

Use Case Collection

Large Enterprise Edition





Introduction

Whilst remote work has enabled flexible working arrangements, it has also led to situations where it's difficult to realise the kind of communication actions that were previously taken for granted, such as finding those natural moments of in-office conversation and collaboration with nearby teammates.

Within a hybrid and remote working context, communication challenges are increasing for employees regardless of their experience. Organisations need to utilise a virtual office software to solve this challenge.

You, the reader of this document, might think “I want to adopt new technologies that make things convenient, but it seems like a major hurdle,” or “Our legacy company can't introduce a virtual office, can it?”

This document introduces case studies of large corporations with over 1,000 employees utilising the virtual office “ovice”. It contains information that can give you insights into the situations of other companies and points that can be applied, such as “We face the same challenges” or “It seems we could do this too”.

Through these examples, please deepen your understanding of the realities of improving communication and productivity by utilising virtual offices.



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Chugai Pharmaceutical

At Chugai Pharmaceutical Customer Solution Department, Digital Solution Group, where most members work remotely, there was a challenge in that even "minor confirmation items" that could be resolved in 10 seconds if in the same place took a considerable amount of time to confirm remotely. Thus, ovice was introduced. Through involving superiors with decision-making authority on minor issues and holding virtual drinking parties, the spread of ovice was promoted. During experimental periods in which the team didn't use ovice, the team would constantly be doing calls on the phone, leading to comments like, "It's tough without ovice."



Ricoh Company

The facility "RICOH BIL Tokyo," aimed at co-creating new value by inviting external partners, faced difficulties in conveying a sense of presence and immersion in a remote environment. As such they decided to introduce ovice in order to achieve communication as close to real-life as possible. They have built two floors, with the first floor as a workspace for employees and the second floor as a lounge for external guests. The workspace features a unique layout, including areas where you can work while listening to the sound of a campfire. The lounge is equipped with a 360-degree camera that streams the indoor atmosphere, realizing "RICOH BIL Tokyo" in the virtual space.



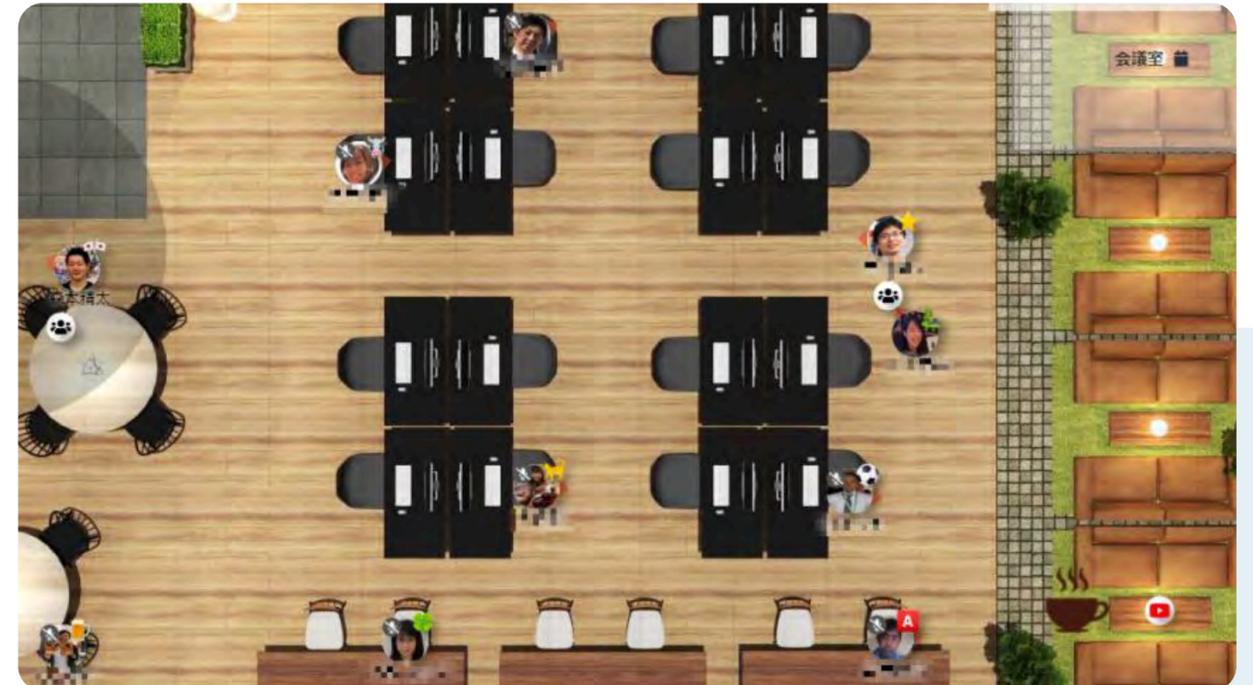
AstraZeneca

It has been considered natural for pharmaceutical company MRs (Medical Representatives), who visit hospitals they are responsible for daily, to spend most of their day travelling. However, AstraZeneca has been working on work-style reforms for its employees, including MRs, such as closing sales offices nationwide. As a result, MRs, who often work outside, have been able to squeeze in meetings in online virtual spaces, allowing for more effective use of time. The virtual space of ovice is made user-friendly by installing help desks and necessary service counters, not limited to MR positions. Efforts such as placing ovice specialists in each team have been made, successfully promoting internal adoption.



Sapporo Breweries

The Reform Promotion Department at Sapporo Breweries Ltd. felt the challenge of having no opportunity for communication other than meetings and the loss of time for supplementary confirmation after meetings. Moreover, for people newly transferred from other departments or new employees, it was difficult to understand the new department. At such a time, the potential of ovice, used by the company's HR department, was seen, starting with social gatherings. Communication was made easier due to members being able to see each other talking as well as join a conversation just by approaching. The inability to transfer data on ovice was also appreciated upon introduction.



Denso Solutions

Denso Solutions, which has 8 branches nationwide, has been consolidating functions that were dispersed across various locations into a more centralized organization in recent years. As a result, the company has become dependent on online collaboration. Before the introduction of ovice, there were several difficulties in fostering a sense of unity. Additionally, the inability to understand "who is working on what" in real-time was seen as a challenge in the online environment. Employees who are handling multiple roles across departments find the real-time visibility of employee presence in ovice to be convenient.



Transcosmos

After the introduction of remote work, Transcosmos experienced a decrease in non-work-related conversations. There were also challenges with newly joined graduates and mid-career employees finding it hard to fit into the team. ovice was introduced in departments responsible for overall headquarter functions such as personnel training, recruitment, and environmental improvement in response to members' desires to interact with more people. As a result, various members have noted that chatting to others is a lot more convenient than before. It has been very helpful to always have some members present in the virtual space, especially during transfers, as it allowed for immediate communication when needed.



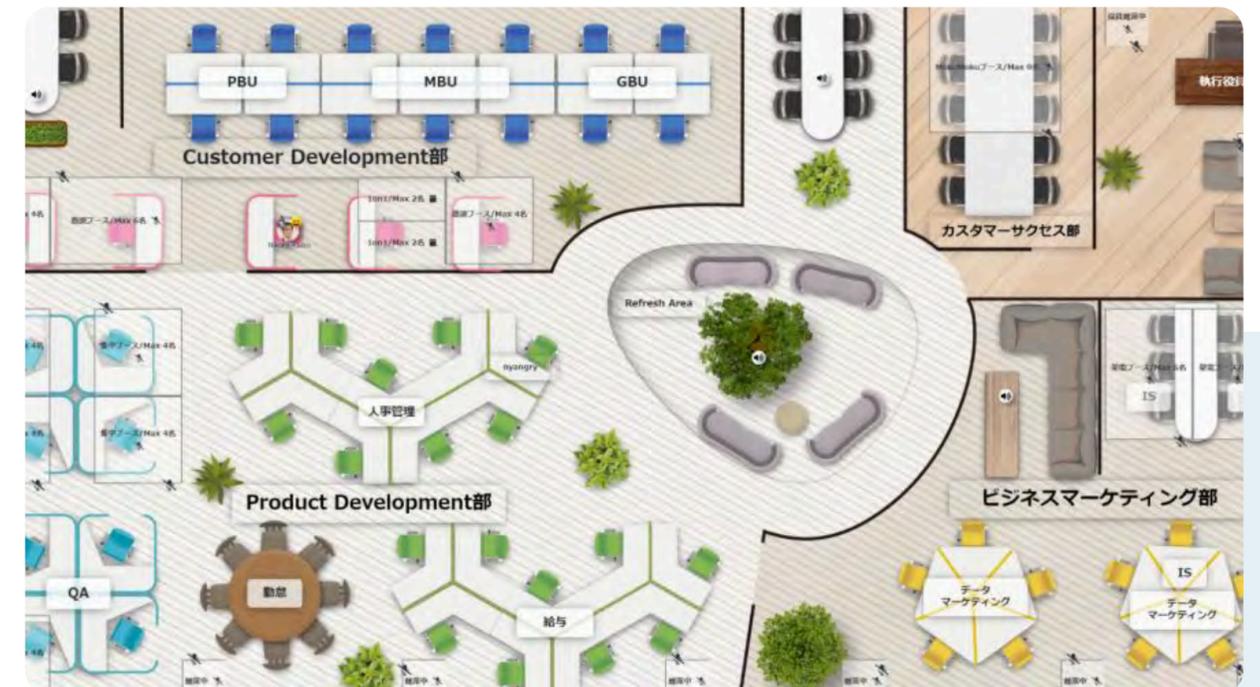
Canon Marketing Japan

Canon Marketing Japan, which has sales offices nationwide, identified a decline in the coordination capacity between sales teams and sales support teams in a remote environment. They were also considering a new communication tool that could provide detailed sales support remotely, just like face-to-face interactions. After careful consideration, they decided to adopt ovice. A system was established where sales support members are permanently stationed in ovice, and sales members log in when they need support. "The biggest change is being able to support each other more closely, with a sense of being together, without the constraints of location," according to the executive leader for this business unit.



Money Forward

Here is an introduction story from Mr. Kubo, a manager working at the Fukuoka development base of Money Forward. The company had introduced several communication tools, but struggled with the difficulty of communicating during remote work. Additionally, the company frequently welcomed new members, and for these individuals, starting remote work from the second day of employment was understandably difficult. Through ovice they created a separate space for each department and it eventually led to a more frequent occurrence of casual conversations.



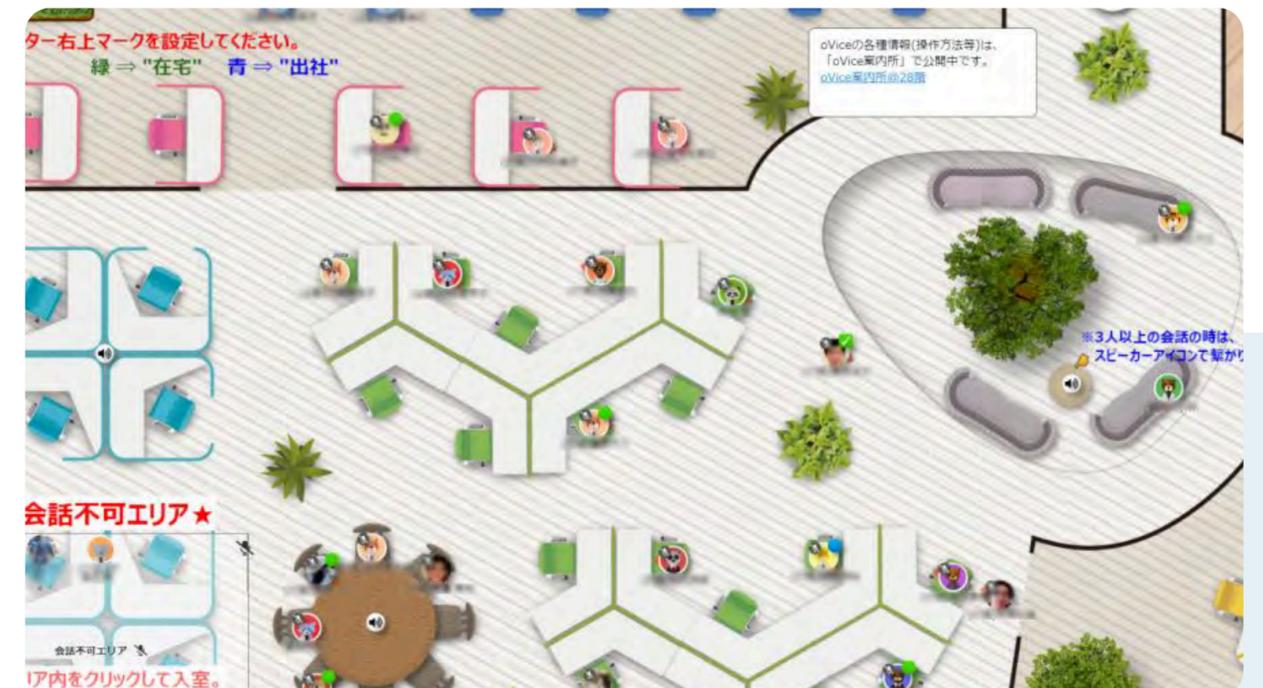
Sumitomo Mitsui Auto Service

At Sumitomo Mitsui Auto Services' HR Department, communication primarily continued via email similar to before the introduction of remote work, making it difficult to consult on work matters casually. Although video conferencing tools were used for real-time communication, it was felt that the team spent too much time and effort on matters that should be resolved quicker. Under such challenges, after evaluating security specifications, among other factors, they decided to adopt ovice. The ability to reflect on meetings and confirm next actions has been well-received. In addition to efficiency, the team pointed out that consultations and casual conversations have likely contributed to a more healthy working atmosphere.



Kioxia

With the shift to remote work Kioxia faced numerous challenges such as managers not knowing the status of members, members finding it cumbersome to seek advice and new members feeling isolated without talking to anyone. The company started using ovice by dividing spaces by department and placing a manager in each space. The introduction of ovice was triggered by a workshop, but the deciding factor was how serious ovice is about information security. It was felt that ovice significantly lowered the barrier to communication and the value of being able to have "stand-up chats" online is a huge plus.





Wiz

With the shift to full remote work, Wiz commonly faced lack of communication challenges as even simple things required members to check each others' availability via chat before setting up a meeting. To reduce anxiety and stress in the remote work environment and facilitate easy communication among members, they decided to try ovice. As a result, not only has there been an increase in casual conversations, but there have also been unexpected benefits such as a decrease in the frequency of schedule adjustments.



Unite your team.

Virtual Workplace ovice

ovice is a "virtual workplace" which allows you to use an avatar to freely move around a virtual space and chat to others. The voices of avatars nearby sound louder, and those far away are quieter, also allowing for screen sharing and video calls as needed.

Consider trying ovice for free for 2 weeks so you can see for yourself how a Virtual Workplace can help your team.

[Free Trial](#)

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