



PegaWorld

JUNE 7-9 | LAS VEGAS

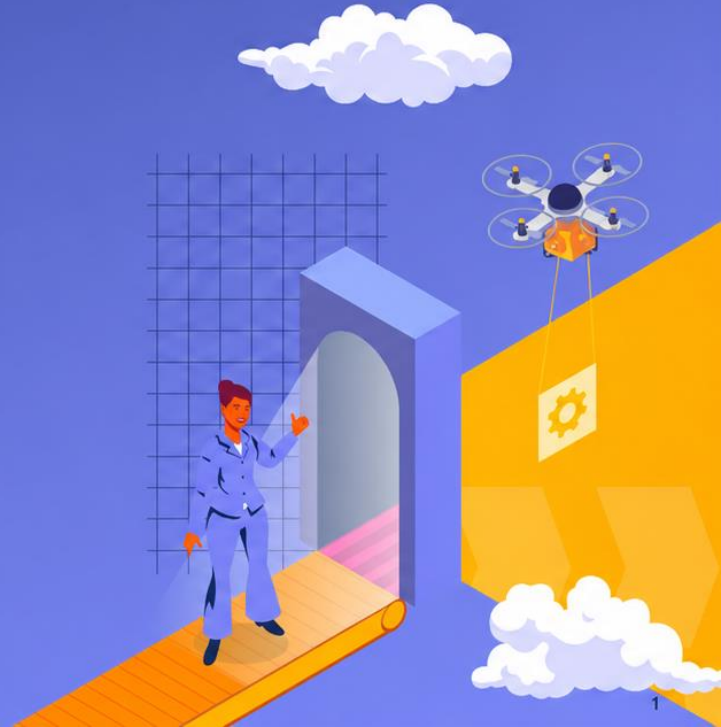


MiSUMi

MISUMI's Digital Edge: AI-powered Service for the Modern Era

Scheduled Session Time: Tue, June 9 15:15 – 16:00

Venue: Chairman's Ballroom 365



Agenda

1. Why We Had to Change

Company Overview / Digital Strategy / NEWTON Platform

2. What Pega Changed

Business Coverage / Why Pega / Business Impact / Lessons Learned

3. Where We Go Next

AI-Ready Foundation / Customer Service AI Agents / Future with Pega



Today's Speakers



Kaoru Takizawa
Chief Director
IT Department

kaoru.yn5k.takizawa@misumi.co.jp



Lingmin Tong
Staff
IT Department

lingmin.t13i.tong@misumi.co.jp

Part 1 | Why We Had to Change



1-1. About MISUMI

A Digital Platform Supporting Manufacturing

Providing the parts and tools needed to design, build, operate, and maintain production equipment.

1. What We Provide

FA	Mold	Mechanical	Tools

2. Where They Are Used

Design & Assembly

Production

Maintenance

3. Who Uses Them

Design	Mfg.	Maintenance	Procurement

1-2. MISUMI's Four Strengths

Delivering unmatched value through product strength, reliable supply, and digital & global capabilities.

1 Product Strength

Industry's largest lineup



800 sextillion

Over 80M items

2 Reliable, Short Lead Time

Integrated inventory & production



On-time Delivery Rate

99.7%

3 Global Presence

Same value, worldwide



Overseas Sales Ratio

55% approx.

4 Power of Digital

Data & digital innovation for better processes



Delivering Value, Driving Growth



Seamless process integration



Stable ops, less downtime



Revenue growth & profitability



In today's world, MISUMI's differentiator is

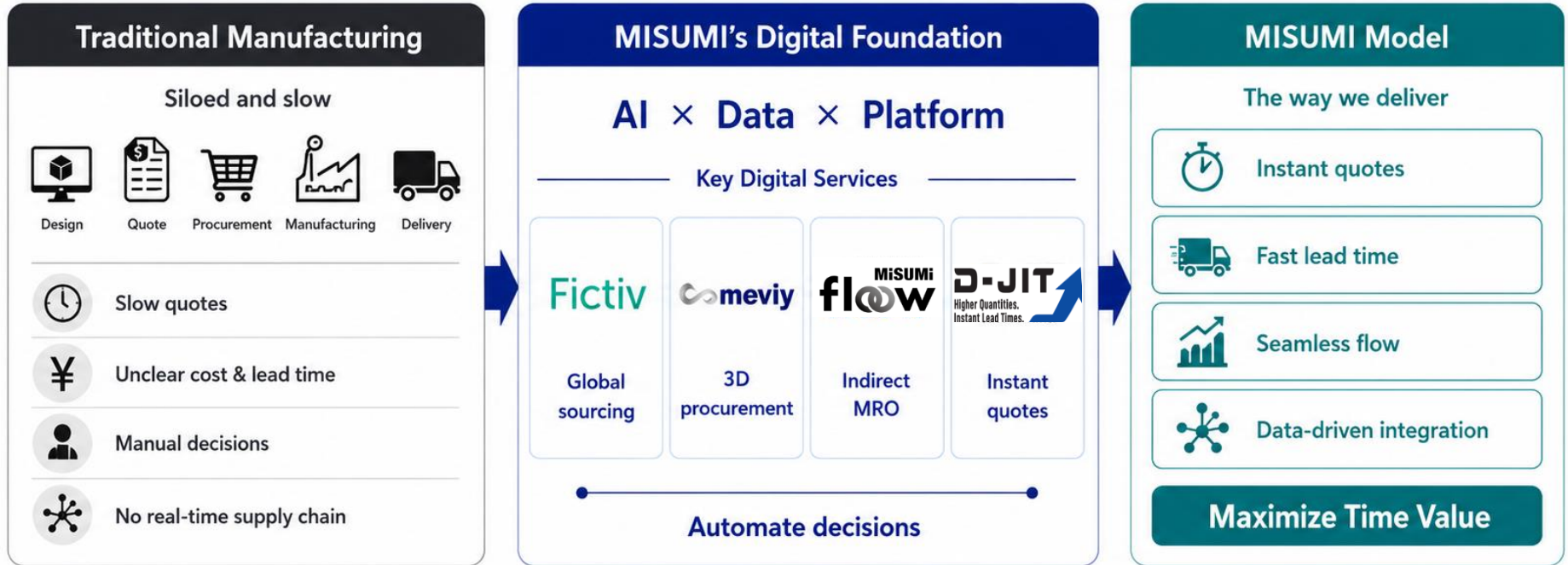
"The Power of Digital"



経済産業省 IPA
DX Grand Prix 2026

1-3. Transforming Manufacturing through Digital

Using AI, data, and platforms to connect design to delivery



MISUMI is evolving the manufacturing process.

1-4. Why We Built NEWTON

Growth exposed the limits of legacy processes and systems



To keep growing, we had to transform process and technology



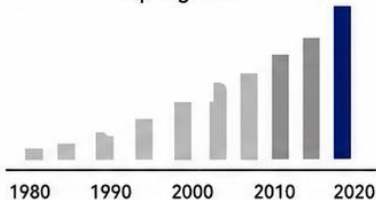
1-5. What is NEWTON?

A next-generation platform foundation for MISUMI's sustainable growth

Why It Was Needed

Sales: **20B JPY** → **350B JPY**

Rapid growth



Legacy core system



30+ years

Limits of the legacy system

- Tight coupling
- Hard to standardize
- Slow to change

Barrier to growth

Rebuild Approach

1



Unlock vendor lock-in

2



Cloud migration

3



Microservices

NEWTON Architecture



Front Layer
User Experience



Outsystems



PEGA



Logic Layer
Business Logic



Microservices

Order

Shipping

Billing



Enterprise Layer
Systems of Record



What We Built



27
Services



988
APIs



Global
standard
foundation



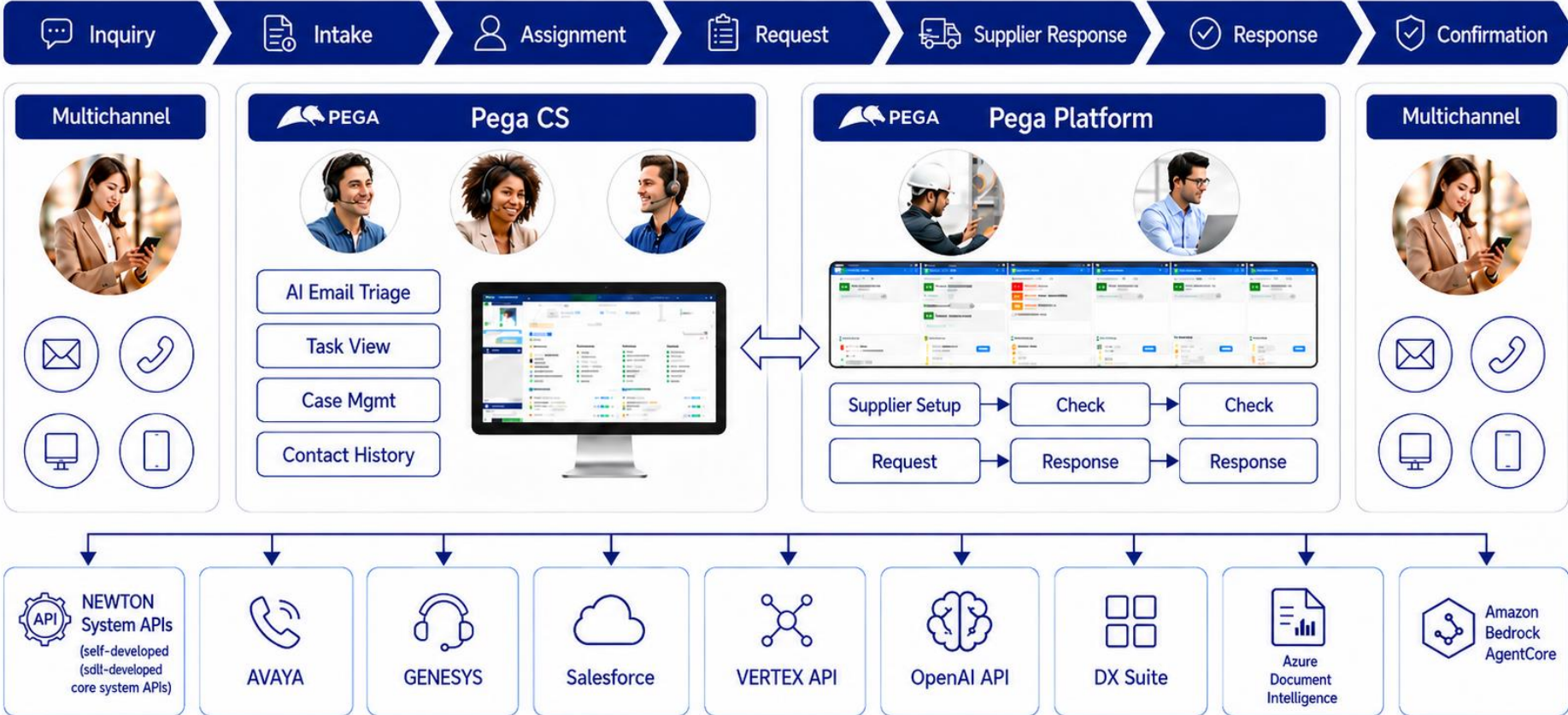
Ready to
integrate and
scale

Part 2 | What Pega Changed



2-1. Inside NEWTON, Pega Bridges Systems and Operations

Pega provides end-to-end coverage of the service process, working with various systems to drive operational efficiency.



2-2. Why Pega?

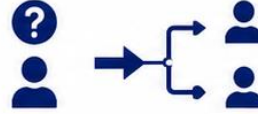
Challenges



Complex Systems



Fragmented Screens



Complex Logic



Hard to Scale

What We Needed



Unified Data & Systems



Reusable Logic



Smart Automation



Visibility & Control

Why Pega



Fast Build



Process Standardization



Flexibility & Scale



Business + IT Alignment



Reusable Logic



Continuous Improvement



We chose Pega to standardize, simplify, and scale.

2-3. Pega Implementation Status

From operational improvement to a global standard platform

1 Global Expansion



- Japan → Asia → Global
- Target: Sep 2026



Expanding globally

2 Cloud Migration



- Pega Cloud
- In progress



Scale, security, agility

3 UI Modernization




Constellation



- Design & build
- Release in phases



Better UX, higher productivity

Roadmap	2026	2027+
 Global	Japan & Asia	
 Cloud	Migration	Stabilization
 UI	Build	Release



Pega is becoming the core platform for global standardization.

2-4. Business Impact

Pega improved efficiency, customer value, and internal productivity

1 Efficiency

Legacy 9 hrs



Pega 6 hrs




~35%
faster

 **\$0.8M–\$1.4M** annual savings

2 Process Optimization



AI Email Triage



Auto Ticketing



Workflow Automation

Less manual work, faster flow

3 Customer Value



Faster
response



Automated
delay handling

Better customer experience

4 Verified Impact

Before

After



~28%
faster

Confirmed by
process mining

Measured continuous improvement



Pega drives efficiency today and supports sustainable growth tomorrow.

2-5. Key Challenges

Challenges across UI/UX, rollout, RPA/CTI integration, and operations

1

UI/UX



- Too many fields
- Too much scrolling

2

Pega Customer Service



- Hard to choose customization level
- Email integration took time

3

Pega RPA



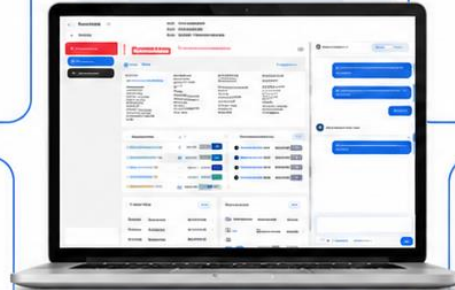
- Built while learning
- Robot Manager setup was hard

4

CTI & Operations



- AVAYA integration was hard
- Operating model needed alignment



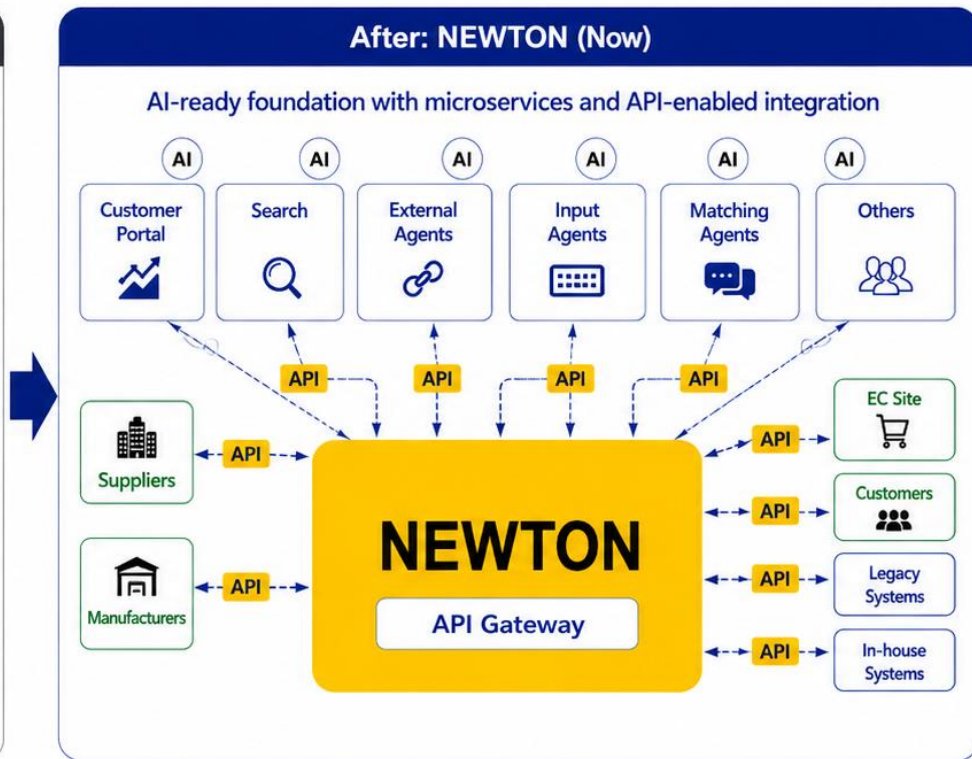
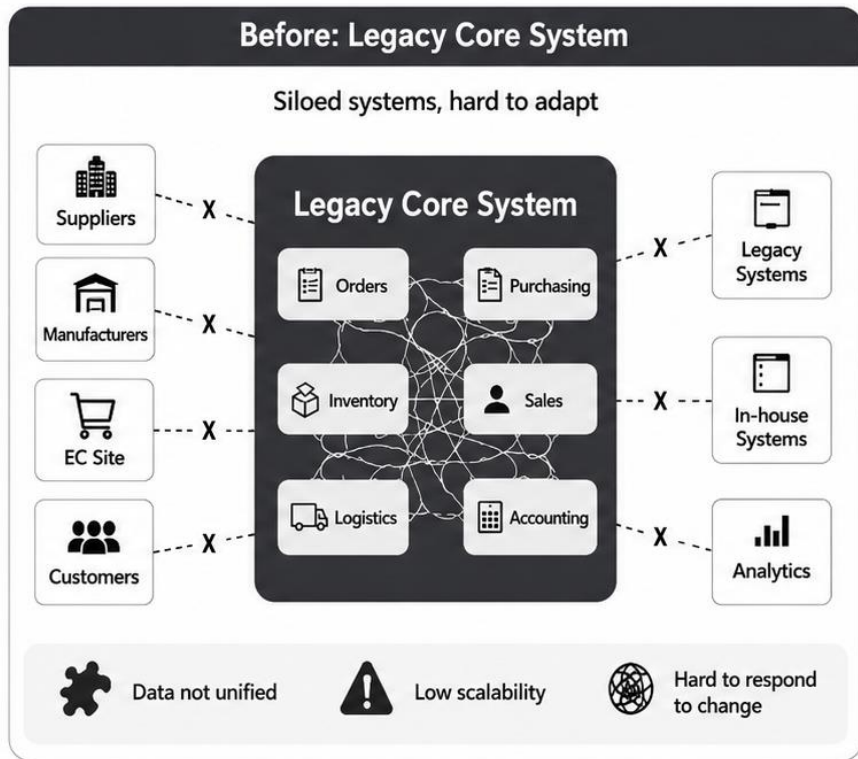
Key lesson: Success depends on UI/UX, integration, and operating model.

Part 3 | Where We Go Next



3-1. To the Next Stage: After NEWTON

Modernization made NEWTON an API-enabled, AI-ready foundation that now supports Pega-led expansion toward 10x productivity.



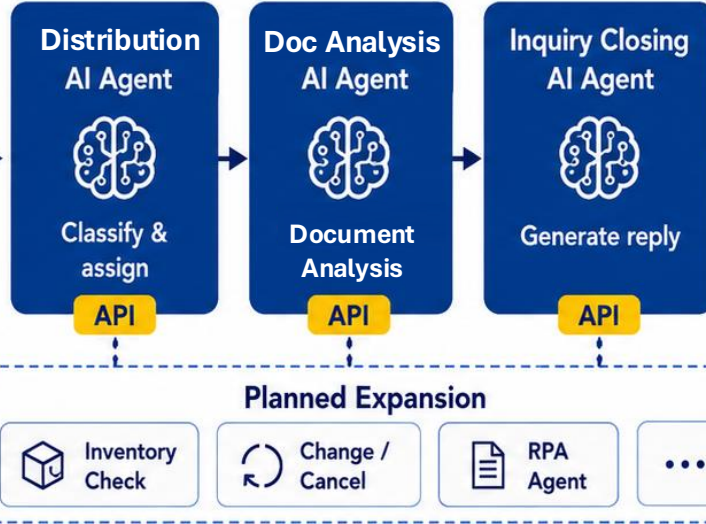
3-2. Next Stage: AI Agent Integration for CS Efficiency

Using AI agents to automate customer service with Pega

Customer Touchpoints



AI Agents in Action



AI Agent Execution & Integration



Pega API / Orchestration



Legacy Core System API / Core Services

3-3. Future Direction of Pega Utilization

Use Pega to orchestrate AI agents across end-to-end customer service



Goal



Modular AI agents



Unified customer operations

AI agents orchestrated by Pega

Draft AI Agent

RPA AI Agent

Inquiry AI Agent

Intake

Review

Process

Resolve

Flow

Rules

Data

AI step

Human review

Data

Flow

Rules

Data

Flow

AI step

Dynamic



Assignment AI Agent



Auto Response AI Agent



Change / Cancel AI Agent



Pega orchestrates AI agents to optimize customer service at scale.

3-4. Expectations for Pega Going Forward



For System Administrators

- Expand GenAI in Blueprint and Pega Platform to simplify design, configuration, and delivery.



GenAI
for design



Build more
in-house



Faster
delivery



Lower
cost



For Business Users

1



Use AI insights from reports and dashboards to support faster decisions.

2



Move beyond Constellation with more intuitive, easy-to-use experiences.



Building the foundation today to lead in the AI-powered future.

Thank You

With Pega as our modernization partner, MISUMI is ready for a flexible, AI-ready future.



Modernized Foundation

From legacy complexity to a scalable core platform.



Ready for Change

Built to respond faster to business needs and growth.



Looking Ahead Together

We look forward to continuing this journey with Pega.

With Pega at the core, we are ready for what comes next.





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