

August 1, 2022

To Whom It May Concern,

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 Insource Co., Ltd.
 Takayuki Funahashi
 Representative Director, President and CEO
 (Code number: 6200, Prime Market of the Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report for July, 2022

 -Times of On-Site training conducted (118.2% YoY)/ Attendees at Open Seminars (124.6% YoY),
 182.5% YoY increase in no. of high profit e-Learning/videos contents sold

Insource today announced KPI (Key Performance Indicators) Progress Report for July, 2022.

 *For Excel data, download from <https://www.insource.co.jp/en/ir/insmthdata.html>

(Available from August 1 at 20:00 JST)

1. Training Business

In July 2022, the number of On-Site Training conducted was 1,612 times (118.2% YoY), of which online training was 609 times (composition ratio:37.8%). The number of attendees at Open Seminars was 8,828 (124.6% YoY), of which online attendees were 7,188 (composition ratio:81.4%). The number of On-Site Training conducted and the number of Open Seminars have both increased significantly due to the growing need for DX-related trainings. Although there were 34 cases of postponement or cancellation of On-Site Trainings due to the impact of the 7th wave of COVID-19, the impact is minor compared to the 6th wave.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	FY21					
	February	March	April	May	June	July
Number of trainings conducted	1,082	868	1,937	1,155	1,525	1,612
(YoY)	(+104)	(▲25)	(+195)	(+290)	(+321)	(+248)
	(110.6%)	(97.2%)	(111.2%)	(133.5%)	(126.7%)	(118.2%)
Conducted online	760	473	538	385	467	609
(YoY)	(+125)	(▲43)	(▲91)	(▲106)	(▲170)	(▲42)
(Composition ratio)	(70.2%)	(54.5%)	(27.8%)	(33.3%)	(30.6%)	(37.8%)
DX-related trainings※	69	64	107	68	91	113
(YoY)	(+25)	(+20)	(+21)	(+24)	(+30)	(+52)

*Consolidated subsidiaries are included

*DX-related trainings: IT and computer skills trainings. The figures before June have been changed due to a change in the counting method.

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

	FY21					
	February	March	April	May	June	July
Number of attendees	7,498	8,170	10,817	6,864	8,887	8,828
(YoY)	(+1,018)	(+1,451)	(+984)	(+1,775)	(+1,768)	(+1,744)
	(115.7%)	(121.6%)	(110.0%)	(134.9%)	(124.8%)	(124.6%)
Conducted online	6,896	7,442	7,113	5,760	7,113	7,188
(YoY)	(+1,198)	(+2,632)	(+579)	(+1,474)	(+1,155)	(+1,125)
(Composition ratio)	(92.0%)	(91.1%)	(65.9%)	(83.9%)	(80.0%)	(81.4%)
DX-related trainings	914	1,065	1,256	706	914	859
(YoY)	(+455)	(+445)	(+312)	(+222)	(+217)	(+346)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 504 (+6 MoM) organizations and the number of its users increased to 2,079,369 (+39,130 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 401 since the beginning of the fiscal year (+99 YoY).

(1) “Leaf (HR support system)”: Total number of paid subscribers (organizations)

(Unit: organization) (Unit: Users)

	FY21					
	February	March	April	May	June	July
No. of paid subscribers(organizations)	450	470	482	488	498	504
(MoM)	(+8)	(+20)	(+12)	(+6)	(+10)	(+6)
(Changes from end of previous FY)	(+38)	(+58)	(+70)	(+76)	(+86)	(+92)
No. of users	1,914,250	1,932,964	1,978,112	1,993,127	2,040,239	2,079,369
No. of customization	43	92	101	107	110	118
Total no. since the beginning of FY						
Web conversion service for appraisal forms	136	151	152	154	155	156
(MoM)	(+1)	(+15)	(+1)	(+2)	(+1)	(+1)

*The number of customizations shows the number of organizations that add their own functions when implementing Leaf.

*Figures above are calculated at the end of each month.

(2) Stress Check Support Service: Number of orders delivered and orders to be delivered

(Unit: organization)

	FY21					
	February	March	April	May	June	July
No. of orders delivered (by month)	74	151	7	5	2	3
Cumulative no. of orders delivered * since the beginning of FY	229	380	387	396	398	401
(YoY)	(+75)	(+93)	(+95)	(+98)	(+98)	(+99)
No. of orders to be delivered (by month)	149	19	25	43	98	147
(YoY)	(+13)	(+5)	(+3)	(+3)	(+13)	(+7)

*Note that after clients' inspection, the actual sales will be counted.

*This service has the highest number of deliveries in March every year.

*The number of new orders received is difficult to correlate with sales, so it will be changed to only the number of orders delivered and the number of orders remaining from October 2021.

3. e-Learning/video Business

Regarding profitable contents (outright purchases) of e-learning and video, contents such as diversity and inclusion sold very well regardless of the corporate size. Rental users increased largely for harassment prevention and subordinate coaching contents.

(1) e-learning/Videos: Total numbers of subscription IDs per month and the number of contents sold

(Unit: ID) (Unit: Content) (Unit: Users)

	FY21					
	February	March	April	May	June	July
No. of video contents sold (Outright purchase) *By month	212	552	221	68	96	104
(YoY)	(198.1%)	(227.2%)	(81.3%)	(87.2%)	(139.1%)	(182.5%)
No. of rental viewers *by month	1,450	1,177	1,137	543	1,904	1,246
(YoY)	(232.4%)	(119.5%)	(194.7%)	(62.9%)	(661.1%)	(449.8%)
STUDIO (e-Learning) users	60,791	61,115	62,823	64,370	66,652	68,162
(MoM)	(+2,207)	(+324)	(+1,708)	(+1,547)	(+2,282)	(+1,510)

*Calculation takes place at the end of every month.

*The number of outright purchases is calculated from October 2021.

4. Client Base

The total number of registered WEBinsource clients increased to 18,217 organizations (+246 MoM). The total registered number for FY21 reached 2,419, achieving the goal of 2,400.

(1) WEBinsource: Total number of subscribers (organizations)

(Unit: organization)

	FY21					
	February	March	April	May	June	July
No. of new subscribers	255	276	224	230	296	246
No. of accumulated subscribers	16,945	17,221	17,445	17,675	17,971	18,217
(Progression rate : %)	(47.8%)	(59.3%)	(68.6%)	(78.2%)	(90.5%)	(100.8%)

*Figures above are calculated at the end of each month.

5. Contents Development

The number of new contents developed was 28 for training (On-Site training) and 16 for e-learning. We have set a target of 300 for training and 210 for e-learning for FY21, and we are taking steady steps toward the target.

(1) Number of new contents developed

(Unit : pcs)

	FY21					
	February	March	April	May	June	July
No. of new contents for On-Site training	22	31	31	28	37	28
since the beginning of FY	131	162	193	221	258	286
(Progression rate : %)	(43.7%)	(54.0%)	(64.3%)	(73.7%)	(86.0%)	(95.3%)
No. of new contents for e-learning	30	17	16	16	16	16
since the beginning of FY	97	114	130	146	162	178
(Progression rate : %)	(46.2%)	(54.3%)	(61.9%)	(69.5%)	(77.1%)	(84.8%)

◇New training contents released in July (28 pcs)

For training planner	2	Teambuilding	2
Basics of training plans - Learn the basic theories and methods of effective training plans		Give and receive feedback from subordinates to supervisors to promote mutual understanding among teams	
Mental health	2	For mid-career employees	2
Mental health for young people - what individuals and organizations can do		Change attitudes to become the core of the team	
SDGs	2	For trainer	1
SDGs training - Exploring organizational goals through experience		Enhance training effectiveness by Behavioral Economics	
Career	1	Subordinate coaching and OJT	1
Self-discovery and think about the meaning of work		Improve the motivation of subordinates	
Problem solving	1	Workplace reform and productivity improvement	1
Improve problem-finding skills from different perspective		How to improve productivity	

Marketing	1	Diversity promotion	1
How to predict the future of the industry		Create a workplace without child-care related bias	
Presentation	1	Communication	1
Move the audience by 8-minutes story		Promote team communication	
How to work	1	Leadership	1
Learn goal-achieving skills		Inclusive leadership	
Statistics and Data Analysis	1	Compliance	1
Information literacy training		(For young employees) Compliance as one member of an organization	
OA/IT Skills	1	Customer service	1
Microsoft Office-Excel Power Query		Improve business skills for at exhibitions	
Finance	1	Negotiation skills	1
Three financial statements for beginners		Improve research skills	
For new and young employees	1		
On-line presentation training			

◇New videos released in July (16 pcs)

Data analysis and IT skills	8	Thinking skills	4
AI and Data application skills in the business field		Learning marketing strategy frameworks from successful cases	
CS/ Hospitality/Complaint handling	1	Subordinates' development	1
Analyze individual customers to improve the value of the customer experience		Get the experience from interviews and feedback	
Sales	1	Etiquette / Work Basics	1
Improve your business negotiation skills		For young employees to accelerate personal growth	

(For reference) KPI (Key Performance Indicators) and Performance Correspondence Chart

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none">▪ Times of On-Site trainings conducted (Composition ratio of sales in FY20: 50.6%)▪ Attendees at Open Seminars (24.4%)▪ Organizations and users of Leaf (13.6%)▪ Number of e-learning and videos sold (11.4%)
Several months to 6 months	<ul style="list-style-type: none">▪ Number of registered WEBinsource clients WEBinsource is our entry level product for new customers, who are potential to purchase a variety of our services. The number of new registrations is an indicator of sales activity and a leading performance indicator for the next few months to six months.
6 months to 2 or 3 years	<ul style="list-style-type: none">▪ Number of new contents developed The increase in the number of trainings and e-learning videos and other contents developed will contribute to long-term growth of the company. It does not realize significant sales immediately, but rather contributes to business performance six months to two or three years afterwards.

We will keep expanding our businesses in order to adapt to changes in the social environment by offering a wide variety of services such as online training, IT and e-Learning and videos.

*Microsoft365 is a trademark or registered trademark of Microsoft Corporation in the United States and other countries.

The preliminary figures above may differ from the upcoming financial statements. This information is created with the utmost caution, but we do not fully guarantee its accuracy.

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