



**MUFG**

**MITSUBISHI UFJ  
FINANCIAL GROUP**

Transforming customer data access

## CUSTOMER VALUE

# MUFG

## Transforming customer data access

### THE CHALLENGE

Digital transformation is a top initiative for MUFG, Japan's premier bank, yet they have a large sector of customer data that remains inaccessible.

### THE IMPACT

MUFG now has a path towards complete access and security for their customer's financial data. Ripcord's efforts are a key initiative for progressing their digital transformation and continuing to elevate their customer service experience.

Critical Issues	The Situation	Ripcord's Results
<b>Access for Customer Service</b> MUFG has hundreds of millions of sheets of paper kept in a central storage location	Access to customer's information requires a fee to pull the records and could take up to several business days for receipt	Instant access to customer information, supporting location-free operations
<b>Cost</b> MUFG central storage location continues to be a cost center year over year	They were paying tens of thousands annually in storage and personnel fees for historical documents	Ripcord's digitization solution eliminates this annual cost entirely
<b>Security</b> MUFG requires secure storage of historical financial information to protect their customers privacy	Both the physical storage and digitization options had security vulnerabilities	Onsite robotic digitization enables rapid, confidential digitization; data is hosted in secure cloud storage

**Ripcord's Solution Provided**



**Robotic digitization on client's premises**

**Secure cloud storage**

**Instantly searchable software platform**

# A WORD FROM MUFG



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“To pursue higher customer experience and to streamline our business operation, MUFG will proceed a plan to convert paper documents into digitized data by utilizing robotics and AI through the business collaboration with Ripcord.”

Mr. Kamezawa,  
member of the Board and MUFG Group CEO

