CASE STUDY

MUGEN Corp. Ensures SaaS Security with AI-Powered Penetration Testing by RidgeBot

Addressing Critical Challenges of Time, Quality, and Cost in Security Validation

Ridge Security Technology Inc. www.ridgesecurity.ai

The Customer

MUGEN Corp., headquartered in Shinjuku-ku, Tokyo, operates in both system development and SaaS product businesses. The company firmly states: “It is our responsibility to provide safe and secure SaaS products.” To uphold this commitment, MUGEN leveraged GRCS’s penetration testing service, which uses RidgeBot by Ridge Security, an AI-powered offensive security validation platform, to rigorously validate the safety of its SaaS offerings.

Founded in 1991, MUGEN Corp. develops and delivers a diverse portfolio of SaaS products. Among these, “Rakuraku Commuting Expense” stands out as a market leader in Japan’s commute management sector. This innovative solution calculates expenses for public transportation including trains and buses, as well as private vehicles, bicycles, and even walking. It also integrates with mapping software to optimize commuting routes, further enhancing its utility.

While SaaS products offer significant advantages such as cost-effectiveness and ease of deployment, they also introduce risks. A single security flaw, such as an unpatched vulnerability, can expose entire supply chains to cyberattacks.

The threat landscape is escalating: in 2024 alone, Japanese corporations and organizations reported approximately 600 cyberattacks, a 1.5-fold increase over the previous year’s publicly disclosed incidents. This equates to one to two companies announcing breach damages daily, with attackers increasingly exploiting misconfigurations and software vulnerabilities.

Amid these challenges, Satoshi Minato, Director and General Manager of MUGEN’s PI Business Department, underscores the company’s proactive stance: “It is one of our important responsibilities to provide SaaS products that can be used safely and securely. It is important to ensure the safety and integrity of our SaaS products, and we have been studying ways to check their vulnerabilities and present the results as evidence so that our customers can use them with peace of mind.”

The Challenges

To ensure the safety of its SaaS products, MUGEN Corp. considered traditional penetration testing approaches. These tests are typically conducted by “white hackers” who repeat attacks from various angles to reproduce actual cyber-attacks and check for vulnerabilities, which takes time. Naturally, these tests are expensive and difficult to implement.

During a critical business expansion, the company faced a specific challenge. “We received an offer from a new global customer to implement our SaaS product,” recalls Seiro Yatomi, manager of the Development Department of the PI Division of the company. However, as a condition for implementation, they had to conduct a penetration test based on global standards and present a proposal with report content that could be judged by overseas personnel. “Given the requested delivery date, it would have been impossible to meet the deadline using the usual method. We were halfway to giving up on the idea, but we searched for a way to make it happen,” said Mr. Yatomi.

Masashi Kishimoto, a senior specialist in the Development Department of the PI Division of the company, explains, “We were faced with the three challenges of time, quality, and cost - conducting a comprehensive penetration test in a short period of time and at a limited cost.”

Through this partnership with BROAD, Ridge Security’s authorized distributor in Japan, and thanks to GRCS, BROAD’s trusted MSSP partner, the company ultimately selected GRCS’s AI-driven penetration testing service powered by RidgeBot by Ridge Security as their solution.

The Solution

Through Ridge Security's authorized partner BROAD, and with implementation by GRCS, MUGEN accessed an AI-driven penetration testing service powered by RidgeBot. This complete security validation solution automatically detects target areas, scans for vulnerabilities, performs penetration testing, and reports on the results.

The deciding factors in the selection process were, "time frame and quality," said Mr. Minato. "We were concerned about whether we could conduct the test in a short period of about one month. We also placed importance on quality, including what kind of report they would provide us with," said Mr. Minato.

Cost efficiency served as another critical selection criterion. "SaaS products are used by many people within the customer's environment, so it is essential to test them comprehensively, including unexpected usage," said Mr. Kishimoto. "Exhaustive testing usually costs several millions of Japanese Yen. However, the use of AI to automate this process helped to keep costs down," said Mr. Kishimoto. The service's operational simplicity further reinforced the decision. Mr. Yatomi emphasized this advantage: "At first, we thought about setting up the test items and content ourselves. However, we were concerned that we might make a mistake in setting up the test items or that the results might be flawed due to incorrect implementation. But in fact, we were able to leave everything from setting up to implementation," said Mr. Yatomi.

This implementation demonstrates the strength of Ridge Security's ecosystem in Japan: BROAD as the representative distributor, and GRCS, a strong partner of BROAD, delivering RidgeBot to customers like MUGEN.

The Results

1. **Increased reliability by using test result reports** as evidence to demonstrate the safety of their SaaS products.
2. **High-quality testing could be performed in a short period of time at a low cost** through automated testing by AI, rather than by manual labor.
3. **Safety and security became a key differentiator** and added value for the company's SaaS offerings.

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>
> ***Masashi Kishimoto, Senior Specialist in the Development Department of the PI Division in MUGEN Corp.***

The Ongoing Security Validation Strategy

The company maintains its commitment to continuous security improvement through regular penetration testing. Mr. Kishimoto emphasized the critical need for persistent vigilance: "It is no exaggeration to say that new threats and vulnerabilities are discovered every day in the world of cyber security. It is important to regularly test so that we can always provide our customers with safe and secure SaaS products."

Echoing this proactive approach, Mr. Yatomi outlined their testing cadence: "We want to make sure that our SaaS products are tested at least once a year, and maintain a state where we can say out loud to our customers, 'Our SaaS products are thoroughly checked for vulnerabilities'."

Mr. Minato reflected on the strategic partnership benefits: "At our company, security assessments are handled by in-house personnel, including the use of tools. However, it's not something that's done once and then finished; we have to keep improving and continuing. That's why we welcome proactive proposals on how we can evolve our efforts together." This forward-looking statement confirms the organization's ongoing engagement with its security partners.

About Ridge Security Technology Inc.

Ridge Security is a leader in adversarial exposure validation and is dedicated to developing innovative cybersecurity solutions designed to protect organizations from advanced cyber threats. Ridge Security's products incorporate advanced artificial intelligence to deliver comprehensive security validation. With a focus on automation, intelligence, and actionable insights, Ridge Security enables security teams to proactively defend against and respond to evolving cyber challenges.

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