

【Premium Group's DX Promotion】

Premium Group Announces Reducing 120 Days of Man-hours per Year by Introducing RPA in the Customer Management Department

～Improving Work Styles and Productivity through automation～

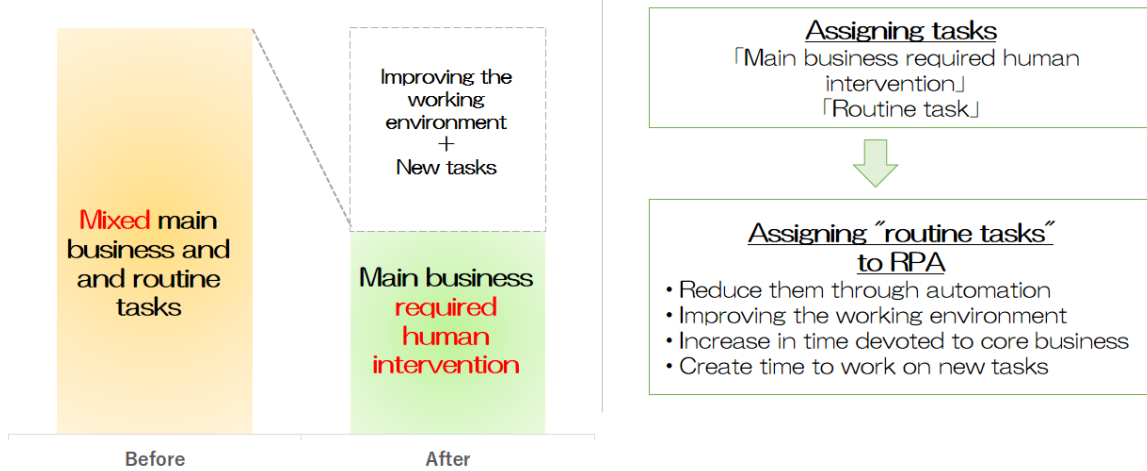
Premium Group Co., Ltd., an auto mobility service company (headquartered in Minato-ku, Tokyo ; Yohichi Shibata, President CEO ; hereinafter “PG”) announces that a wholly owned subsidiary, Premium Co., Ltd. (headquartered in Minato-ku, Tokyo ; Yohichi Shibata, President CEO ; hereinafter “Premium”) has introduced RPA (Robotic Process Automation) ¹ to automate routine tasks in its customer management department for reducing approximately 120 days of man-hours per year. This has enabled us to concentrate our workforce on tasks that require human intervention and improve work styles and productivity.

RPA is a technology that can improve business efficiency by registering the processing procedures of routine tasks that people perform on a daily basis into a system and automating them.

Premium's customer management department had been issuing documents manually and requiring a large number of staff for routine administrative tasks. Furthermore, the increase in workload due to the expansion of the number of loan transactions continued to put pressure on the work hours of employees. To address this issue, Premium has been separating routine tasks that can be automated from major tasks and automating them such as routine work with RPA, which was fully introduced in 2019. With RPA, work efficiency was improved and human errors were reduced. As a result of estimating the results of RPA introduction, we found that we were able to reduce about 120 days of man-hours per year. In addition, we were able to secure time for new tasks that require human intervention, employee training, and management, which we had not been able to do before introduction, contributing to the improvement of our internal environment.

¹ Substitute or replace tasks that were previously assumed to be handled only by humans, or doing more advanced tasks, by utilizing cognitive technologies including rule engines, AI, machine learning, etc.

Business before and after the introduction of RPA



In the future, RPA will be introduced to the Group’s back-office departments, such as the credit screening, debt collection, and sales support departments, and is expected to reduce 160 days of man-hours per year. By improving the productivity of our internal operations, we will continue to provide highly convenient services to our network stores and customers on a stable basis.

As an auto mobility service company group, we will continue to expand our business and aim for further growth in order to provide the best finance and services to our customers.

Company Information

【About Premium Group】

Premium Group Co., Ltd. is an auto mobility service company.

We will provide advanced solutions to individual customers, car dealers, and car repair shops in various processes related to “cars” including purchasing, buying, using, servicing, and buying back.

The company was listed on the First Section of the Tokyo Stock Exchange in December 2018, and currently has a group structure of more than 15 companies, both domestic and overseas, and is expanding its business overseas, mainly in ASEAN countries.

<About Us>

Name : Premium Co., Ltd.
Representative : Yohichi Shibata, President CEO
Head office : Minato-ku, Tokyo
Established : July, 2007
Capital : 1,515million JPY (non-consolidated/as of March 31, 2021)
Business : Finance services

Name : Premium Group Co., Ltd (holding company)
Listed market : Tokyo Stock Exchange, First Section (TSE : 7199)
Representative : Yohichi Shibata, President CEO
Head office : Minato-ku, Tokyo
Established : May, 2015 (our group company had been established in July, 2007)
Capital : 1,662million JPY (non-consolidated/as of September 30, 2021)
Business : Management of corporate groups through ownership of shares.
U R L : <https://www.premium-group.co.jp/en/>

<Contact us>

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