How MUTB uses AI to hire diverse, high-potential graduates

- 19% increase in the number and diversity of universities that graduates were hired from
- NPS of 58.4 and a CSAT of 82.4% reflecting a very strong candidate experience
- 61% more interviews accommodated

Industry: Financial Services

Employees: 180,000 | Use Case: Early Careers

The search for soft and hard skills

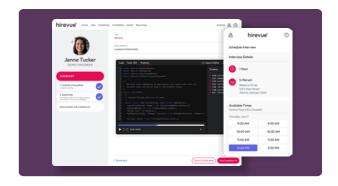
Mitsubishi UFJ Trust and Banking Corporation (MUTB) boasts nearly 100 years of history. The company has a global presence with branches and subsidiaries across Asia, Europe, Australia, and the United States.

As a financial institution that provides high-quality financial services, it is essential for MUTB to recruit diverse students who approach client challenges with emotional intelligence and professional acumen. The challenge lay in how to assess students with the potential to grow into such professionals, when receiving thousands of applications.

Improving efficiency and ensuring fairness

MUTB selected Hirevue's AI-Scored Video Assessments to identify the best-fit candidates. Straightaway MUTB was able to increase the number and diversity of universities that graduates were hired from by more than 19%. Before using Hirevue, interviewers at MUTB manually reviewed videos submitted by graduates. However, this process had the potential for interviewer bias and required considerable time for the evaluation.

By using Hirevue, MUTB was able to shorten the selection process and make quicker decisions. This improvement in selection speed allowed MUTB to meet the needs of today's candidates, who value time efficiency and prompt feedback.



An AI-enabled process

MUTB uses the Al-driven insights from Hirevue to enhance the follow-up interviews, by preparing deeper, more focused questions and leading to a more comprehensive evaluation. This helps to place the right talent in the right roles and contributes to the delivery of high-quality services and operational efficiency.

Before implementing Hirevue, MUTB had concerns that students might feel resistant to the idea of Al being used within interviews. However, the feedback was overwhelmingly positive and comments included, "Using Al made the company feel cutting-edge," and, "Because the Al evaluation is included, I felt the process was fair."

"With Hirevue, we're confident that our efforts to ensure diversity at the recruitment stage and to unlock the full potential of every student applicant have been brought to life. This acknowledgment reinforces our commitment to continue enhancing our recruitment processes in the future"

- Ryoko Kaneko

Chief Manager, Human Resources Division, MUTB

Read the full case study

Hirevue Solutions:

Al-Scored Video Assessments,
On-Demand Video Interviewing

