which helps to develop online enterprise solutions.

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>
> Ryohei Niiyama, Senior Manager, Systems Solutions Division, Pasona Tech

But while setting up business applications swiftly to meet the rising demand was possible using a popular cloud service, providing intuitive and speedy user interfaces proved challenging without a comprehensive set of UI components.

To meet these expectations, Pasona Tech partnered with Infragistics in 2016. The company began to use Ignite UI for JavaScript/HTML5 and ASP.NET MVC, a complete library of modern web controls and tools that enables developers to build high-performing modern web applications for desktop, tablets and smartphones quickly and easily.

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Igniting Clients' Web Applications

Kintone is a cloud-based enterprise application platform that Pasona Tech uses to help clients jumpstart their cloud construction and business web applications. It allows Niiyama's team to speedily create online enterprise solutions for clients. Pasona Tech has used kintone to develop around 60 business applications for enterprises in industries such as services, media, finance, administration, logistics, trading and manufacturing.

But while the company managed to get its clients' applications up and running quickly using kintone, the system itself proved to be, literally, not up to speed.

"The kintone platform provides basic HTML elements like tables and buttons, but there was insufficient UI, which made it difficult for us to meet our customers' expectations," said Niiyama. "In order to bring out the full potential of their applications, we wanted a UI with more intuitive usability, more powerful data processing and data analysis functions."

Realizing that Pasona Tech could do more for its clients, Niiyama and his team went looking for UI components that could provide usability to empower clients to unlock the potential of their enterprise data.

"For a system built in a project, we looked into how to provide more advanced features and richer UI," said Ayana Abe, from the systems solution division. "Most of our clients use Excel spreadsheets for their expense reports, time sheets, inventory management, and when they transition into a cloud-based business application they expect the same interactivity as Excel."

The first solution the company tried to provide – a spreadsheet UI – was not up to the task.

"Our clients gave feedback that it didn't have Excel-like features, and the range of graphics available was limited," said Abe.

This request for more Excel-like features was a common refrain among clients, especially those from finance and insurance, administrative, logistics, trading and manufacturing.

On top of that, they needed a system with faster data processing.

"It couldn't handle large volumes of data," said Abe. "Clients often found themselves waiting an average of 10 seconds before the spreadsheet would update and load on the screens. It was hard to tell if the system had stalled or if it was still processing."

This was a constant cause of stress and frustration for customers.

After a few months of trying out the UI tools, the team realized they needed UI components and controls that help them to write fast and run fast, so they turned to Infragistics' Ignite UI and started offering a combination of "connected services" for kintone and Ignite UI.

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Making a Difference with the Right Connection

Since then, the company has offered this pairing with Ignite UI to five corporate clients.

"This not only helped us differentiate our service offerings from our competitors, but our clients found that Ignite UI's rich widget library and other features enabled them to add value to their system," Niiyama said.

According to Abe, "The feedback has been very positive. The overall performance has improved, the response was a lot faster even for high volume data processing, the richness in graphics, grids, charts and tables was a huge plus, and the intuitive data processing was as close as possible to the Excel spreadsheet."

She cited one client that wanted to tabulate its request data and rank them in order of frequency, which the standard graph in kintone would have been unable to do. Abe recommended using the pivot table available in the Ignite UI library, which helped the client analyze its data effectively.

Indeed, Ignite UI library helped to make up for the limitations of kintone's spreadsheet.

Her colleague in the same division, Takashi Ota, explained, "kintone's standard features had restrictions, as it couldn't do certain calculations. We managed to expand these functions with the help of the grids in the Ignite UI library, or igGrid."

He pointed out the dashboard function, listing layout, tile management, and customizability of layout functions popular with clients who want to analyze data at a glance in one screen without having to change, open, and close several windows.

Another popular function is being able to edit and save in multiple rows, compared with the previous basic function where changes could be edited and saved in only one row at a time.

"Efficiency was greatly increased, which was very much welcomed by clients," said Ota.

Ignite UI also allowed clients to draw data from several applications into graph form. The apps can be viewed across many devices, from PCs to tablets and smartphones, which helps clients as their needs evolve.

"Requests start out with the PC in mind, but increasingly we are getting requests to make the app viewable on tablets as well, reflecting a shift to the use of mobile devices," noted Abe.

"Clients have been able to improve their competitive advantage and meet their business needs with stronger data analytical capability and intuitive UI functions," said Niiyama.

Supporting the Future

Abe says the excellent technical support service also helps Pasona Tech's developers integrate the components smoothly.

"Whenever we have a query it is always promptly answered, and what is really helpful is the fact that a sample source is always sent. These web-based examples are very helpful to our engineers," she said.

Niiyama's team says they will continue to pair Ignite UI with kintone for clients who need Excel-like features that work smoothly with a cloud-based web application, so that Pasona Tech can also offer user-friendly services to their customers.

This dovetails with Pasona Tech's business vision of creating new value in the economy through software, hardware, and, last but not least, humanware.

Niiyama projects demand to rise and Pasona Tech's sales from the provision of Ignite UI's components to double this year. "With this partnership, we see ourselves as becoming the top leader in cloud business solutions in the near future," said Niiyama.

Start Your Own Success Story

To get your company's success story started, check out these demos to learn more about how Ignite UI enables developers to build high-performing modern web applications quickly and easily on every device. Then try Ignite UI along with the full suite of Infragistics developer products available for a free 30-day trial as part of Infragistics Ultimate to see the difference it can make for your business.

About Infragistics

Infragistics is a worldwide leader in providing tools and solutions to accelerate application design and development, insights and collaboration for any organization. More than two million developers use Infragistics enterprise-ready UX and UI toolkits to rapidly prototype and build high-performing applications for the Cloud, Web, Windows, iOS, and Android devices. Infragistics Enterprise Mobility solutions, ReportPlus and SharePlus, give business users the latest advancements in self-service business intelligence and collaboration software. Additionally, Infragistics offers expert UX Consulting Services and award-winning support.

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