



Shanghai Ba-shi (Group) Industrial Co., Ltd.

HITACHI JP1 System Management Operation Facilitates Intelligence Management of Shanghai Ba-shi (Group) Industrial Co., Ltd.



Shanghai Ba-shi (Group) Industrial Co., Ltd. (Bus Group) is China's first listed company of urban public transportation provider founded in 1992. Its business scope covers a wide range of industries from urban transportation, passenger taxi, rail transport, inter-city expressway passenger transportation, travel services and transportation, car leasing, to modern logistics, e-commerce and culture and sports. Bus Group, as its foundation of core transportation industry, now has six public service bus operators that possess a fleet of 7,500 vehicles and operates 340 lines. Its annual passenger turnover totals 1.4 billion persons, accounting for over 50% of the city-wide capacity, with daily sales amounting to RMB 6.6 million Yuan. It is known as the dominant player in Shanghai's urban transportation sector with largest size, highest earnings and best management and highest salary.

Extensive reach-Intelligence creates IT requirement

During the transformation from a traditional enterprise into a modernized company, Bus Group aims to achieve the same advanced urban transportation management level as western cosmopolitans and to implement intelligence management of operations in an all-round way by giving priority to informatization. In the last few years, it has established the infrastructures of One Website (the website of Bus Group), Three Databases (HR database, operating database and material supply database) and achieved Three Automations (accounting computerization, office automation and operation automation). In the following two years, the service bus operators affiliated to Bus Group will take initiative to achieve computer-based management of vehicles and intelligent management of public transportation. At present, there are over 300 bus terminals within the reach of Bus Group distributed on every corner of Shanghai, even extending to the outskirts like Chuansha and Songjiang. Meanwhile, Bus Group has equipped its 3500 buses with GPS system which provides real-time data on exact location.

As the intelligence management software for public transportation has to be administrated via a client, each bus terminal is equipped with a computer special for intelligent dispatching management. However, due to poor operation of process-unrelated startup, cross use of mobile access devices and access to the Internet, the performance efficiency of those computers has been lowered or normal dispatching in routine operations has been affected by virus infection. Once any problem happens to the computer system at a bus terminal, engineers shall be dispatched to the site to carry out maintenance to guarantee smooth operation of the public transportation services.

In addition, the frequent updating of road data and software upgrading of the public transportation intelligent dispatching system and the expansion in the coverage of bus terminals immediately contribute to the dramatic increase in manpower and material resources that are required for IT system maintenance.

"As the IT department of a large-sized group enterprise, our top priority is to better serve the business development and to build an effective IT foundation for business innovation of the Group," Mr. Fei Ye recalls, "in the past energy of IT department was mostly spent on

"Firefighting Efforts," and we are weighed down with busy and tiring travel and IT system maintenance all the time, not even mention to offer any innovative thinking of business development."

Careful thinking-Wise choice transforms IT function

Compared with the situation before the deployment of Hitachi JP1 system, Bus Group's IT engineers can now perform software-enabled remote maintenance online once any problem happens to the PCs at any of its bus terminals, which avoids the cases of malfunctioning of the PC system at bus terminal caused by backlogged minor problems. Additionally the asset management feature of Hitachi JP1/Software Distribution (JP1/SD) also enhances the IT department's capacity of corporate IT assets management. Based on JP1/SD system, the IT department is enabled to make instant statistics of decentralized IT assets, which greatly increase its utilization efficiency.

The adoption of JP1/SD for business administration greatly increases the working efficiency of the IT department of Bus Group. Take 20 service bus lines as example, previously it usually takes three or four days for three engineers to commute between different terminals to install software for bus terminal one by one. In some cases, another upgrading has to be performed even if previous one has just been completed. However, with the adoption of JP1/SD manager, service pack can be generated automatically for software upgrading and software distribution can be implemented by group.

"Hitachi JP1/SD has been deployed at 120 bus terminals owned by 7 subsidiaries of Bus Group for which only 8 engineers are required to provide services. In the following period of time, the IT department will spread the reach of Hitachi JP1 manager package to cover approx. 340 service bus lines run by the Group," Mr. Fei Ye anticipates, "JP1's sound scalability makes it possible that those 8 engineers has full capacity to service the entire IT system after the JP1 desktop manager has been deployed for all bus terminals."

JP1 also enables IT department to monitor the operation state of PCs at various bus terminals. A strategy of consistent configuration has given the answer to plenty of IT problems, which also improves the stability of the integrated system. "Hitachi JP1 has a

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"Hitachi JP1 has a user-friendly operator interface ... Just one mouse click on One-key Request will instantly send the request to the engineer's PC."

JP1



The big improvement resulted from application of JP1/SD software makes Bus Group very happy.

Needs	<ul style="list-style-type: none"> ➤ Implement intelligence management of operations in an all-round way by giving priority to informatization ➤ How to better serve the business development ➤ How to build an effective IT foundation for business innovation
Solution	<ul style="list-style-type: none"> ➤ Select JP1/SD to find a good solution to their problems ➤ JP1 Monitoring function ➤ Software Distribution to all clients
Benefits	<ul style="list-style-type: none"> ➤ Give system management stability and automation ➤ Resource consumption rate, implementation expenses and operability ➤ Help them monitor user practices and better management

user-friendly operator interface, which enables senior employees to handle it easily. Just one mouse click on One-key Request will instantly send the request to the engineer's PC on which all the requests are arranged in array in order of their urgency to queue for servicing, which has resulted in evident increase in servicing efficiency and more standardized management process."

After its role of a fire brigade is changed, IT department begins to spare time and energy on the improvement of corporate IT platform, and corporate decision-makers and more and more employees have come to recognize the dramatic transformation from passive role into an active role of IT department-which will no longer stay and wait to solve problems but offer more decision-making support for the Group-lay a solid foundation and brainstorm business innovation. The big improvement resulted from application of JP1/SD software makes Bus Group very happy. "JP1's advanced concept and its excellent quality satisfy us and the considerate service and quick response of

JP1 engineers motivates us to look forward to working with JP1 team again soon."

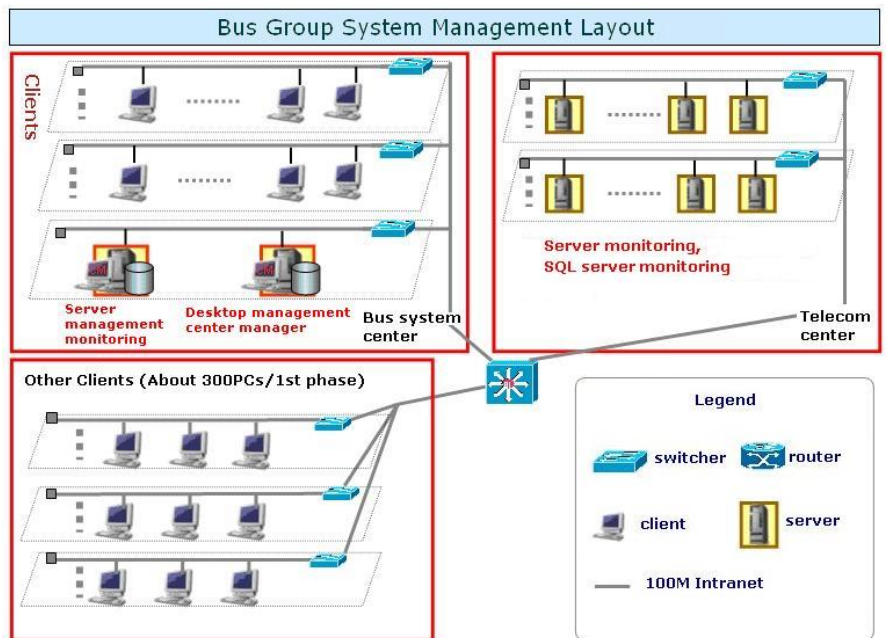
It is learnt that the further cooperation between Bus Group and JP1 software provider is being carried out closely and steadily as scheduled. Speaking of the IT planning for the future, Mr. Fei Ye comments, "on the one hand, we desire to help administrator to take initiative to identify the potential risk in the system, and then adapt and reinforce the system to improve accuracy in system capacity planning. On the other hand, to guarantee normal operation of the Group's internal IT system, the client security management must be strengthened." Mr. Fei Ye hopes that performance management module (JP1/PFM*) and client security control module (JP1/CSC**) and other reliable modules of JP1 server could better invigorate the development of Bus Group.

*JP1/Performance Management
**JP1/Client Security Control

Shanghai Ba-shi (Group) Industrial Co., Ltd.

Shanghai Ba-shi (Group) Industrial Co., Ltd. concentrates on the transportation industry, which is the core business of the company.

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Contact Information

HITACHI Information Systems (shanghai) Co., Ltd.
 1901, Rui Jin Building, No.205 Maoming Road(s), Shanghai, China
 TEL: +86-21-64728068 FAX: +86-21-54560486
 E-mail: JP1@hiss.cn URL: <http://www.jp1.cn>