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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 March, 2023

-No. of On-Site Training conducted (113.7% YoY) and attendees at Open Seminars (111.7% YoY) remained steady

No. of new WEBinsource subscribers exceeded the single-month target of 200, with 309 new clients registered

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for March, 2023. For the KPI (Key Performance Indicators) impact on business performance, please refer to the “KPI (Key Performance Indicators) and Performance Correspondence Chart.”

1. Training Business

In March, 2023, the number of On-Site Training conducted was 987 times (113.7% YoY), of which online training was 286 times (Composition ratio: 29.0%). The number of attendees at Open Seminars was 9,123 (111.7% YoY), of which online attendees were 7,562 (Composition ratio: 82.9%). As for DX-related trainings, the number of On-Site Training conducted was 81.3% YoY due to the off-season for large full-year training programs. Large-scale full-year training programs, including IT training for new employees, are expected to resume in April onwards.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	2022			2023		
	October	November	December	January	February	March
Number of trainings conducted	1,808	1,901	1,394	1,076	1,433	987
(YoY)	(108.2%)	(105.9%)	(104.0%)	(104.1%)	(132.4%)	(113.7%)
Conducted online	627	646	518	399	488	286
(Composition ratio)	(34.7%)	(34.0%)	(37.2%)	(37.1%)	(34.1%)	(29.0%)
DX-related trainings*	100	121	105	69	97	52
(YoY)	(151.5%)	(149.4%)	(172.1%)	(103.0%)	(140.6%)	(81.3%)

*Consolidated subsidiaries are included.

*DX-related trainings: IT and computer skills trainings. The figures before July 2022 have been changed due to a change in the counting method.

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

	2022			2023		
	October	November	December	January	February	March
Number of attendees	9,972	10,701	9,281	7,590	9,105	9,123
(YoY)	(129.3%)	(125.1%)	(113.6%)	(116.1%)	(121.4%)	(111.7%)
Conducted online	8,104	8,649	7,665	6,448	7,486	7,562
(Composition ratio)	(81.3%)	(80.8%)	(82.6%)	(85.0%)	(82.2%)	(82.9%)
DX-related trainings	1,039	1,210	964	837	1,090	982
(YoY)	(128.9%)	(144.6%)	(95.7%)	(94.2%)	(119.3%)	(92.2%)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 588 organizations (+20 MoM) and the number of its users increased to 2,552,509 (+33,718 MoM). The cumulative number of orders delivered for Stress Check Support Service was 417 since the beginning of the fiscal year (+37 YoY).

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

(Unit: organization)

	2022			2023		
	October	November	December	January	February	March
No. of paid subscribers (organizations)	535	545	551	560	568	588
(MoM)	(+13)	(+10)	(+6)	(+9)	(+8)	(+20)
(Changes from end of previous FY)	(+13)	(+23)	(+29)	(+38)	(+46)	(+66)
No. of users	2,149,629	2,385,545	2,438,626	2,468,664	2,518,791	2,552,509
No. of customization	2	5	11	20	27	65
Total no. since the beginning of FY						
Web conversion service for appraisal forms	166	167	168	172	174	184
(MoM)	(+1)	(+1)	(+1)	(+4)	(+2)	(+10)

*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)

	2022			2023		
	October	November	December	January	February	March
No. of orders delivered (by month)	9	23	59	69	87	170
Cumulative no. of orders delivered * since the beginning of FY	9	32	91	160	247	417
(YoY)	(±0)	(-3)	(-11)	(+5)	(+18)	(+37)
No. of orders to be delivered (at the end of month)	209	262	257	227	159	20
(YoY)	(-26)	(-18)	(+22)	(+20)	(+10)	(+1)

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

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

3. e-Learning/video Business

The number of contents sold (outright purchases) was 583 (105.6% YoY), reaching a record high for a single month. Sales of DX and OA-related content increased in both the public and private sectors. The number of rental viewers rose to 1,616 (137.7% YoY) with increased use of content related to legal revisions and assessor-related content.

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

(Unit: ID) (Unit: Content)

	2022			2023		
	October	November	December	January	February	March
No. of video contents sold (Outright purchase)* by month (YoY)	157 (218.1%)	139 (147.9%)	242 (230.5%)	116 (110.5%)	188 (88.7%)	583 (105.6%)
No. of rental viewers* by month (YoY)	1,514 (122.3%)	900 (57.7%)	1,614 (120.4%)	620 (54.6%)	1,257 (86.7%)	1,616 (137.3%)
STUDIO (e-Learning) users (MoM)	71,228 (+970)	71,790 (+562)	73,172 (+1,382)	74,513 (+1,341)	74,699 (+186)	79,335 (+4,636)

*Calculation takes place at the end of every month.

4. Client Base

The total number of registered WEBinsource clients increased significantly by 309 MoM, and has continued to exceed our single month target of 200 organizations. Since the number of newly registered clients is an indicator of sales activity, we are steadily gaining subscribers toward our target of 2,400 for this fiscal year.

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

(Unit: organization)

	2022			2023		
	October	November	December	January	February	March
No. of new subscribers	192	205	211	226	276	309
No. of accumulated subscribers (MoM * No. of new subscribers)	18,861 (94.1%)	19,066 (106.8%)	19,277 (102.9%)	19,503 (107.1%)	19,779 (122.1%)	20,088 (112.0%)
(Progress rate: %)	(8.0%)	(16.5%)	(25.3%)	(34.8%)	(46.3%)	(59.1%)

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

5. Contents Development

The number of new contents developed was 30 for training (On-Site Training) and 19 for e-Learning. We have set a FY22 target of 350 for training and 210 for e-Learning, and we are taking steady steps toward the target.

(1) Number of new contents developed

(Unit: pieces)

	2022			2023		
	October	November	December	January	February	March
No. of new contents for On-Site training	30	30	30	30	30	30
since the beginning of FY	30	60	90	120	150	180
(Progress rate: %)	(8.6%)	(17.1%)	(25.7%)	(34.3%)	(42.9%)	(51.4%)
No. of new contents for e-learning	19	21	17	14	15	19
since the beginning of FY	19	40	57	71	86	105
(Progress rate: %)	(9.0%)	(19.0%)	(27.1%)	(33.8%)	(41.0%)	(50.0%)

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

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

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none"> ▪ Number of On-Site Training conducted (Composition ratio of sales in FY21: 49.5%) ▪ Attendees at Open Seminars (Same as above: 23.6%) ▪ Organizations and users of Leaf (Same as above: 12.7%) ▪ Number of e-Learning and videos sold (Same as above: 14.2%)
In several months to 6 months	<ul style="list-style-type: none"> ▪ Number of registered WEBinsource clients <p>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.</p>
In 6 months to 2 or 3 years	<ul style="list-style-type: none"> ▪ Number of new contents developed <p>The increase in the number of trainings, e-Learning and 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.</p>

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.

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

※Available from April 3, 2023 at 20:00 JST

*Microsoft, Excel, Word, Windows, Teams 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.

【Inquiries】 Insource Co., Ltd. <https://www.insource.co.jp/en/ir/index.html>

Press Contact

CEO Office (Ms. Aya Inoue & Ms. Sumie Ishiwata)

Email: info_ir@insource.co.jp