

October 1, 2025

MITSUI-SOKO HOLDINGS Co., Ltd.

MITSUI-SOKO HOLDINGS Unveils New “AI Team”

*Transforming group-wide logistics operations to
enhance customer value through innovative AI applications*

MITSUI-SOKO HOLDINGS Co., Ltd. (Head Office: Chuo-ku, Tokyo; President & CEO: Hirobumi Koga) has officially launched a new “AI Team” as of October 1, 2025. This strategic initiative aims to boost operational efficiency and generate new customer value through the comprehensive integration of AI technologies across the MITSUI-SOKO Group (hereinafter, the “Group”).

Background

In recent years, the logistics industry has been grappling with a deepening labor shortage, while supply chains have grown increasingly complex and sophisticated as customer needs have diversified. We recognize that harnessing digital technology, especially AI, is crucial to adapting to this evolving business environment. We have been actively pursuing digital transformation (DX) as part of our growth strategy, “Building a Management Foundation to Support Evolution,” a key component of our Medium-term Management Plan 2022. We have enhanced operational efficiency through the implementation of AI OCR and generative AI, alongside the adoption of technologies such as IoT and robotics. To further accelerate these initiatives, we have established a dedicated organization focused solely on AI utilization.

Roles

The AI Team is responsible for the following key roles.

1. Transforming Operational Efficiency

By automating routine tasks such as dispatch operations and payment processing with AI, we aim to reduce staffing needs and enable employees to focus on higher-value, creative work, ultimately improving overall business efficiency. Additionally, we foster the evolution of logistics operations by actively soliciting ideas from our frontline employees through internal contests and integrating these innovations into our business practices.

2. Creating New Customer Value

We harness AI and data to develop new services that go beyond traditional frameworks and address our customers’ unique business challenges. This includes conducting proof-of-concept (PoC) experiments and actively exploring collaborative projects through cross-group task force teams.

Press Release

3. Promoting AI Literacy Across the Group

We conduct group-wide study sessions on AI utilization and share success stories to raise awareness among all employees, encouraging active engagement with AI and enhancing practical skills. This approach lays a robust foundation for continuous innovation.

Guided by our Purpose to Empower society, encourage progress, the Group will accelerate business transformation through the AI Team, which spearheads group-wide AI implementation and contributes to addressing social challenges by delivering innovative value.

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