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**Gcom Holdings Co., Ltd.**

Established in 1971 as Fukuoka System Machines Ltd., our company develops, installs, and provides maintenance for a municipal information system (Acrocity) used primarily in towns and cities in Fukuoka. We contribute to the region by improving administrative work and always providing products and services that incorporate the latest technology.

## With a firm grasp of our needs and on-point proposals, THK advances our business

Gcom Holdings Co., Ltd.

### **Q** Tell us how you began using THK products.

As a company that handles municipal information systems, it is crucial that we ensure our own systems never fail. Spurred by the Great East Japan Earthquake, we formulated a business continuity plan (BCP), but found ourselves lacking a solution to protect our servers from earthquakes. While we had them fixed in place with anchors, many questioned the stability of this system. Just as we were discussing whether to stay with this anchor system or change to seismic isolation, THK presented us with an idea for seismic isolation which fit our needs. They had initially come to advise us on seismic isolation devices for our customers' municipal computer labs and facilities who were customers of ours, but when we expressed that we also wanted to pursue seismic isolation internally, the capabilities of THK's seismic isolation devices happened to perfectly match our needs, so we first asked THK to work on seismic isolation devices for our servers.

### **Q** What do you look for most in a supplier?

This is the obvious answer, but we look for high quality — and post-installation support. We look for support that is both diligent and prompt. Those are the things we stress the most.

It is also very important that the sales representatives we work with fully understand our needs. There are a great many sales representatives who only give one-sided product

explanations, which tell us nothing. I feel that this recent project with THK came together very smoothly thanks to how well THK's proposal matched what we were looking for. The solutions they proposed met our needs and were even considerate of our budget.

### **Q** What do you expect to see from THK in the future?

THK proved to be such a reliable collaborator for us, so I'd say I expect to see them reach out to more of our customers in the future. I'm hoping that we can work together to get more seismic isolation devices installed in municipal servers. I say this because if a municipality's system were to go down in a natural disaster, it would affect tens of thousands of residents. We often propose that our customers convert to cloud-based systems as a measure to protect against earthquakes, but there are many cases where this is difficult. When customers are installing system servers in those kinds of situations, I would like to present proposals that include the added value of THK's seismic isolation devices.



*Servers with seismic isolation devices*