

## Case study

# MIZUHO Bank

The RICOH Portable Monitor displays the entire document in a large size, even handwritten text is clearly visible. Its slim and lightweight design allows convenient placement.

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### The customer

Country: Japan  
Industry: Financial Services  
Employee: 474 employees  
International Trade Business Operations  
Department No.2 (as of July 2024)



### The challenge

MIZUHO Bank has considerable experience working with paper documents but was concerned about the transition from paper to digital data.

### The solution

The RICOH Portable Monitor can display a full A4 document clearly, even with handwritten text, which increases the work efficiency.



### The customer

The International Trade Business Operations Department No.2 of MIZUHO Bank, Ltd. plays a central role in MIZUHO Bank's international trade business. The department supports smooth trade transactions and risk mitigation in overseas transactions by providing specialized international trade business services to meet the diverse needs of a wide range of clients, from individuals to small and medium-sized enterprises and major corporations.

It is an international business practice to exchange some of the documents involved in trade transactions on paper originals rather than in digital format. The International Trade Business Operations Department No.2 of MIZUHO Bank, Ltd. was aiming to go paperless by scanning paper originals and displaying them on a monitor or similar device.

### The challenges

MIZUHO Bank has considerable experience working with paper documents and was understandably concerned about the transition from paper to digital data. The bank was seeking the optimal second display for displaying documents with reduced blue light, which can be harmful to the eyes.

### The Solutions

The RICOH Portable Monitor is slim, lightweight, and easy to move around. It can be laid flat like paper, making it simple to achieve a smooth paperless transition. The A4 vertical document can be displayed in its entirety, and even handwritten text is clearly visible, which improves work efficiency. The reduced blue light display helps in reducing eye strain.



The RICOH Portable Monitor can be laid flat like paper

## Background

A large number of documents need to be handled in a trade transaction. In addition to contracts between importers and exporters, domestic and foreign carriers and insurance companies are also involved in trade, and many documents are exchanged. It is an international commercial practice to deliver documents in paper originals, and MIZUHO Bank receives and processes a vast amount of paper documents such as invoices, B/Ls (bills of lading), and I/Ps (insurance policies). As a result, it was difficult to divide the workload when checking the contents of the documents and inputting them into the system, resulting in waiting time. In addition, paper originals require careful handling and storage.

The bank introduced a high-speed scanner with the aim of going paperless to improve business efficiency, but there was a problem with small text when viewing PDF documents on a computer screen. Since using a large monitor would cause a feeling of oppression and fatigue, the bank was interested in the RICOH Portable Monitor, which is as easy to use and as flexible as paper. The reasons for adopting the RICOH Portable Monitor include the sharpness with which even small letters can be seen clearly and the fact that it does not cause eye fatigue even after long hours of work. In addition, since the documents are A4 portrait type, and the monitor's size is similar to the documents, is also attractive.



Even small handwriting letters can be seen clearly

## How to use RICOH Portable Monitors and their advantage

Currently, 140 units have been installed and are used mainly for legal inspection work. Documents are converted to PDF, uploaded to the server, and then displayed on the RICOH Portable Monitor for each employee to work on. When first introduced the monitor, the bank assumed it would be used in a fixed position, but in reality, it is being used flexibly in a way that is easy for employees to work with, such as by placing it flat on their desks, bring it to meetings and use it to share documents.

In the past, it was difficult to efficiently divide work due to the use of original documents, but by converting documents into data and sharing them on the server, each person can now display them on the RICOH Portable Monitor and proceed with his or her work. This has improved productivity by allowing each process to proceed at the same time.

Many employees say that the tension of handling original documents and the pressure of post-processing has been reduced, making it easier for them to concentrate on their work, and the paperless system has been realized as they had wished.

## Customer's Voice

- RICOH Portable Monitors have a high-definition, and sharp display of even the smallest of texts.
- RICOH Portable Monitors are easy to carry and highly versatile.
- Even after working for long hours, eye strain is minimal.

## Future utilization

In the future, MIZUHO Bank plans to use it as a display for document checking, settlement, and remote work. MIZUHO Bank is also considering using two RICOH Portable Monitors for each PC in the International Trade Business office, where there are many documents.



## Products and services

- RICOH Portable Monitor 150  
140 units



## About Ricoh

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimize business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organizational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future. For further information, please visit <http://www.ricoh.com/>

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