

Consumer Products | Japan

Enabling anytime, anywhere working

UCC Group

To empower its business units in Japan to unlock the benefits of remote and hybrid working, UCC Group used Lenovo TruScale Device as a Service to equip 4,000 employees with brand-new Lenovo ThinkPad X13 Gen 5 and ThinkPad L14 Gen 5 AMD notebooks.



Lenovo

Lenovo
TruScale

1

Customer background

Who is UCC Group?

Founded in 1990, UCC Group aims to harness the power of coffee to build a better world. The company is involved in every stage of the global coffee supply chain, from growing beans to manufacturing ready-to-drink beverages and operating coffee shops. One of the largest producers of roasted coffee in Japan, the company is headquartered in Kobe and has operations around the world.



2

The challenge

UCOT, the technology subsidiary of UCC Group, is responsible for delivering and supporting the digital tools that underpin the group's day-to-day operations. Mobility is a key component of the company's IT strategy, set out by Mr. Toshio Kurosawa, CEO and CISO of UCC Holdings and President and CEO of UCOT.

To help its sales teams work effectively on the move, UCC Group equips them with 4G LTE laptops. In recent years, hybrid working has taken off in other areas of the business, as Ms. Aika Goto, UX Design Department Chief at UCOT, explains: "As remote working increased following the COVID-19 pandemic, we wanted to offer greater flexibility for all our employees, including office staff."

2

The challenge

Mr. Shinsuke Omori, General Manager of ICT & Digital Division at UCOT, says: “Our goal is to use the power of technology to empower the business to drive sales and improve efficiency. To achieve those objectives, we worked closely with employees to understand their requirements.”

2 The challenge

Targeting transformation

UCOT aimed to build a secure IT environment that would allow employees to work anywhere, anytime. Based on a cloud-first approach, the transformation included deploying a new ERP system and delivering LTE-enabled devices to more than 4,000 employees.

In the past, UCC Group employees in Japan used laptops and PCs from multiple IT vendors. However, the mix of different models, operating systems, device leases, and IT support contracts meant that device and contract management were complicated. To solve this challenge, UCOT looked for a single-vendor solution that it could manage from a single point of control.

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"By replacing all our end user devices at the same time, we saw the opportunity to get the entire group on the same refresh cycle going forward. This would both **improve operational efficiency and reduce IT management workload.**"

Mr. Shinsuke Omori

General Manager of ICT & Digital Division, UCOT

3

The
solution

Refreshing thousands of devices

Around 2,000 business users at UCC Group were already using Lenovo devices prior to the transformation project. Based on the company's positive experiences with Lenovo, UCOT decided to refresh its entire estate with [Lenovo ThinkPad X13 Gen 5](#) and [ThinkPad L14 Gen 5 AMD](#) notebooks. With their lightweight, compact design, the Lenovo devices are highly portable, making them an ideal fit for field teams and office workers alike.

Services

[Lenovo TruScale Device as a Service](#)

Hardware

[Lenovo ThinkPad X13 Gen 5](#)

[Lenovo ThinkPad L14 Gen 5 AMD](#)

Software

Microsoft Intune
Windows Autopilot

3

The
solution

Enhancing efficiency with Lenovo TruScale DaaS

By deploying the new notebooks via [Lenovo TruScale Device as a Service](#) (DaaS), UCOT gains the benefits of a high-quality technology refresh with minimal up-front capital investment. Mr. Shinsuke Omori explains: “With Lenovo TruScale DaaS, we get a single contract that covers all our end-user devices throughout the lifecycle while keeping them off our balance sheet.”

Working closely with UCOT, Lenovo pre-configured and delivered the new devices in just two months. To reduce load on its network and accelerate the switchover process, UCOT initially deployed only standard Windows applications and used Microsoft OneDrive to migrate user data. The company also adopted Microsoft Entra ID, streamlining identity and access management and reducing the need for on-premises infrastructure. Going forward, UCOT will use Microsoft Intune for streamlined, centralized device management.

3

The solution

Mr. Shinsuke Omori comments: “By combining zero-touch deployment capabilities from Microsoft Autopilot with Lenovo Ready to Provision Plus [RTP+], we achieved a company-wide deployment in a short period of time.”

3

The
solution

Delivering seamless connectivity

With integrated eSIMs and high-speed LTE connectivity, the Lenovo ThinkPad solutions enable flexible working for every employee. "We've taken a step closer to realizing our goal of anywhere, anytime working," says Ms. Aika Goto.

Using eSIMs instead of physical SIM cards also improves operational efficiency. Mr. Shinsuke Omori explains: "When someone leaves the business and returns their notebook, there's no need to physically swap out a SIM card or perform any other physical maintenance before we assign the device to a new user."

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"With Microsoft Autopilot, some of our employees were **up and running with their new Lenovo devices in around 30 minutes**—even faster than our previous Lenovo deployment."

Ms. Aika Goto

UX Design Department Chief, UCOT

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The results

With Lenovo TruScale DaaS, UCOT rapidly replaced hardware from multiple vendors with a standardized solution based on Lenovo ThinkPad X13 Gen 5 and ThinkPad L14 Gen 5 AMD notebooks.

“From the end-user perspective, the most noticeable difference is performance,” says Ms. Aika Goto. “We’ve increased compute performance by a factor of three on average and boosted onboard memory to 16 GB. As a result, our business apps run much more smoothly.”



4,000 devices
delivered rapidly



~30 minutes to
onboard users



3x improvement
in performance

4

The results

Preparing for global standardization

By refreshing 4,000 end-user devices for UCC Group employees across Japan, UCOT has taken the first step towards a unified global approach to IT. The company has adopted USB C as the connectivity standard for its new head office in Tokyo, and is now looking to the future.

"UCC Group operates all over the world," says Mr. Shinsuke Omori. "Our next goal is to standardize our approach to provisioning, managing, and securing end-user devices in our international locations, while supporting the specific local requirements of our users in those regions. We look forward to having Lenovo as our partner on this journey."

Why Lenovo?

After assessing multiple vendors, UCOT determined that the combination of Lenovo TruScale DaaS and Lenovo ThinkPad solutions optimized cost, mobility, and durability. During a visit to the Lenovo Research Center in Yamato, the UCOT team witnessed firsthand the rigorous quality testing that ensures that the solutions comply with demanding U.S. military procurement standards.

"Lenovo conducts rigorous durability tests that simulate actual usage conditions, such as mechanical shock and atmospheric pressure," says Mr. Shinsuke Omori. "I was amazed at how thorough Lenovo's testing is, and it gave me great peace of mind. Our Lenovo ThinkPads are very lightweight at just 1.12 kg, yet extremely robust and cost-effective."

How can businesses cut the cost and complexity of IT?

Using Lenovo TruScale DaaS, UCC Holdings rapidly and cost-effectively replaced thousands of employee devices with Lenovo ThinkPad solutions.

[Explore Lenovo TruScale DaaS](#)