

## Customer Information

# FANCL

FANCL Corporation

89-1 Yamashita-cho, Naka-ku, Yokohama, Kanagawa, Japan



FANCL is a leading maker of health and beauty products including preservative-free skincare and nutritional supplements. Employing almost 1,000 people, the group's products are sold around the world.

They offer a broad range of innovative products, such as the popular "Mild Cleansing Oil" that sells at a pace of one unit every five seconds and the eye care supplement "Enkin" for improving visual acuity for close objects which is the first supplement ever sold in Japan under the category of Food with Function Claims.

With the advantage of a business model that integrates research, manufacturing, and sales, FANCL offers products that are thoroughly reviewed at every stage of the process, such as preservative-free skincare, supplements, germinated brown rice, and kale juice.

## Products Used

# HULFTScript

## Effects

**Development and  
Operation Man-Hours**



**Reduced by  
50% or More**

**Data Integration**



**10 Million  
Interactions/Day**

**Cost  
Reduction**



## Standardizing the Data Integration Platform

### Background Difficulties with Multiple Transfer Methods

FANCL's IT system plays an important role in supporting their integrated manufacturing and sales framework business model. "Customers can purchase our products by mail or online in addition to retail stores," explains Mr. Yoshimasa Yamanashi. "The sales data is integrated and managed by an ERP system, and sale trends and customers' comments are analyzed using analysis tools to provide feedback for product development, sales strategies, and promotions. We also conduct delivery control of our own distribution network."

FANCL operates a wide range of systems for each of its businesses using approximately thirty linked systems and roughly 500 interfaces that define related processes. The volume of data transferred in a single day can exceed 10 million interactions.

However, they were experiencing issues with the platform used to link their systems. Over-the-counter sales and mail order/online sales used different accounting processes and business workflows, and data integration was optimized on a case-by-case basis as new systems were introduced. This led to the use of transfer methods such as FTP, RCP, and other file sharing tools for data integration. "In addition to cumbersome management issues, error handling also had to be dealt with on a case-by-case basis," added Mr. Yamanashi. "And since FTP does not provide a successful delivery confirmation, we had concerns about the transferred data's integrity."

### Introduction New Tools to Break the Vicious Cycle

To resolve these issues, FANCL adopted HULFT as the communication hub between the systems and the ETL tools for data conversion. In addition, they settled on the use of JP1 for the overall job management. Mr. Yamanashi expressed the company's satisfaction with the change by saying, "The adoption of HULFT has allowed us to unify the multiple transfer methods between systems and has also provided other functions that enable us to, for example, confirm if the data is sent successfully, for an overall improvement in communication quality."

However, they were soon faced with a different challenge. "Introducing ETL tools and building interfaces for each individual system made it difficult to get the whole picture," revealed Mr. Yamanashi. "In addition to not being familiar with some of the interfaces and having more interfaces than we needed, the ETL tools were over-engineered. So, we were unable to take full advantage of the system. Thus, development and maintenance inspections took a lot of time, and both cost and operational load remained high."

In addition to inspections being time consuming, the number of interfaces increased with each new development. And the loss of the big picture lead to a worsening of the black box phenomenon. This, in turn, resulted in even longer inspections, thereby driving up both cost and operational load. "We found ourselves trapped in a vicious cycle," said Mr. Yamanashi. "We decided that to escape that situation, we had to standardize our entire data integration platform and build an environment that we could manage."

The company introduced two tools. "We decided to use DataSpider Servista for sophisticated interfaces that perform complex processes, and DataMagic for relatively simpler requirements," explained Mr. Yamanashi.

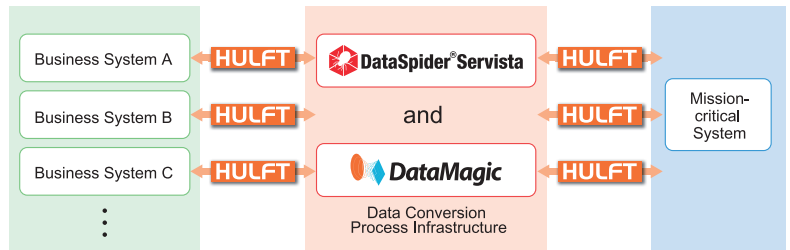


"By reducing man-hours, the cost for the Information Systems Department has also been reduced. Since we are now able to release interfaces ahead of schedule, we can promptly respond to requests from business departments and contribute to the overall increase in business speed."

----- Mr. Yoshimasa Yamanashi  
Corporate System Group  
Information Systems Division  
FANCL Corporation

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He also explained that these tools are a perfect match for HULFT. "Since we were already using HULFT to integrate data transfers," continued Mr. Yamanashi, "introducing tools that work well with HULFT allows a series of processes such as processing, converting, and transferring data to be performed seamlessly."



#### FANCL's restructured data integration platform

FANCL was able to replace multiple data transfer methods and ETL tools for each business system. Now they use HULFT to achieve uniform data transfers between systems. They have also adopted both DataSpider Servista and DataMagic for data conversion, and each tool is used effectively for its intended purpose. This has allowed them to standardize their overall infrastructure and to simplify both development and operation, resulting in enhanced management and control.

#### Effects Streamlined Operations at Less Than Half the Time

While they are still in the process of migrating all their systems from their previous infrastructure, the company is already enjoying a variety of benefits.

First is a reduction in development and operation man-hours. "The centralized management of interfaces has allowed us to reduce the amount of time required to conduct investigations, such as what process is performed where," explained Mr. Yamanashi. "It is now much easier to develop new interfaces and modify existing interfaces which allows us to reduce development man-hours by 50% or more when compared to our previous infrastructure."

They also find it is now easier to perform I/O file management that is required before and after data transfers and easier to create startup processes for data conversion programs. Use of DataSpider or HULFT Script, an optional function of HULFT, allows a startup process to be easily developed using the GUI without the need to write a shell script.

And with DataMagic, development and operations are possible without the need for specialized skills. "It's so easy that even new employees can create an interface," added Mr. Yamanashi. "From this point forward, I hope to make use of this strength to promote in-house development and operations. In addition, we would like to take advantage of our progress in standardization to expand the use of our data integration platform."

The use of HULFT for the unified transfer method and the combination of DataSpider Servista and DataMagic for data conversions have allowed FANCL to standardize its data integration platform. By creating new value and by contributing to the elimination of negatives in the world, FANCL will promote the effective use of this infrastructure in order to achieve further growth.



#### Headquarters

Saison Information Systems Co., Ltd.  
Sunshine 60 Bldg., 21st Floor  
3-1-1 Higashi-Ikebukuro, Toshima-ku, Tokyo 170-6021, Japan  
Tel: +81-3-3988-5301 Fax: +81-3-3980-4830  
[hulft.com/en](http://hulft.com/en) [info@hulft.com](mailto:info@hulft.com)

#### USA

HULFT, Inc.  
1820 Gateway Dr. Suite 120  
San Mateo, CA 94404, USA  
Tel: +1-650-393-4930

#### Singapore

HULFT Pte Ltd  
80 Raffles Place, #36-15 UOB Plaza 1  
Singapore 048624  
Tel: +65-6248-4625

#### China

HULFT China Co., Ltd.  
3B/D, No.1068 Tianshan West Rd.  
Shanghai 200335, P.R. China  
Tel: +86-21-6239-9201

RM 1302, Air China Plaza, 36 XiaoYun Rd.  
Chaoyang District, Beijing 100125, P.R. China  
Tel: +86-10-8447-5989