Tomorrow, Together

KDDI

Opening, Moving, or Renovating Overseas Office

Construction of IT Infrastructure Prone to Be Forgotten
Detailed Descriptions of Necessary Preparations

KDDI Corporation

When you are opening, moving, or renovating an overseas office, there is a lot of work to do. This includes arranging the interior and electrical installations and procuring furniture and fixtures. When opening, moving, or renovating an office, you might first focus on the interior design, the layout of the furniture and fixtures, and similar works. However, building the IT infrastructure is also important. For office operations, preparing the network configuration and IT devices such as PCs and printers is essential.

In addition, new ideas in office design such as Smart Office and Activity-based Working (ABW) have emerged in recent years. To implement them as well, IT infrastructure plays a major role.

IT infrastructure is therefore vital in opening, moving, or renovating an office. However, introducing it requires some expertise, and there may be some difficulties in coordinating with overseas vendors. This material presents people who are considering opening, moving, or renovating an overseas office with information on how to prepare the IT infrastructure necessary for opening an office.

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Preparing IT infrastructure is vital in opening, moving, or renovating overseas office

There is a lot to do when you open, move, or renovate an overseas office. Among those tasks, **the construction of various IT infrastructures requires experiences, knowledges, and expertise in IT**. There is only a limited number of people who are familiar with rapidly-advancing IT technologies, but there might be many cases where you cannot afford to appoint anyone as full-time IT staff in an overseas office, which especially needs to operate with low staffing levels to keep costs low. Building IT infrastructure in an overseas office can be considered one of the most difficult tasks.

Particularly **in recent years, Activity-based Working (ABW) which enables employees to autonomously design their own work-styles, is attracting attention**. ABW is an office design principle that creates an environment that provides access to the tools and resources necessary for work to be done from various locations such as a cafe or home in addition to the office, so as to enhance employees' motivation and efficiency. The office IT infrastructure also plays an important role in implementing ABW.

To build the office IT infrastructure, the following specific works are necessary.

1

Works for introducing phones and Internet lines

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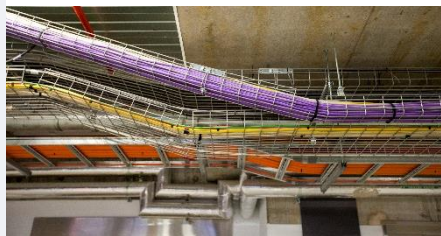
Delivery and installation of PCs and servers

3

Network environment settings and security measures

4

(If necessary) Introduction of leading-edge solutions

① Works for introducing phones and Internet lines

Means of communication such as phones and the Internet are essential for doing business. As for phones, mobile phones are generally distributed among employees in addition to landline phones to achieve flexible working styles. Of course, using them in an overseas office requires a line contract with an overseas telecommunication operator. Depending on the scale of the business, the introduction of a mechanism for managing mobile phone devices in a unified way, such as Mobile Device Management (MDM), enables you to manage assets and take security measures.

To use the Internet in an office, **works for leading an Internet line into the building, installing routers and LANs and configuring them, and configuring PC settings are required. You need to request local companies to carry out those works**.

Contracts for phone lines and Internet	Work for leading an Internet line into your building	Installation and setup of routers and LANs	Various works including PC setup	Security measures

When you introduce mobile phones and Internet lines, it is important to achieve security.

Information might leak from a lost mobile phone	**Internet communications might be eavesdropped to steal confidential information**	**An outsider might intrude on the in-house network**

Particularly at an overseas office, there might not be anyone appointed as full-time IT staff. This could lead to insufficient security measures, be sure to take care.

② Delivery and installation of PCs and servers

① Procurement and setup of PCs

When it comes to using PCs at a company, just purchasing and distributing them among employees is insufficient. **Instead, PC setup requires various steps including making PC security, network, and domain settings, and installing in-house software.** Those tasks are called kitting, and are essential for configuring PCs so that they can be used safely, easily, and conveniently with the specifications that suit the company.

② Relocation and wiring of servers

Although in recent years it has become increasingly uncommon to install servers in offices, if you intend to continue using your existing servers, you will need to relocate them. **Servers are essential for smooth business operations, and must run stably**. This **requires measures from various perspectives, including having redundant power sources and cables as well as temperature control in the server room**. Power failures occur frequently in some countries, making it difficult to ensure a stable power supply. **To avoid this issue, ensure a reliable power supply by using devices that are capable of providing power for a certain period of time, such as a UPS (uninterruptible power supply)**.

③ Introduction of a cloud service

An increasing number of cloud services have become available in recent years, so **migrating in-house servers to a cloud is a good choice**. Using a cloud service reduces the workload of installing and operating servers.

③ Network settings

A network for connecting overseas offices and the headquarters in Japan is an essential element in the overseas expansion of a Japanese company. Improper network settings **could cause security problems such as information leaks and hacking, a drop in communication speed, and loss of communication quality. These would impair business efficiency**.

Today, simple network constructions utilizing the Internet are common, and the zero-trust security model in particular is attracting attention. Conventional IP-VPN and international leased lines focus on the encryption of communication among offices, whereas **the zero-trust security model focuses on the importance of identity verification of communication counterparts and strict control over access permissions**.

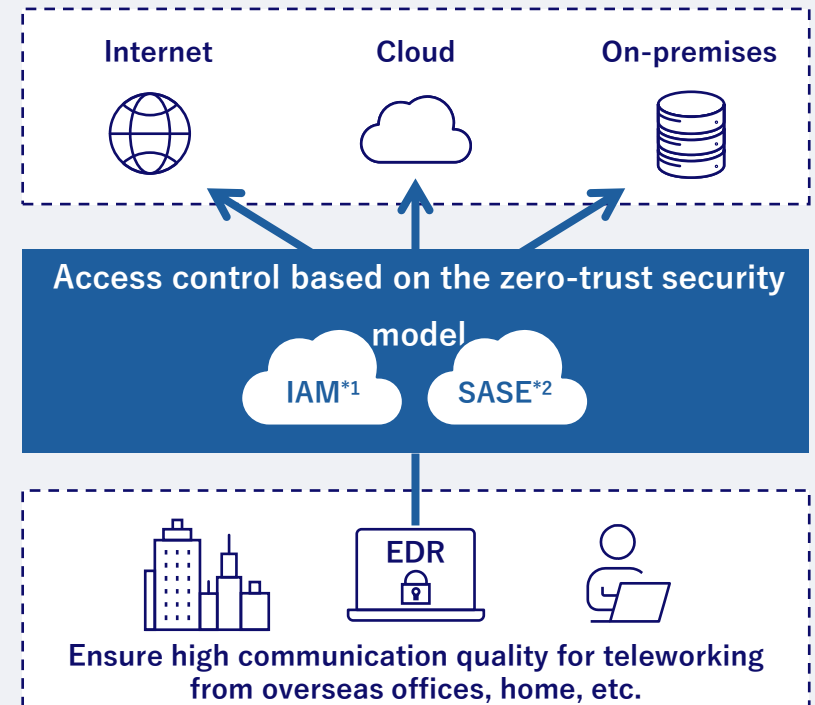**POINT 1**   **Clarify specifications**

Make sure to clarify the specifications of the network settings suited to the particular overseas office's needs and circumstances. Configure appropriate settings, taking into account the details of business operations, traffic, and security measures.

POINT 2   **Thorough security measures**

Thorough security measures are essential for the network settings in an overseas office. To minimize the risk of unauthorized access and information leakage, consider network settings with the zero-trust security model introduced.

POINT 3   **Ensure communication quality**

The communication quality of the network that connects overseas offices and the headquarters heavily influences business efficiency. To ensure high communication quality, pay attention to detailed settings such as the network configuration and selection of communication lines.

*1: IAM -> Identity and Access Management *2: SASE -> Secure Access Service Edge

Internet   **Cloud**   **On-premises**

Access control based on the zero-trust security model

IAM[*1]   **SASE**[*2]

EDR

Ensure high communication quality for teleworking from overseas offices, home, etc.

④ Leading-edge solutions

The IT infrastructure described earlier can be considered as an element essential for many companies when opening, moving, or renovating an overseas office. Furthermore, **to create a leading-edge office environment, consider adopting more advanced solutions**. In addition to various initiatives such as IoT technology, the metaverse, and AI utilization, you can apply the following IT technologies as well.

Location management tool

You can visualize the work-styles of the employees in an office to improve work efficiency and provide healthcare.

Video conferencing and cloud-based project management tools

To promote collaboration between overseas offices or between an overseas office and the headquarters, why not use video conferencing and cloud-based project management tools?

Work-style dashboard

The dashboard visualizes teleworking status, overtime hours, and the like, making management and overseeing employees' work-styles easier.

Difficulties in building IT infrastructure for opening, moving, or renovating an overseas office

To open, move, or renovate an overseas office, you need to prepare various parts of the IT infrastructure. Building IT infrastructure at an overseas office can involve the following specific issues and difficulties.

Issue ① Need for expertise

Placing suitable orders and identifying the right products to adopt for IT infrastructure requires experience and expertise in IT.

A lack of expertise may cause problems such as excessive or insufficient specifications and lack of required functions when selecting, designing, and introducing hardware and software.

Issue ② How to ensure quality

When you ask an overseas vendor to carry out work for phones or Internet lines, the quality of the work may become a problem.

In particular, you need to carry out quality checks to prevent improper network design caused by insufficient technical capabilities of the local vendor, problems with insufficient power and UPS capacity, and delays in work progress due to poor project management by the local vendor.

Issue ③ Insufficient ongoing maintenance

An overseas office may find it difficult to prepare a sufficient budget and resources for maintenance.

Specific maintenance items include application of the latest security patches, monitoring and analysis of logs, periodic inspection and maintenance of hardware, and monitoring, optimization, and tuning of system performance.

Omitting any of these maintenance works may result in loss of operation quality and a rise in troubles and security risks.

Issue ④ Security measures

The risk of security holes increases due to adopting cheap hardware and insufficient investment in security.

Because overseas offices especially tend to fail to take proper security measures, it is important to do a risk assessment when opening an office to reduce threats the organization might face and inhibit incidents from occurring.
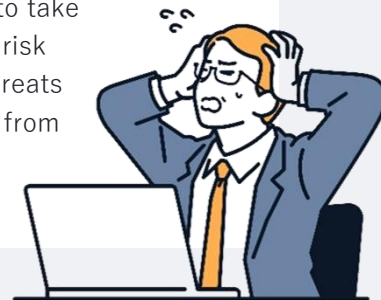
About KDDI's one-stop solution

To solve these problems, **KDDI provides a one-stop solution for smoothly opening, moving, and renovating overseas offices.** In addition to IT support that makes the most of our expertise gained as a telecommunications leader, KDDI offers comprehensive support and consulting assistance. This includes searching for suitable office space, interior layout, design, installation work, and furniture selection. KDDI will take the stress out of managing parts of the project that take time and effort by communicating with vendors for the overseas office on your behalf.

Benefits of the solution

- ✅ We cover major cities in Southeast Asian countries such as Singapore, Thailand, Malaysia, Vietnam, and India. We will propose the optimal floor plan and configuration, making the most of KDDI's unique expertise gained from years of doing this work.

- ✅ We will meet your needs and help you set up an appropriate IT strategy that aligns with the requirements of the overseas office.

- ✅ KDDI ensures quality and provides periodic maintenance and proper security measures with safe and secure Japanese quality.

- ✅ We have a satisfying support system that provides fast and flexible response when you have a problem.

Please feel free to consult us if you are considering opening, moving, or renovating an overseas office.

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WEB