

## Success Story

# MUFG's transformation needs leads to Sage People

Multi-billion YEN asset servicing company, selects Sage People to improve all aspects of HR management



Mitsubishi UFG Fund Services is one of the largest and most trusted players in the complex world of asset servicing. They're growing quickly, and partner with over 300 clients on 1,100 funds globally. Today they have 16 offices around the world. Part of one of the largest banks in the world, Japan-based Mitsubishi UFJ Financial Group (MUFG), the company has a 350+ year heritage in financial services.

The MUFG HR team had always tracked employee data on spreadsheets. There was no centralized location where they could access and update data. With different time zones, an HR team and workforce spread around the world, HR data had become almost unmanageable.

Sage

**Company**  
MUFG

**Location**  
Ireland

**Industry**  
Finance and banking

**Sage Products**  
Sage People



### About MUFG

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### **Regaining control of HR**

In 2014 there were eight offices in seven locations and an ever increasing work population. The HR team decided they needed a comprehensive HR system to regain control and reduce the admin burden. There was even more urgency because MUFG was going through a growth spurt and had a recruitment drive on.

“Sage understand HR,” says Veronica van der Hoeven, Managing Director for People Strategy, MUFG. “They were very interested in how to improve our processes and also how to enhance the experience of the employees, and how to make our lives easier, which is what it was all about.” The starting point was to get core data up on the system, extracting it from the spreadsheets and silos that was held across MUFG’s teams and locations.

Making the employee experience positive was a priority too. Recruiting great people is key to MUFG’s growth, and making sure they stay. Part of that is making their experience the best it can be, with accessible interactive tools and shared information.

The team was recommended some large HR software providers and reviewed their offerings. Veronica says, “We found that a lot of those providers were giving us a real hard sell. When we met Sage People, what we immediately liked about their approach is they were very personable and they were open to tailoring the system to meet our requirements. And I also liked that they had a lot of HR knowledge.”

### **A collaborative approach**

Once MUFG had selected Sage People, a week long workshop was undertaken to go through each of their processes in detail to work out how the team would like to improve them. Information from this session was then used to implement and customise the system. MUFG was impressed by the fast deployment times that had been originally scheduled. Immediately, the HR team cut the time they had to spend on admin tasks.

Veronica says, “Sage People has transformed our productivity. We used to have one HR generalist to every 55-70 employees, whereas now it’s one to every hundred.” The MUFG team was also pleased to find they needed very little training for HR staff or employees because they found the Sage People system intuitive. Employees also found it easy to take up the self-service tools, so they could access and update their information whenever they wanted. Management now have access to improved data at their fingertips, so they can spot trends and gain insight that helps with decisions.

With the system in place, MUFG began looking at their internal reporting needs, which need to be linked with the finance team who look after payroll and benefits, integrating their data for to provide even more comprehensive intelligence. The team has also begun to exploit the recruitment, management and training tools, making processes more efficient and improving the employee experience.



“Sage was interested in how to improve our processes and also how to enhance the experience of the employee.”

**Veronica van der Hoeven**

Managing Director People Strategy, MUFG

**Wider thinking**

The experience of working with Sage People exceeded MUFG’s expectations. Initially put off by a hard sell from other software vendors, they saw a different approach. Veronica and her colleagues found working with the Sage People implementation team professional, personable and genuinely knowledgeable about HR.

Veronica added, “Sage was interested in how to improve our processes and also how to enhance the experience of the employee. We knew that the key to the roll-out was making people’s lives easier and related everything back to that. It made a big difference.”

MUFG MUFG Bank

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7:00-24:00



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