NingBo Cigarette Manufactory

Liberating IT Human Resource
Seeking For Highly Effective Management

Using of JPI/SD makes it easy for 6 technologists to support and maintain 40 servers and 500 user terminals located of 2 computer centers in NingBo Cigarette Manufactory.

Customer Background

NingBo Cigarette Manufactory has over 80 years history of producing cigarettes since created in 1925.
After decades of development, the factory has come to a new stage in the aspect of equipment and technique. Now the factory has already got the most advance equipment,international manufacture technique and management skills, which makes it one of the backbones in the cigarette industry of our country.

Projects of National Ninth "Five-Year" Tech Innovation were started on Oct 15th, 1998 in NingBo Cigarette Manufactory, total of 1.5 billion RMB investment. For long, the factory has always aimed to be a modernistic enterprise which has the best production, technique, management, environment, and most benefit. Also, it is always willing to provide quality product and service to all the customers.

Informationization Shaping the Core Competitiveness of enterprises

NingBo Cigarette Manufactory (abbreviation: NingBo Cigarette) started the information construction earlier than the others and has all-around systems which makes it the header of our country's tobacco industry. In 1994, it was proclaimed one of the 21 informationization model enterprises by the National Informationization Appraisal Center.

NingBo Cigarette's informationization construction constantly achieves fruitful results, which benefited from its ownership of a number of highly qualified professionals. Information Center Director, Mr. Yu WenJin is a famous person in the industry.

Under his leadership, NingBo Cigarette's ERP (Enterprise Resource Planning), MES (Manufacture Execution Systems), CRM (Customer Relationship Management), SFC(Self-motion Control), OA (Office Automation), distribution system, product certification systems, information portals are constantly online and improved, which constitutes the core enterprise application systems.
 To cope with the needs of business

system, the size of the network and hardware is also expanding and upgraded. In 2003, NingBo Cigarette established a new information center, and setup server room in both information center and distribution center. 40 servers and 1000 customer terminals constitute the hardware platform of service system. NingBo Cigarette also built ADSL broadband VPN relying on NingBo Telecom. The network is the one which has the largest number of nodes of the type of enterprise VPN in ZheJiang province. LAN is extended to over 1,400 workers' family in different locations. The enterprise can carry out substantial work in the network such as video conference, staff training and network office.

NingBo Cigarette has distributed computer centers which are respectively located in information server room and distribution server room. The key business system ERP, MES and SFC are located in 2 server rooms according to the need. Everyday, thousands of operation plans and ten thousands of business operation required providing a stable operating environment.

"Our ERP, MES, SFC consist the automatic process from planning to production. Increased automation also demands more advanced stability and efficiency of maintaining and operating." Director of system maintenance and operator, Mr. Jiang says "If one link encounters problems, it will likely affects the others, more errors will appear. And, this will influence the manufacture operation. Staffs from system maintenance and operation department must spend a great deal of energy daily to closely monitor the situation of servers and application services process, and make respond quick to the problems when they arise."

"We need to check service status and solve problem in 2 server rooms periodically. It take too much travel time, which make us can not find and solve the problem in time. Moreover, manpower are limited when the project is deployed. Repeated debug problems will take too much staff's energy and the department is like a fire station." JIANG says, " Director YU consider of human value and efficiency. He emphasizes

Mr. Yu WenJin.
Information Systems Manager.
NingBo Cigarette Manufactory

"The informationization of NingBo Cigarette constitutes the core competitiveness of enterprises, and protecting the core competitiveness is human resources strategy. Continually upgrading our production management efficiency, excavating and strengthening the value of talents has always been the top priority."

Mr. Yu WenJin

JP1

that we must manager human resource effectively. Starting from last year, we use Hitachi JP1 software to monitor the server's status, processes and solve the problem at any time. The administrator can complete any tasks like server operation, troubleshooting, maintenance, which not only avoids the consumption and energy but also raise system maintaining efficiency and response time to a new level. The reliability of system is guaranteed.

Focus on multi-node service and avoid executing risk

The information center maintains not only two computer centers but also 500 key nodes' client machines which has a large scale department, commonly required on-site to solve the problem, and taking many human resource for system maintenance.

"Most times, there are few people stay in System Maintenance Department. Most of them are working onsite. We always worry about system problem.. Once problem occurs, the poor coordination of human resource in result of risk for the systems." JIANG says.

"JP1/RC's remote assistance can solve this problem. Our 6 maintenance staff can avoid most of the onsite jobs. Through JP1/RC, engineers can remote control the fault machine in their computer to directly solve problem or assist worker. So, it is not only improving efficiency and avoid travel time consumption and staff's energy can

focus on communication and coordination in System Maintenance Department. The whole department staff can be work together to solve the same problems. It is more important that manpower can keep in the department office, which they can always standby for the key business system problem and reduce the risk of problem raised suddenly" JIANG says.
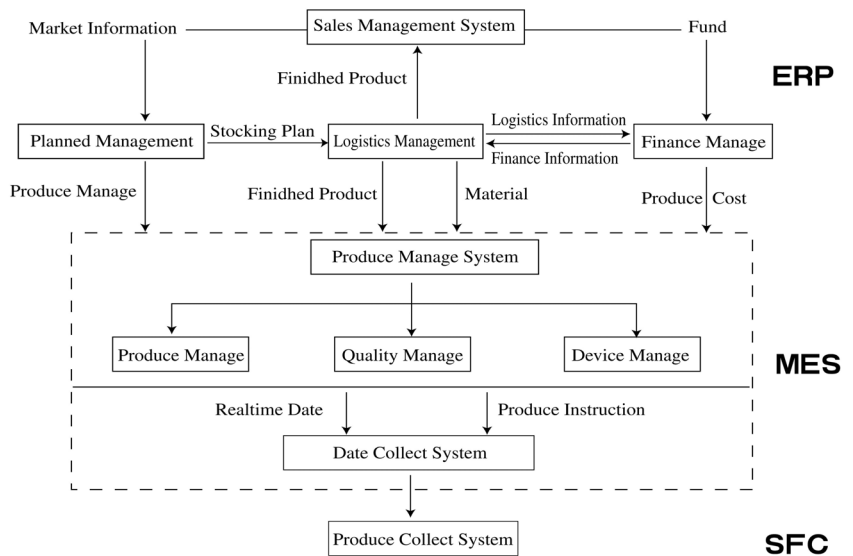
Put more attention to enterprise's IT strategy

"Main power should be given on key parts. Too many IT engineers are busy with daily maintenance, how to show their value?" Yu Wen Jin says, "Human has creative, and mechanism works should be given to machine. People should put more attention to key task plan and research of work to improve management more efficiency and systemically. All these can be made a good cycle.

"Using JP1 application for one year, it has been a benefit to our system maintenance department, which we are very satisfied." JIANG says, "There never occurs any problem within one year. The fast speed and low resource required satisfies us most. It takes very short time for us to deploy the system and master it. Then we spend only one week deploying 500 node and training. Department staff can have more time and energy to spend on the research of system and planning, which leads us from passive system maintenance to predictive positive maintenance."

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Powerful support for key business operating environment

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