Financial Results of the 3rd Quarter of Fiscal Year Ending September 2021

CHANGE Inc.
Security Code: 3962

[Notes of caution] This document is an English translation of the Japanese original. In the event of any differences or inconsistencies between the Japanese and English versions, the Japanese language version shall take precedence.
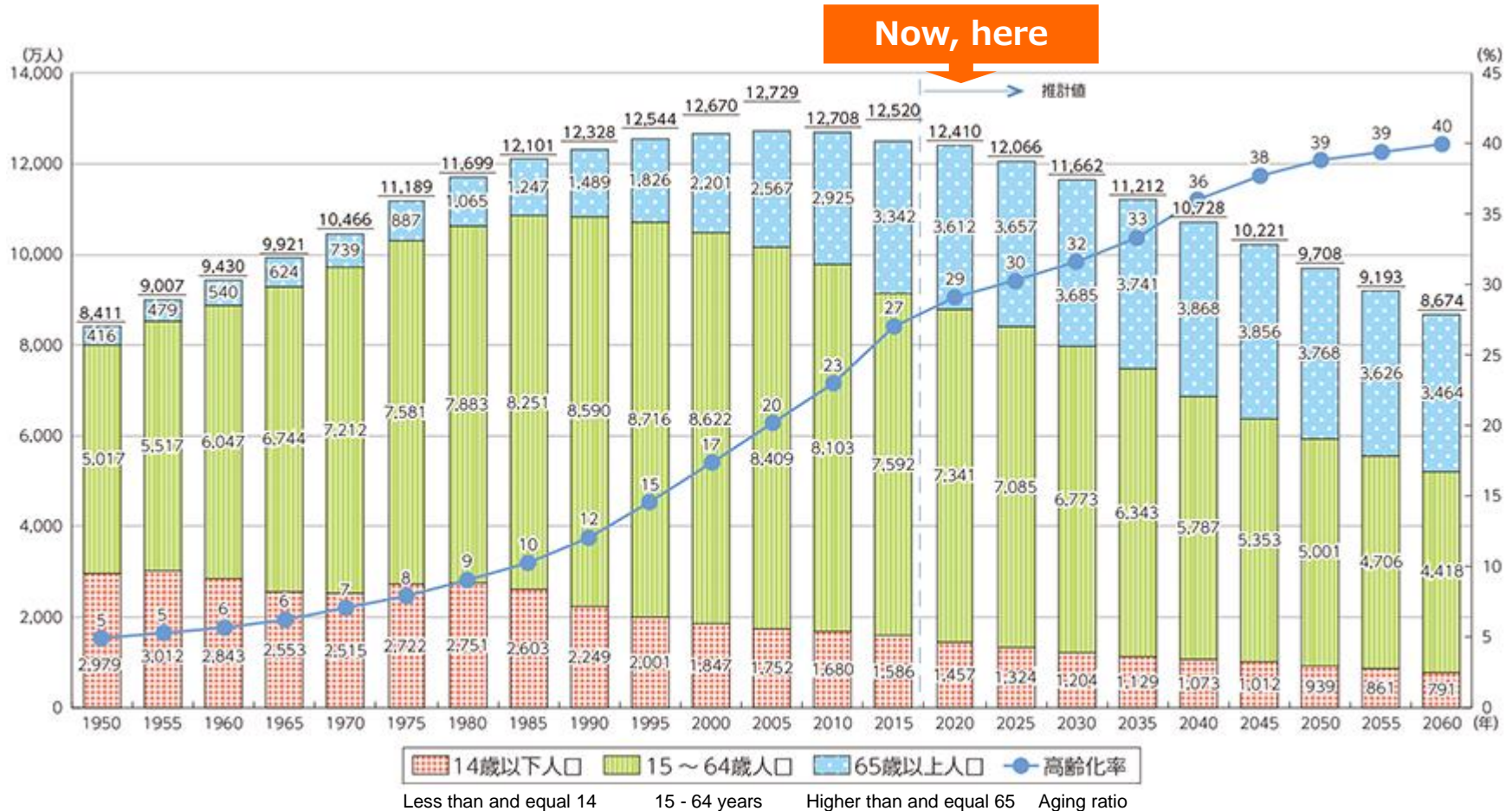
CHANGE

PEOPLE, BUSINESS, JAPAN

⦀ Change People, Change Business, Change Japan.
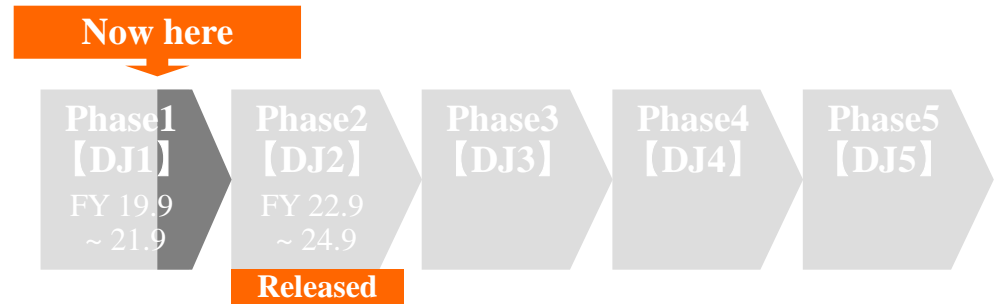
⫼ Change People, Change Business, Change Japan.

Source："Table 1-1-1-1 Japan's population transition" White Paper Information and Communication in 2016 MIC http://www.soumu.go.jp/johotsusintokei/whitepaper/ja/h28/html/nc111110.html
※based on data from the "Census" (MIC) until 2015 and the "forecasted population in Japan " (National Social Security and Population Problem Research Institute (2013 forecast)(median estimate for birth and death)

Our Path Drawn

||| **This fiscal year is the final year of Chapter 1 of our 15-year plan to establish a digital era in Japan.**
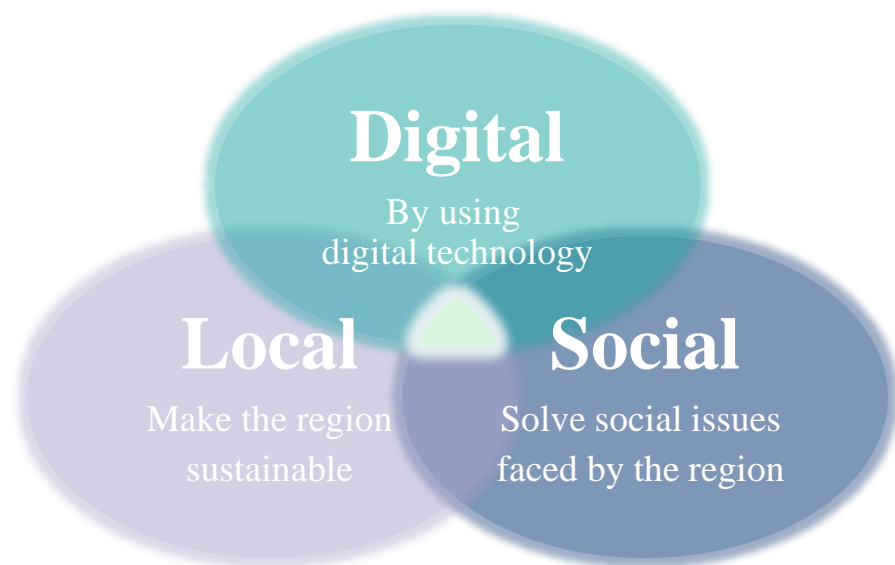
Digitize & Digitalize Japan

Now here

| Phase1 【DJ1】 FY 19.9 ~ 21.9 | Phase2 【DJ2】 FY 22.9 ~ 24.9 | Phase3 【DJ3】 | Phase4 【DJ4】 | Phase5 【DJ5】 |

Released

||| We will improve Japan's productivity through the digitalization/digitization of business models and business processes and the development of digital human resources.

||| For achieving "Digitize & Digitalize Japan", we will continue to work until the Phase 5, confront the social challenge of declining population, and will be a leader of overcoming the present national difficulty in spite.

||| We have so far released until Phase 2 of our Midterm Business Plan = [DJ2].

※Please see here for details of Mid-term Business Plan [DJ2].
https://ssl4.eir-parts.net/doc/3962/tdnet/1935387/00.pdf

Focus Domain for "DJ2"

||| **We are shifting to "Local" as preparation for [DJ2].**

||| **"DX × Regional Creation" is our sweet spot for Change Japan.**

Digital

By using
digital technology

Local

Make the region
sustainable

Social

Solve social issues
faced by the region

||| We will focus on "non-Tokyo area" which accounts for about 70% of GDP.

||| We will decide that the most important thing is to spread the benefits of digitalization to "Local".

||| We will take on the challenge of solving critical and urgent regional issues that threaten sustainability.

||| We will remove the "human resource shortage" bottleneck in expanding DX in local areas.

Q3 Overview

Future Prospects

||| **Operating profit has reached 114.6% against the lower range and 104.3% against the upper range of the full-year operating profit target.**

* Target comparison is based on target revised to IFRS on 2020.12.25, prior to 8.10 revision.

(unit：million yen)	12.25 IFRS revision *Prior to 8.10 revision Full-year Targets (Consolidated) amount	%		12.25 IFRS revision amount	%	Q3 Cum. Results (Consolidated) amount	%
Revenue	15,781	100.0%	~	16,281	100.0%	12,874	100.0%
Cost of sales	4,344	27.5%	~	4,344	26.7%	2,930	22.8%
Gross margin	11,436	72.5%	~	11,936	73.3%	9,944	77.2%
SG&A Expenses	6,364	40.3%	~	6,364	39.1%	4,132	32.1%
Operating profit	5,071	32.1%	~	5,571	34.2%	5,811	45.1%
Financial income	0	0.0%	~	0	0.0%	0	0.0%
Financial expenses	63	0.4%	~	63	0.4%	62	0.5%
Profit before taxes	5,008	31.7%	~	5,508	33.8%	5,748	44.7%
Income tax expense	1,736	11.0%	~	1,909	11.7%	1,992	15.5%
Profit	3,272	20.7%	~	3,599	22.1%	3,756	29.2%
Profit attributable to owner of parent	3,296		~	3,623		3,768	
Loss attributable to non-controlling interests	△24		~	△24		△11	
(ref) EBITDA	5,617	35.6%	~	6,117	37.6%	6,357	49.4%

Breakdown by business segment

(Reference) 1st half cumulative

(unit million yen)	NEW-IT trans.	Investment	Publi-tech	Adjusted
Revenue	1,110	247	8,904	—
└ External revenue	1,110	247	8,904	—
└ Inter-segment revenue	—	—	—	—
Segment profit	354	237	5,394	△667

3rd quarter cumulative

(unit:million yen)	NEW-IT trans.	Investment	Publi-tech	Adjusted
Revenue	2,109	108	10,660	△3
└ External revenue	2,105	108	10,660	—
└ Inter-segment revenue	3	—	—	△3
Segment profit	763	92	6,066	△1,111

※ Due to the rounding relationship, the sum value may not match
※ Adjustments to segment income are mainly general and administrative expenses corresponding to corporate expenses.

||| Q3 Cumulative Segment Income Growth Rate (YoY)

- NEW-IT ： Approx. **70.6%**
- Publitech ： Approx. **54.8%**

*In comparison to FY20 Q3 cumulative results after retrospectively applying to IFRS.

* Includes contribution from our new subsidiary, beacapp Inc.

Overview of Cumulative 2nd Quarter Results - Supplementary
~ Upward Revision of Full-Year Targets ~

⦀ **As reported on August 10th, we have announced an upward revision due to anticipation of exceeding the upper limit of previous target.**

⦀ **We will spend the remaining period on preparation for [DJ2], as we have almost completed the profit generation phase.**

(unit：million yen)	12.25 IFRS revision *Prior to 8.10 revision Full-year Targets (Consolidated) amount	%		amount	%	Q3 Cum. Results (Consolidated) amount	%	8. 10 revision Full-year Targets (Cons.) amount	%	Change (Value) (12.25 lower range) amount	Change (%) (12.25 lower range) %
Revenue	15,781	100.0%	~	16,281	100.0%	12,874	100.0%	15,500	100.0%	△281	△1.8%
Cost of sales	4,344	27.5%	~	4,344	26.7%	2,930	22.8%	4,080	26.3%	△264	△6.1%
Gross margin	11,436	72.5%	~	11,936	73.3%	9,944	77.2%	11,420	73.7%	△16	△0.1%
SG&A Expenses	6,364	40.3%	~	6,364	39.1%	4,132	32.1%	5,608	36.2%	△756	△11.9%
Operating profit	5,071	32.1%	~	5,571	34.2%	5,811	45.1%	5,812	37.5%	740	14.6%
Financial income	0	0.0%	~	0	0.0%	0	0.0%	2	0.0%	2	—
Financial expenses	63	0.4%	~	63	0.4%	62	0.5%	65	0.4%	1	3.1%
Profit before taxes	5,008	31.7%	~	5,508	33.8%	5,748	44.7%	5,749	37.1%	740	14.8%
Income tax expense	1,736	11.0%	~	1,909	11.7%	1,992	15.5%	1,992	12.9%	255	14.7%
Profit	3,272	20.7%	~	3,599	22.1%	3,756	29.2%	3,757	24.2%	484	14.8%
Profit attributable to owner of parent	3,296		~	3,623		3,768		3,769		472	14.3%
Loss attributable to non-controlling interests	△24		~	△24		△11		△12		12	—
(ref) EBITDA	5,617	35.6%	~	6,117	37.6%	6,357	49.4%	6,479	41.8%	862	15.4%

Major Topics for the 3rd Quarter
~ Share Repurchase ~

||| **As released on July 21, we have determined acquisition of own shares.**

||| **We also plan to borrow 2 billion yen for working capital.**

Purpose	||| To utilize for future M&A and alliance strategies ||| To increase shareholder returns
Repurchase limit	||| 622,800 shares (0.85%*) *Percentage against total number of issued shares (excluding own shares) ||| 2 billion yen
Repurchase period	||| August 16, 2021 ~ September 30, 2021
Repurchase method	||| Market purchase based on a discretionary transaction contract on the TSE

||| **The Board of Directors as of August 13 resolved to select the Tokyo Stock Exchange Prime Market.**

Decided to list on the Prime Market

||| Received the "Results of the Primary Judgment on Satisfaction of the Requirements for the Listing on the New Market Segment" from Tokyo Stock Exchange (July 9).

||| Confirmed suitability to the Listing Standards of the Prime Market.

||| Decided to choose the Prime Market and take related procedures according to the application schedule set by TSE (August.13)

||| **Social significance of hometown tax system is becoming more recognized due to the expansion of COVID-19 and frequent natural disasters.**

Huge amount of donations are being collected for heavy-rain disasters in this summer

"Total amount of donation for July heavy rain disasters: 226,940,022 yen"

ふるさとチョイス 災害支援 Saigai-Sien 支援総額 7,003,910,521円

令和3年7月豪雨

合計寄付金額 (件数)　226,940,022円(12,024件)
内当該自治体の寄付金額 (件数)　194,818,247円(9,953件)
内代理自治体の寄付金額 (件数)　32,121,775円(2,071件)

2021年8月12日10時07分現在

* Please refer to TrustBank website for details.
https://www.furusato-tax.jp/saigai/filter?category_id[]=1169

"Disaster Support" through hometown tax system has been established" (MIC*)

||| Partly due to "stay at home consumption", both the amount and number of donations for hometown tax payment in 2020 have recorded to be the highest in the past.

||| "The system has been widely penetrated to the public and local organizations are working to promote the attractiveness of the local community by using local resources, etc.
(Ryota Takeda, Minister of MIC)

||| Donations by using hometown tax payment system are being spread in the event of a disaster, even if there are no return gifts.

||| "Use of hometown tax payment for a disaster support has been established" (an executive of the Local Tax Bureau in MIC)

||| Private-sector hometown tax portal sites have established disaster support features, which collect large amounts of donations for the affected local governments.

||| "Hometown tax system is a great system for local governments to immediately receive donations in the event of a disaster" (person in charge in the Local Tax Bureau in MIC)

||| "It is being used for various activities, such as support for disaster area, and we expect further expansion" (Ryota Takeda)

* MIC: Ministry of Internal Affairs and Communications
* From the official bulletin on August 10, 2021

Other Topics in the 3rd Quarter
~ CHANGE ~

||| **Our continued efforts leading to a favorable start of the next Mid-term Business Plan [DJ2].**

Apr.-Jun. 2021 (3rd Quarter)

04.01 Digital Growth Academia, a new company that provides one-stop support for DX human resource development, began operations on April 1, 2021.

04.07 In collaboration with the M3 Group, started to offer a service to support the establishment of a system for vaccination against new coronavirus to municipalities nationwide.

04.26 Developed and provided the "Customer Information Apps" to guide wheelchair users for Tokyo Metro Co.

04.27 TrustBank's "LoGo Chat", a business chat service for administrative use, was adopted by 23 municipalities in Osaka Prefecture, promoting administrative DX through joint procurement.

05.10 TrustBank and Headwaters decided to strengthen service lineup to realize the "Super City"

05.24 Hidaka Village in Kochi Prefecture, Change, and KDDI signed a partnership agreement to jointly promote the "Whole Village Digitalization Project".

05.26 TrustBank's "LoGo Chat", a business chat service for public administration, was introduced to 12 municipalities in Shiga Prefecture, promoting administrative DX through joint procurement.

05.31 TrustBank's "LoGo Form", a tool for digitizing administrative procedures, was adopted by 8 municipalities in Osaka Prefecture, promoting DX in public administration through joint procurement

06.02 Notified investment in L is B Co by way of third-party allocation of new shares issued thereby.

06.07 Offering of new "beacapp HERE Hospital", a beacon for medical professionals to accurately monitor their working hours and reform their working style

06.11 Started business alliance with Karadanote Inc. to support family health and make them smile.

06.14 Notified the record date to be set for the convocation of an extraordinary general meeting of shareholders and the reduction in the amount of share capital and capital reserve

06.16 Largely strengthened anti-ransomware and AI-based predictive protection
　　　~ entering into a new agreement with Blackberry to guard our product lineup against global security threats ~

06.21 Worked with HOPE, INC. to meet local government's need to recruit doctors for vaccination against new coronavirus
　　　~ promoting alliance businesses with M3 Group ~

06.23 Signed a special overdraft agreement

Other Topics in the 3rd Quarter
~ CHANGE ~

||| **(continued)**

July 2021 ~

07.05 Announced a capital and business alliance with PORT, INC.

07.07 Launched the beta version of "GAIA", an AI to support the standardization of operations for local government DX

07.15 Announcement of Partial Amendment to Articles of Incorporation

07.15 Announcement of the satisfaction regarding the Requirements for Listing on the "Prime Market", the New Market Segment of TSE

07.19 Realized the smooth and secure operations for vaccination against the new corona virus by using IoT/ beacon technology.

07.21 Announcement of determination of repurchase of own shares

07.26 "LoGo Form Electronic Application", the electronic application servicebased on xIDs and My Number Cards which was jointly provided by CHANGE and TrustBank was adopted by 25 local governments in one year since its launch.

07.27 Began providing "GAUDi EYE", AI-based solutions to improve security at construction and manufacturing sites.

08.05 Launched comprehensive DX support services for large corporations

Other Topics in the 3rd Quarter
~ TRUSTBANK ~

||| **LoGo series and the hometown tax payment system steadily used by local governments, especially in response to the new corona virus and natural disasters.**

Apr.-Jun. 2021 (3rd Quarter)

04.01 Bizen City, Okayama Prefecture and Furusato Choice started "Furusato Choice E-Thank You Coupon" which can be used immediately after donation.

04.01 Started providing the settlement infrastructure for digital local currency platform service ("chiica") with blockchain technology.

04.27 "LoGo Chat", a business chat service for administrative use, was adopted by 23 municipalities in Osaka, promoting administrative DX through joint procurement.

05.07 Started accepting donations for the 2021 Shizuoka Tornado disaster through "Furusato Choice Disaster Support".

05.11 Furusato Choice and Tsuruga City, Fukui Prefecture, started "Furusato Choice E-Thank You Coupon" which can be used immediately after donation.

05.13 The Corona Donation Project has decided to continue accepting donations in response to the ongoing support.

05.26 "LoGo Chat", a business chat system for administrative use, was adopted by 12 municipalities in Shiga Prefecture, promoting administrative DX through joint procurement.

05.31 LoGo Form, a tool for digitizing administrative procedures, was adopted by 8 municipalities in Osaka, promoting DX in public administration through joint procurement.

06.01 Kamakura City, Kanagawa Prefecture and Furusato Choice have launched the 4 million yen's fund-raising campaign to restore the monument to commemorate Dr. Kitaro Nishida, which was damaged by a typhoon.

06.16 Furusato Choice will launch a new service to electronically issue a "Certificate of Deduction for Donations" for hometown taxpayers from January next year, which will make it easier to file a tax return with a single document, which will be applied to donations in 2021.

06.24 Ora-machi, Gunma Prefecture, and TrustBank introduced a digital local currency that can be used at shops and restaurants in the town on July 1 to revitalize the local economy in the town affected by the spread of the new coronavirus.

06.25 Released results of a survey: ~ 60.5% of respondents were interested in living in the countryside due to the new coronavirus, 14.5% up from the previous year ~

Other Topics in the 3rd Quarter
~ TRUSTBANK ~

⫾⫾⫾ **(continued)**

July 2021 ~

07.01 "Japanese Gems 2021", the best products of Japan selected by expert buyers, are now available as hometown tax rewards as Furusato Choice x Fujimaki Department Store Collaboration Project Vol.3.

07.03 Started accepting donations for the hometown tax payment for the torrential rain in July 2021 through Furusato Choice Disaster Relief

07.04 Started accepting donations for the hometown tax payment for the torrential rain in July 2021 through Furusato Choice Disaster Relief (Atami City, Shizuoka Prefecture is added).

07.05 Launched a new service "Soracchi" for local governments.

07.05 TrustBank's Furusato Choice Disaster Relief raises over 10 million yen for Atami City's mudslide disaster relief

07.05 Started accepting donations on behalf of Sakaimachi, Ibaraki Prefecture, for the mudslide disaster in Atami City through Furusato Choice Disaster Relief

07.06 Started accepting donations on behalf of Gero City, Gifu Prefecture for the mudslide disaster in Atami City through Furusato Choice Disaster Relief

07.07 Started accepting donations on behalf of Kure City, Hiroshima Prefecture, for the mudslide disaster in Atami City through Furusato Choice Disaster Relief

07.08 Furusato Choice Disaster Support began accepting donations for the record-breaking torrential rains in Tottori and Shimane prefectures.

07.09 Furusato Choice Disaster Support began accepting donations from the Tottori Prefectural Office for the Chugoku Region's record-breaking torrential rains.

07.10 Furusato Choice Disaster Support for the mudslide and debris disaster in Atami City Furushito exceeded 100 million yen.

07.14 Entered into the comprehensive collaboration agreement with Kanna Town, Gunma Prefecture regarding regional energy projects

07.26 "LoGo Form Electronic Application", the electronic application servicebased on xIDs and My Number Cards which was jointly provided by CHANGE and TrustBank was adopted by 25 local governments in one year since its launch.

07.28 Kamiyama City in Yamagata Prefecture launched the use of "Kifuto", the support for cherry farmers who suffered frost damage.

07.30 Sakurai City in Nara Prefecture began raising fund of 2 million yen for the [Part 3] Development and Activation of Sakurai City's entrance in front of the Sakurai Station through Furusato Choice System.

08.04 Began a new project to help businesses affected by the new corona virus

08.05 Determined individuals, companies, and organizations to which donations through the Corona Donation Project are granted

08.10 Corona Donation Project launched the 5th public offering for support- application from medical institutions and small and medium-sized businesses

08.11 Furusato Choice Disaster Support began accepting donations for torrential rains in August 2021

||| **We continue to hold the following companies as of August 13, 2021.**

Investment Portfolio	Time	Main Businesses and Services	Main Purpose	Trend after investment
Head Waters	**2018.4**	Providing applications for humanoids, building AI platforms for communication robots, and providing solutions coordinated with smartphones and IoT devices	Providing new services (integrating their apps and our knowhows) and doing joint marketing activities	2020.9 Listed on TSE Mothers (We continue to hold)
AI CROSS **(formerly AOS Mobile)**	**2018.7**	Providing B2B mobile communication services, such as "In Circle" or AI based business chat and "AOSSMS" or two-way SMS for entities	Providing and developing services and businesses based on AI and supporting a public sector's efficient operations	2019.10 Listed on TSE Mothers (We continue to hold)
GAUSS	**2019.7**	Providing general purpose AI engines based on its own algorisms and developing comprehensive platforms necessary for continuous integration of AI	Developing use cases of various fields, including forecasting, image recognition, natural language processing, and analyzing voices	We continue to hold
AeroNext	**2019.8**	Promoting advanced research on drone architecture and developing license business of its unique gravity-center control technology globally	Promoting full-fledged social implementation of industrial drone through their DaaS* development and drone ecosystem construction * Drone as a service	We continue to hold

[Reference] Status of the IPO Acceleration Program

‖‖ (continued)

Investment Portfolio	Time	Main Businesses and Services	Main Purpose	Trend after investment
beBit	**2020.6**	Its motto is "the essence of the digital age is the UX," and supports DX/UX of large corporations. Providing UX-Team Cloud product, "USERGRAM", in addition to domestic and overseas consulting services	Providing new services (integrating their apps and our knowhow) and doing joint marketing activities	We continue to hold
Writeup	**2020.12**	With the vision of "Changing All Small and Medium-Sized Enterprises Into Profitable", it provides a variety of DX services, including support for the use of subsidies and benefits.	Realizing regional creation based on DX and DX platforms in the area of DX-related subsidy, and grant for small and medium-sized enterprises	We continue to hold *Acquired after listing on TSE Mothers
New **L is B**	**2021.6**	Providing DX support solutions such as "direct", a business chat, and "AI-FAQ Bot", a FAQ solution equipped with its proprietary AI-engines.	Strengthening LoGo series-service and Accelerating development of services for local areas	We continue to hold
Port	**2021.7**	With the mission of "Providing Usualness and Happiness around the world", developing online-media focused on specific area, such as jobs, card loans, and house-renovations.	Introducing Internet-based customer-attraction models for local companies and promoting DX in regional employment markets	We continue to hold *Acquired after listing on TSE Mothers

Q3 Overview

Future Prospects

Creating "Partner Ecosystem" for DJ2

||| **Continuously driving "Collaboration" for [DJ2].**

Partner with Solutions

Partner with Customers

Karadanote Inc

Diagnostics/
Consulting

HR
development

IT products

Chiba Bank

Favorable Start of JV with KDDI

- **Digital Growth Academia, a DX human resource development business which started operations on April 1 is already seeing a favorable start.**

- **Through collaboration with KDDI, it is steadily accelerating its business in both sales and product development.**

<Case Study> Supporting company-wide development of digital human resources

Mr. Yamamoto (left) and Mr. Fujikawa (right), Mitsui Sumitomo Insurance Co.

- Aiming to expand the base and improve literacy of digital human resources

- Developing certification and training system for digital human resources

- Company-wide introduction of our E-learning program as basic literacy

- Planning to hold workshops for further mindset-building

※ Please see Digital Growth Academic site for details.
https://www.dga.co.jp/case-study/ms-ins/

< New courses > Digital literacy program

Course	Description
AI	This course is for understanding AI structurally, starting with the definition of AI, AI utilization patterns, and points to be considered in AI implementation projects, in order to promote implementation and proposal of AI projects
IoT	This course is for understanding IoT utilization pattern structurally, and points to be note in a typical IoT introduction project, starting with the definition of IoT, in order to promote implementation and proposal of IoT projects
Cloud	This course is for structurally organizing and understanding the basics of one of the most basic type of latest technology cloud. This course allows one to understand the values provided by cloud and cloud services and understand the points to note when deploying them
Mobility	This course allows one to learn recent trends in mobility transformation and critical technologies that drive those trends, as well as the new values provided to customer. The goal is not just to understand the environment in a technological perspective, but also to have a broader perspective that can lead to understanding the essence of mobility change and how to connect that to DX
Cyber Security	This course allows one to learn the trends of cyber-attacks that may occur in digitalization and network-enabled world, and understand necessary measures and precautions required to protect and grow businesses, which is essential for corporate DX
Robotics	This course allows one to structurally organize and understand the foundations of "robotics/robots," one of the latest technologies. It enables correct understanding of various values of "robotics/robots" and precautions when implementing them
Agile	This course is for learning more about Agile Development Methodology and Agile Concepts as a way to facilitate product development and business expansion

- Each E-learning program is about one hour long, organized in an easy-to-understand and structural manner on the latest digital technologies

- Programs are designed for wide range of users: from beginners to those with basic knowledge, and for those planning new services or managing projects using AI, IoT, cloud, etc

* Please see Digital Growth Academic website for details
https://www.dga.co.jp/service/e-learning/

||| **We have launched DX support services to major corporate clients of Sumitomo Mitsui Banking Corporation (Released on 8.5).**

||| **Through this scheme, we will approach the "top management level" directly in order to promote DX nationwide.**

Key areas of collaboration

||| Planning corporate DX vision and concrete measures for overcoming business issues, through dialogue with management and division heads

||| Providing assessment of DX factors such as progress/ maturity and strengths/weaknesses, and visualizing its issues in order to implement effective DX programs

||| Educating both facilitator (people who create) and users (people who uses) through a human resource development program that holds the key to creating successful results through implementation and establishment of digital tools

||| Designing and initiating "winning pattern" of DX which includes from the use of effective digital tools that works instantly, to making drastic reforms in business model and operations

||| Selecting and supporting the most suitable products and services from a wide range of products in the market, from general SaaS services to vertical/horizontal tool/products

Strategic Partnership with Chiba Bank

||| **We have announced a business alliance with Chiba Bank in objective of promoting DX in local area (8.13).**

||| **This will be a leading initiative for "Region × DX" in collaboration with regional banks.**

CHANGE × Chiba Bank ちばぎん

Key areas of cooperation

||| Joint initiative for business development in non-financial areas
- Contribution to revitalize regional economy through regional trading company "Chibagin Shoten"
- Support for expanding sales channels of local products and services, support for consumption activities under the New Normal etc.

||| Support for development of DX human resources
- Training Chiba Bank bankers who will strategize and implement DX under its Md-term Business Plan
- Implementation of training, transfer, exchange of human resources, etc.

||| Joint initiative for accelerating DX in local government
- Creating new values in digitalization of public services
- Support for implementing DX in local government operations as a designed financial institutions agent etc.

||| Other issues related to DX implemenation

AI for Local Government DX "GAIA" (beta version)

- We have announced launch of AI solutions for supporting local government DX. (7.7)
- We aim to lead to nationwide expansion through TrustBank network including collaboration with LoGo series.

Type in work task in text format

The tool enables AI to find standard workflows of similar municipalities and precedents on business reforms by entering and searching for municipal operations that you want to streamline and standardize.

Please enter as much detail as possible about your operations, including division of duties, summary of operations and related regulations.
＊Words and short sentences may not be enough to make accurate predictions.
＊This site saves your search history for the operation and improvement of the service.

入力欄

Entry example:
Nursing Care Certification Board Meeting Minute Nursing Care Insurance Law

検索

AI assists in accessing required information

Please select the best category from the pull-down list

予測結果をプルダウンの中から選んでください

予測結果2：介護保険関連、要介護認定分野、認定審査に関わる業務
-----予測結果を選択-----
予測結果1 ：保健所関連、保健所_健康支援分野、栄養指導及び栄養調査に関わる業務
予測結果2 ：介護保険関連、要介護認定分野、認定審査に関わる業務
予測結果3 ：介護保険関連、要介護認定分野、認定情報開示に関わる業務
予測結果4 ：介護保険関連、要介護認定分野、認定審査委員研修に関わる業務
予測結果5 ：介護保険関連、要介護認定分野、主治医意見書処理に関わる業務

Result: nursing insurance related, nursing care certification, process for certification

Showing best practices and standard workflows

Result of search for workflow improvements

業務改善フロー検索結果

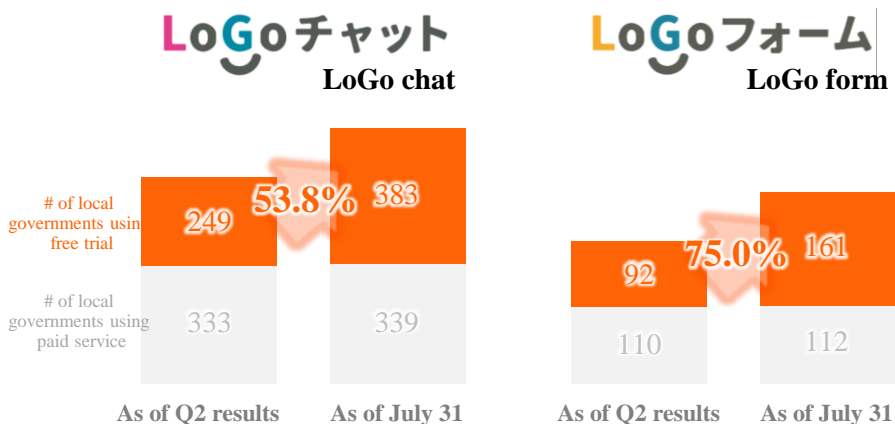| 業務名	URL	モデルFlow
介護認定に係る被保険者証等・処分延期通知等の交付・発送等	https://……….	XXXX
付議者の選択・合議体の選定及び付議資料の作成・送付	https://……….	XXXX
要介護認定審査会運営	https://……….	XXXX
介護保険認定_介護認定審査会運営	https://……….	XXXX
介護保険認定_要介護認定	https://……….	XXXX
介護保険認定_要介護認定申請受付	https://……….	XXXX

Result of searching for the best prior cases

改善事例検索結果

テーマ	業務課題
介護保険システムを新規導入	大規模な広域連合で、介護保険事業を支えるシステムが必要となった。
認定審査会におけるペーパレス化及びWEB会議	審査会で使用する審査会資料について、大量の紙が必要。また、紙で運…

LoGo Series Still Robust

⫴ **LoGo series, which continues to have strong support after start of paid services, having been steadily expanding its recognition.**

⫴ **With our continuous effort for service improvement and networking efforts, we aim to provide wider and deeper customer value.**

Expanding free trials in response to increased awareness	"LoGo form e-application" adopted by 25 local governments

LoGo チャット
LoGo chat

LoGo フォーム
LoGo form

LoGo フォーム 電子申請
LoGo form electric application

# of local governments using free trial

# of local governments using paid service

| | 249 | **53.8%** | 383 |
| | | 333 | 339 |

| | 92 | **75.0%** | 161 |
| | | 110 | 112 |

As of Q2 results | As of July 31 | As of Q2 results | As of July 31

xID デジタルIDアプリxID

LoGo フォーム

⫴ High customer satisfaction has led to high word-of-mouth effect among local governments staffs.

⫴ For new governments, we continue to focus on acquiring them with free trial as a starting point and enabling them to experience the values.

⫴ Direct pay-per-use activities will be implemented in a limited period according to local government's budgeting schedule.

⫴ LoGo form is connected to "xID", an application that enables users to identify themselves on-line using My Number Card

⫴ With this application, administrative procedures requiring strict self-identification can also be applied online from a smartphone 24 hours a day, 365 days a year.

⫴ Pioneer local governments have been sharing information on procedures that can be digitalized and knowledge sharing is expanding.

Furusato Choice's "Partner Ecosystem"

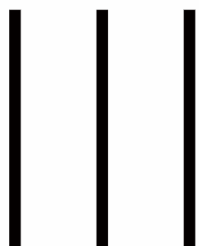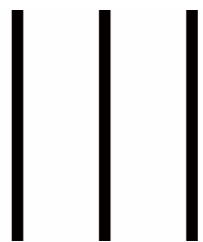||| **Creating a business model in which local governments can expand and strengthen their donor base without relying on "large-scale advertising expenditures", considering the purpose of the hometown tax payment system.**

Excessive advertising spending

Point reward

Cashback

☹ Does not match the original concept of hometown tax scheme

Joint promotion	||| Joint marketing program with service providers who provide highly synergetic services in order to acquire new donors
Service sharing	||| Working with other hometown tax portal site in order to solve common problems Ex: "Choice SCM"
B2B2E model	||| Creating a marketing model in which Users can donate money through our system from their workplace and they do not need to prepare a tax return
Online to offline	||| Creating a scheme which enables users to feel "connected with the region" through hometown tax not only on online channel but also on offline world
Others	||| Planning various initiatives with partners who support the idea of hometown tax and regional revitalization

Disclaimer

||| *Any forecasts, estimates, etc. in the future appearing on this material were decided by us based on available information when we prepared this material, so they may be uncertain.*

||| *Actual performances in the future may depend on various factors, so they may largely differ from any forecasts, etc. herein.*

CHANGE

PEOPLE, BUSINESS, JAPAN