

# CYBERLINKS CO., LTD. Financial Results for 1H FY12/21

(January 1, 2021 - June 30, 2021)

September 2, 2021



Securities Code: 3683

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# 1. About CYBERLINKS

#### 1. About CYBERLINKS: Management Philosophy and Basic Management Strategy

#### To be noble, strong, and devoted

Business is a noble social activity

Take on challenges with a strong mindset

Work together with devotion

Market
Selection
Strategy
No.1 Strategy

Categorize industries and regions into segments, then make concentrated investments to become No. 1 in each segment

All-inclusive
Management
Strategy
Cyber Cell
Management

**Time** 

Sales per cell hour = Sales - Expenses

Increasing sales ,lowering expenses and boost time efficiency

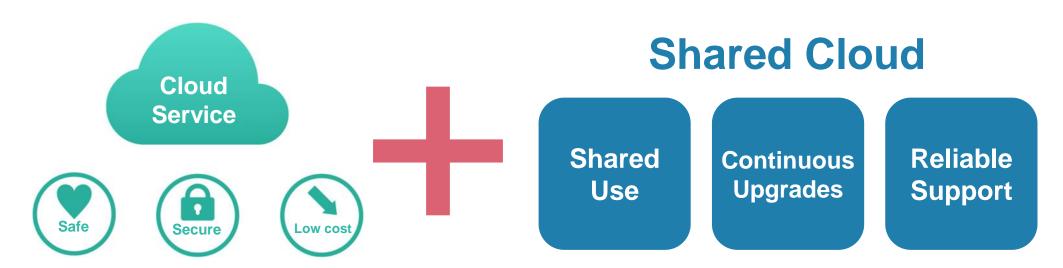
Stabilization
Strategy
Recurring
Revenue Focus

Boost recurring revenue such as information processing fees and maintenance fees as a central part of management

<sup>\*</sup> Cell: The smallest unit for managing profitability in management accounting. A section or small group of sections or subsections.

<sup>\*</sup> Recurring revenue is revenue that can be earned on an ongoing basis, such as through information processing fees and maintenance fees, and is a management indicator unique to the Company, which aims to expand stable earnings.

Our business model is characterized by our "Shared Cloud" service, which focuses on providing the industry's best functions at affordable prices through "shared use" rather than by addressing the functional requirements of individual companies





- Reflect as many requests as possible as an industry standard system
- Continuous improvement in quality and function

#### Low cost through shared use

- Shared use of not only software and hardware, but also development and operation
- Total service from building cloud infrastructure to development, implementation, operation, and maintenance

In 2005, we introduced @rms ERP, Japan's first cloud retail ERP service, along with a full range of peripheral services for medium and large companies

#### @rms series



ERP system for order, purchase, inventory, sales, and profit management

Peripheral services for medium and large companies

**Fresh Food Ordering System** 



**Online Supermarket System** 



Planogram System for Retailers



Individual Product Information Analysis System



Internet EDI



No.1 in cloud retail

**ERP system installations** 

Installed at



As of end-1H FY12/21

\*1 Number of stores using @rms ERP

\*2 Total stores in the market based on internal estimates

The Cloud EDI-Platform centrally organizes all order data received from retailers via various communication methods on behalf of wholesalers (first in the industry)

# Cloud Service for Wholesalers Cloud EDI-Platform



Installed in 7 of the top 10 processed food wholesalers companies by sales

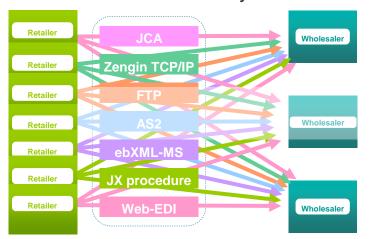
Also installed at major manufacturers

<sup>\*2</sup> Overall market GTV figure is an internal estimate



Leading Distribution EDI Cloud service (in terms of wholesaler EDI processing volume)

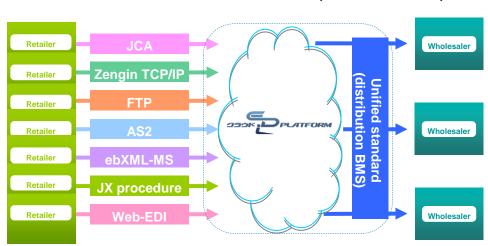
Order data received via a wide variety of communication methods



Consolidate network types and communication methods



Sent to wholesalers via an unified standard (distribution BMS)



<sup>\*1</sup> The value of orders received and placed by customers using the Cloud EDI-Platform

#### **Government Cloud**

No. 1 market share for local disaster prevention systems in Wakayama Prefecture

#### **Local government**

Administrative information system (ERP and information systems)

- Local government information security cloud service
- Shared information system services
- ERP systems

Local disaster prevention system (disaster prevention radio, etc.)

#### **Elementary and junior high school**

School administration cloud service (Clarinet)

#### **Medical institutions**

- Medical collaboration platform
- Electronic medical records, medical office system

#### **Mobile Network**

Operates largest NTT Docomo reseller in Wakayama Prefecture with seven Docomo Store locations



Docomo Store Iwade (largest store in Wakayama Prefecture)

- Nankai Station Store
- JR Wakayama Station Store
- Iwade Store
- Tanabe Store

- Hashimoto Store
- Hashimoto Ayanodai Store
- Katsuragi Store

7

#### A "Third Trust" service based on the My Number Card

#### Trust-related efforts to date

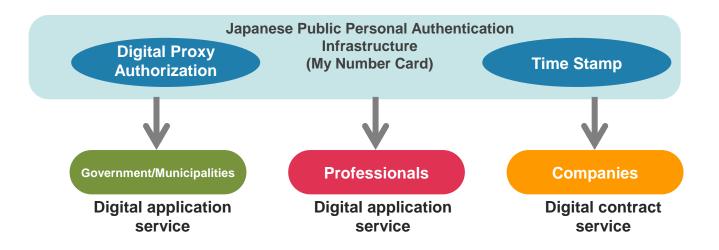
- Acquired Time Stamping Authority (TSA) certification (April 2017)
- Acquired Public Personal ID Authentication service certification (December 2017) (My Number Card)
- Acquired Digital Proxy Authorization Management service certification (July 2020)
  - Digital Proxy Authorization: Connected to Government e-Procurement System (GEPS) from August 2021



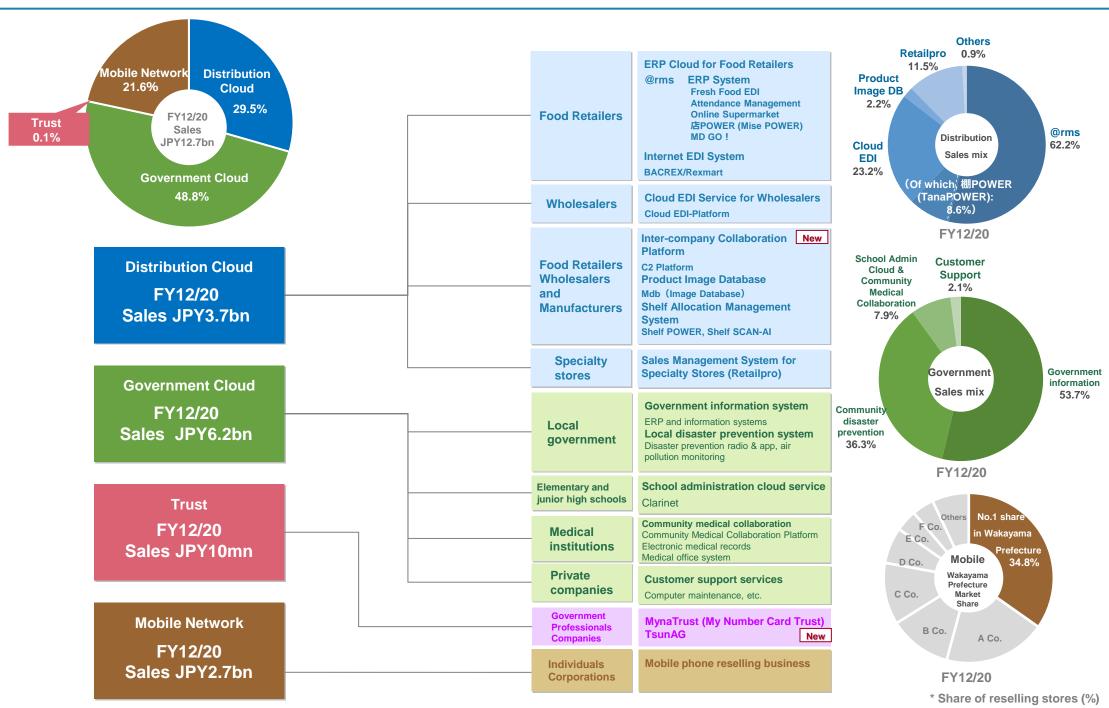
#### Actively investing in R&D as a new business starting FY2021

Developing new services that leverage our strengths (My Number Card, Digital Proxy Authorization, Time Stamp)

→ Aiming for early commercialization and service launch

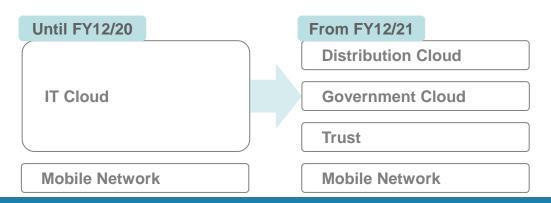


#### 1. About CYBERLINKS Breakdown of Business (consolidated)

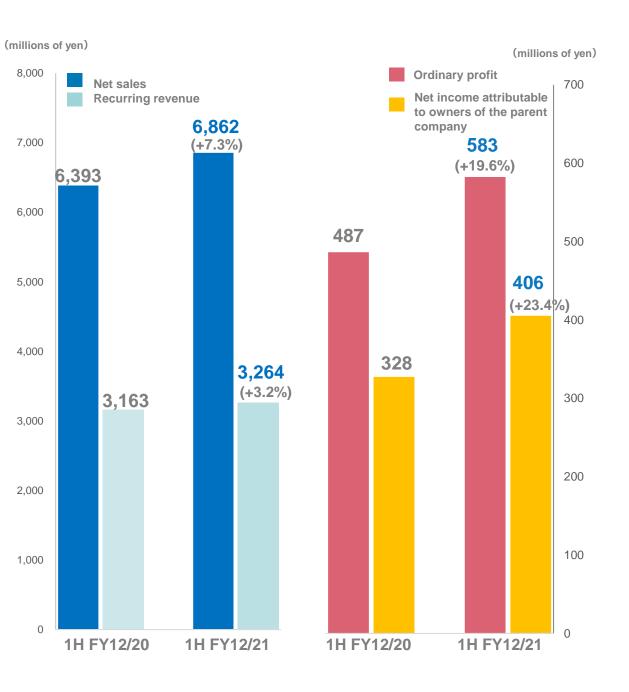


### 2. Consolidated Financial Results for 1H FY12/21

\* Effective FY12/21, we have changed our segment classification as follows. Segment sales and profits for FY12/20 have been recalculated to reflect the new segment classification. As a result, there are some discrepancies between this document and the earnings briefing materials for FY12/20.



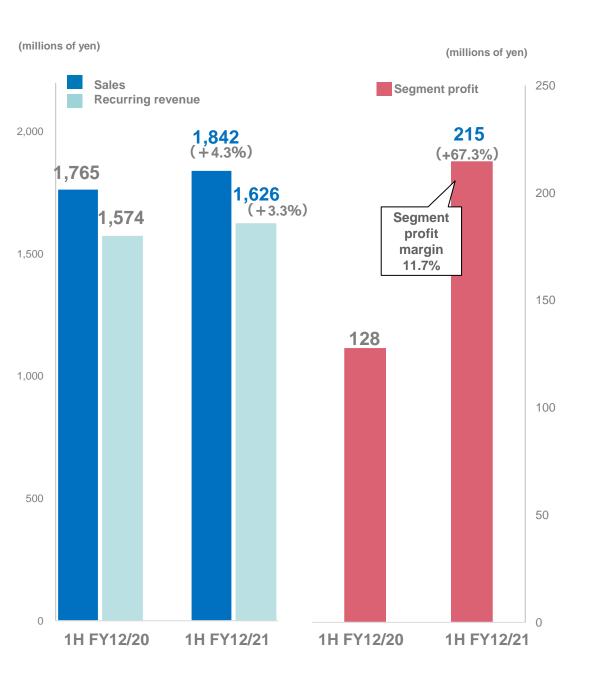
#### 2. Consolidated 1H FY12/21 Results: Highlights



### Net sales up 7.3%, Ordinary profit up 19.6%, Net income up 23.4% Year-on-Year

- Profitability in the Distribution Cloud business improved owing to an increase in recurring revenue and lower depreciation
- Results for the Government Cloud business was driven by special demand for disaster prevention government radio digitalization work
- In the Trust business, development investment and alliances are underway to prepare for new service launches
- Handset sales recovered in the Mobile Network business as the impact of the COVID-19 pandemic subsided

#### 2. Consolidated 1H FY12/21 Results: Distribution Cloud



# Sales and profits rose on the back of a steady rise in recurring revenue

## Profitability improved thanks to lower software amortization

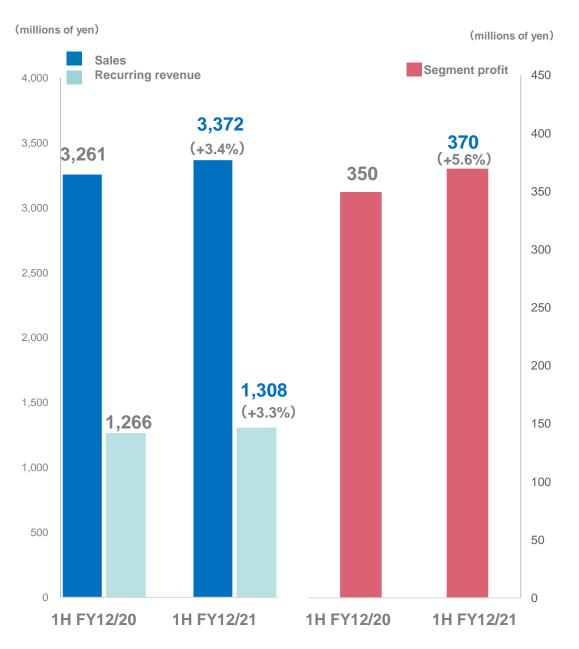
- Sales rose on higher recurring revenue from increased adoption of Cloud EDI-Platform (EDI service for wholesalers), BXNOAH (EDI service for retailers), and the Shelf POWER series (shelf allocation system)
- Profit rose despite higher R&D investment related to the development of new functions for the C2Platform (inter-company platform for digitalizing negotiations in the distribution industry), as software amortization for @rms ERP geared for medium and large businesses fell

# **Business alliance with Toppan Printing in the Distribution DX field (May 2021)**

The alliance is aimed at integrating the sales promotion support system provided by Toppan Printing with our C2Platform

The integration will seamlessly link business negotiations, sales planning and sales promotion, and accelerate operational efficiency and data utilization in the retail industry

#### 2. Consolidated 1H FY12/21 Results: Government Cloud



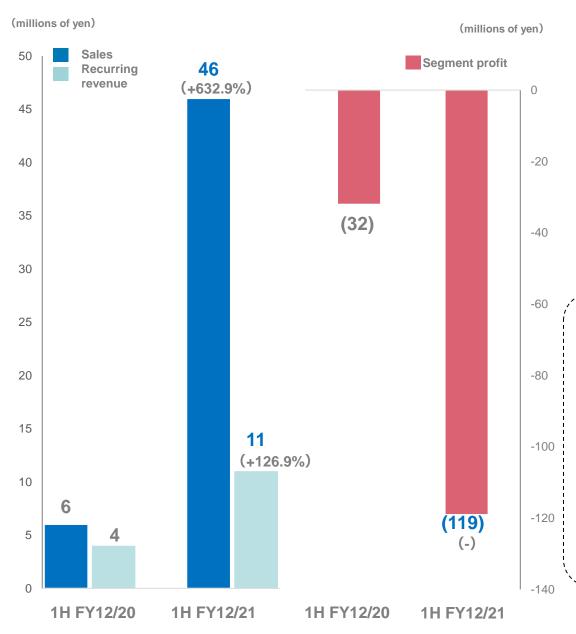
# Sales and profit rose driven by special demand for disaster prevention government radio digitalization work

- Special demand for disaster prevention government radio digitalization work and GIGA school-related projects largely finished in Q1
- Sales and profit growth continued but was weaker in Q2

# Received orders to introduce digitalization tools from local governments in Osaka Prefecture

- Received orders from 23 local governments in Osaka Prefecture to introduce a dedicated local government chat tool (April 2021)
- Received orders from eight local governments in Osaka Prefecture to introduce tools for digitizing administrative procedures (June 2021)

#### 2. Consolidated 1H FY12/21 Results: Trust



#### Focused on developing new services

#### **Business rollout preparations also progressed**

- Sales rose with the introduction of the time-stampenabled workflow "TsunAG"
- Actively invested in R&D by adding personnel to develop new services in the Trust field centered on the My Number Card

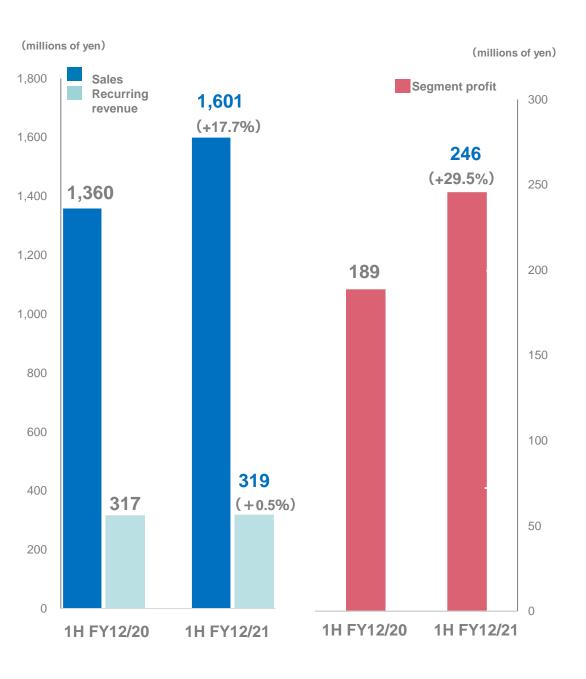
# Formed a business alliance with Escrow Agent Japan (EAJ) for the digitalization of real estate transaction settlement (May 2021)

The business alliance is aimed at making sales contracts and other transactions completely online by adding our digital certificate function using the My Number Card to the contactless payment service provided by EAJ

#### Our service has been selected for government e-procurement

Our digital proxy service, "My Number Card Digital Proxy" has been adopted by the government procurement portal and the government e-procurement system "GEPS", and will start operation in August 2021

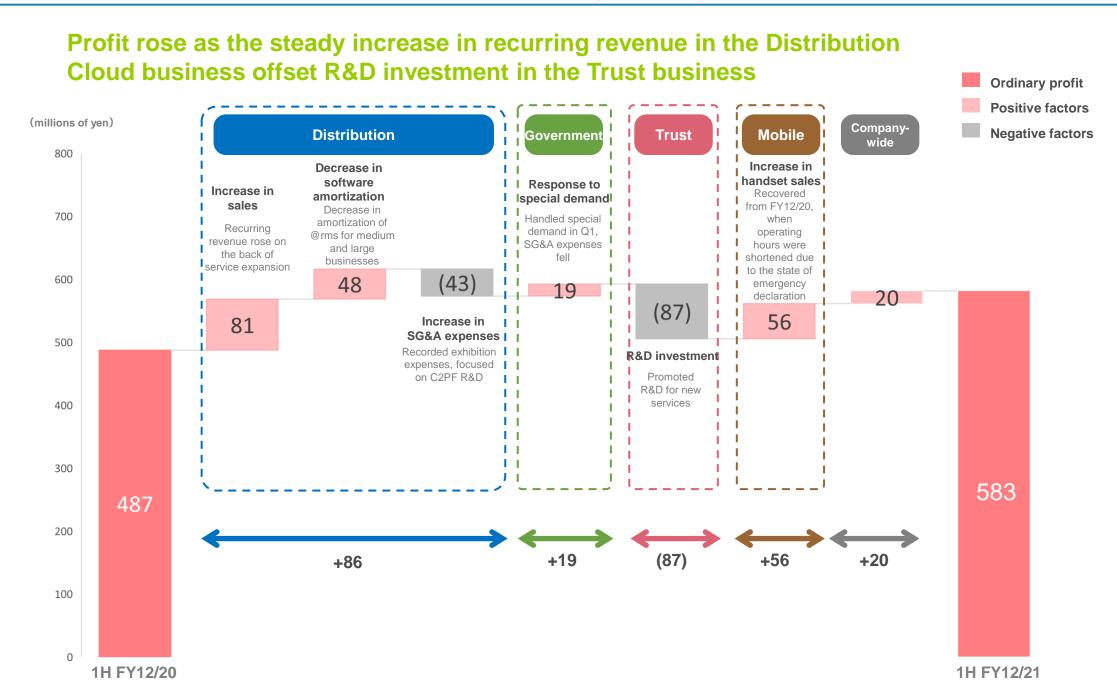
#### 2. Consolidated 1H FY12/21 Results: Mobile Network



# Sales and profit grew as handset sales recovered Year-on-Year

- Both sales and profit rose thanks to a recovery in handset sales, which had dropped due to shortened operating hours from April to May 2020 in response to the Japanese government's state of emergency declaration
- The online exclusive low-cost plan "ahamo" launched in March 2021 helped to improve consumer sentiment toward Docomo

#### 2. Consolidated 1H FY12/21 Results: Factors affecting ordinary profit



# Aiming to meet the Tokyo Stock Exchange Prime Market criteria for market capitalization of tradable shares

 In addition to the steady execution of our medium-term management plan, Transformation 2025, we will work to boost corporate value by improving corporate governance through enhanced information disclosure and the promotion of ESG-related measures

#### Initiatives to Improve Corporate Governance

(Enhanced information disclosure)

Started providing English disclosures in August 2021

[ESG-related measures]

Recognized as a Health & Productivity Management organization (March 2021)

Established a Sustainability Committee (July 2021)

Started disclosure of sustainability initiatives (September 2021)

#### 2. Consolidated 1H FY12/21 Results: Consolidated Income Statement

	1H FY12/20 (Actual)	1H FY12/21 (Actual)	YoY Change (%)	1H FY12/21 (Plan)	Achievement Rate (%)
Net sales	6,393	6,862	7.3%	6,925	99.1%
Distribution Cloud	1,765	1,842	4.3%	1,844	99.9%
Government Cloud	3,261	3,372	3.4%	3,373	100.0%
Trust	6	46	632.9%	80	58.1%
Mobile Network	1,360	1,601	17.7%	1,628	98.4%
Recurring revenue	3,163	3,264	3.2%	3,262	100.1%
Distribution Cloud	1,574	1,626	3.3%	1,626	100.0%
Government Cloud	1,266	1,308	3.3%	1,313	99.6%
Trust	4	11	126.9%	13	87.0%
Mobile Network	317	319	0.5%	310	102.9%
Operating profit	475	578	21.8%	516	112.1%
Ordinary profit	487	583	19.6%	524	111.3%
Distribution Cloud	128	215	67.3%	188	114.6%
Government Cloud	350	370	5.6%	347	106.7%
Trust	(32)	(119)	-	(101)	-
Mobile Network	189	246	29.5%	240	102.5%
Adjustments	(149)	(128)	-	(150)	-
Profit attributable to owners of parent	328	406	23.4%	350	116.0%
EPS	JPY31.84	JPY39.24	_	_	

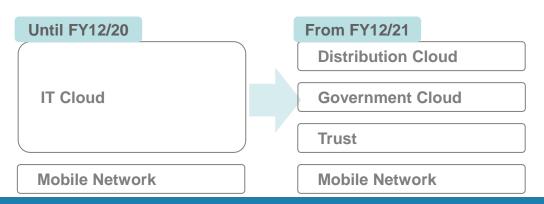
<sup>\*</sup> The above figures reflect the revised earnings forecast announced on May 6, 2021.

		End-De	ec. 2020		End-Jun. 202	21	Factors behind changes
		Amount	Composition	Amount	Composition	Change	r dotors berinia orianges
	Current Assets	6,411	63.8%	5,846	61.9%	(564)	Decrease in notes and accounts receivable-trade
Assets	Non-current Assets	3,642	36.2%	3,604	38.1%	(37)	Decrease in software under intangible assets due to amortization
	Total Assets	10,053	100.0%	9,450	100.0%	(602)	
_	Current Liabilities	2,681	26.7%	1,943	20.6%	(738)	Decrease in accounts payable-trade
Liabilities	Non-current Liabilities	2,324	23.1%	2,196	23.2%	(127)	Decrease in long-term borrowings due to repayment
δο	Total Liabilities	5,006	49.8%	4,139	43.8%	(866)	
Net Assets	Total Net Assets	5,047	50.2%	5,311	56.2%	263	Increase in retained earnings due to accumulation of profit
ets	Total Liabilities & Net Assets	10,053	100.0%	9,450	100.0%	(602)	

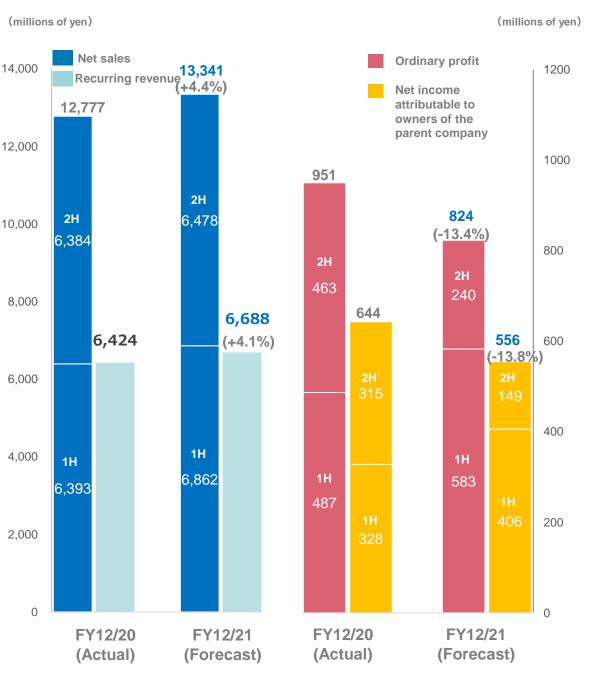
	1H FY12/20 (Actual)	1H FY12/21 (Actual)	Description
Cash flows from operating activities	468	1,702	Decrease in trade receivables, recording of quarterly profit before income taxes
Cash flows from investing activities	533	(192)	Purchase of property plant and equipment and purchase of intangible assets
Cash flows from financing activities	(443)	(306)	Repayments of long-term borrowings and purchase of treasury shares
Net increase (decrease) in cash and cash equivalents	557	1,204	
Cash and cash equivalents at beginning of period	1,385	1,863	
Cash and cash equivalents at end of period	1,943	3,067	

# 3. Full-Year Consolidated FY12/21 Earnings Forecast

\* Effective FY12/21, we have changed our segment classification as follows. Segment sales and profits for FY12/20 have been recalculated to reflect the new segment classification. As a result, there are some discrepancies between this document and the earnings briefing materials for FY12/20.



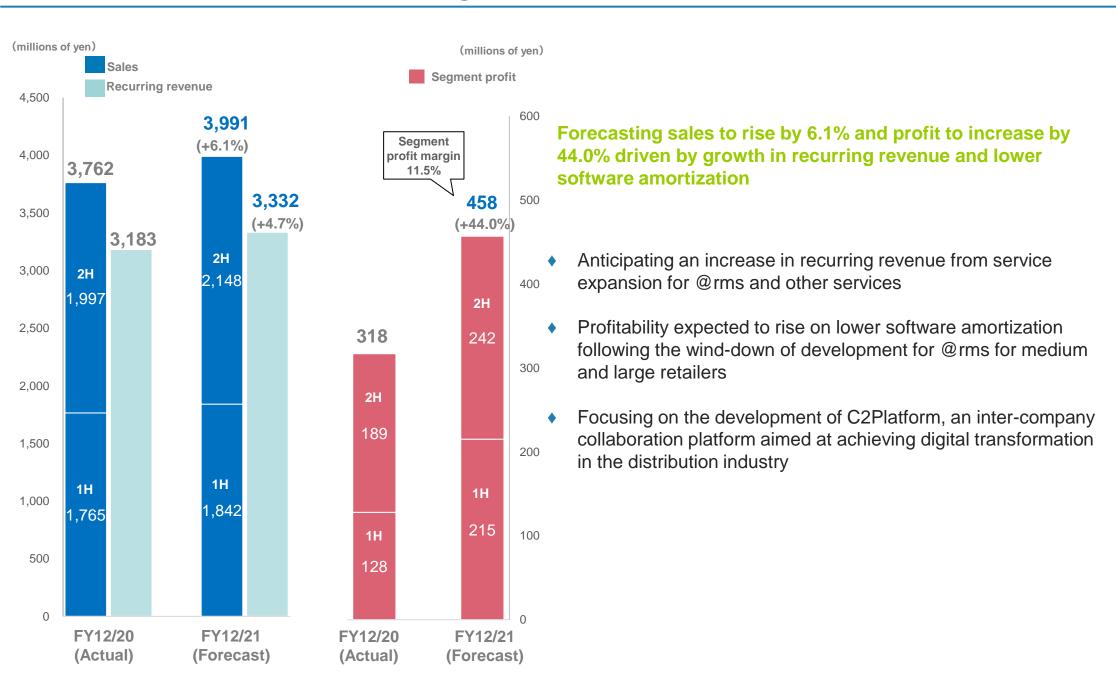
#### 3. Full-Year Consolidated FY12/21 Earnings Forecast



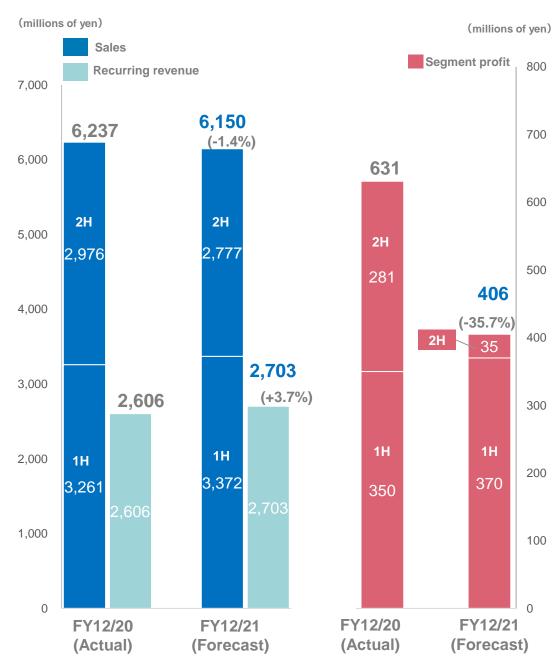
Net sales expected to rise on higher recurring revenue driven by Distribution Cloud. Profit expected to drop owing to disaster prevention government radio digitalization work coming to an end (closed out in 1H) and concentrated investment in the Trust business

- In Distribution Cloud, sales and profit are expected to rise on the back of service expansion for @rms and other services
- In Government Cloud, sales and profit are expected to drop as disaster prevention government radio digitalization work comes to an end, but preparations for government digitalization work is underway
- Making a full-scale entry into the Trust field and pushing forward with aggressive R&D investments
- Sales and profit in the Mobile Network business is expected to grow as the impact of the COVID-19 pandemic subsides

#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Distribution Cloud



#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Government Cloud

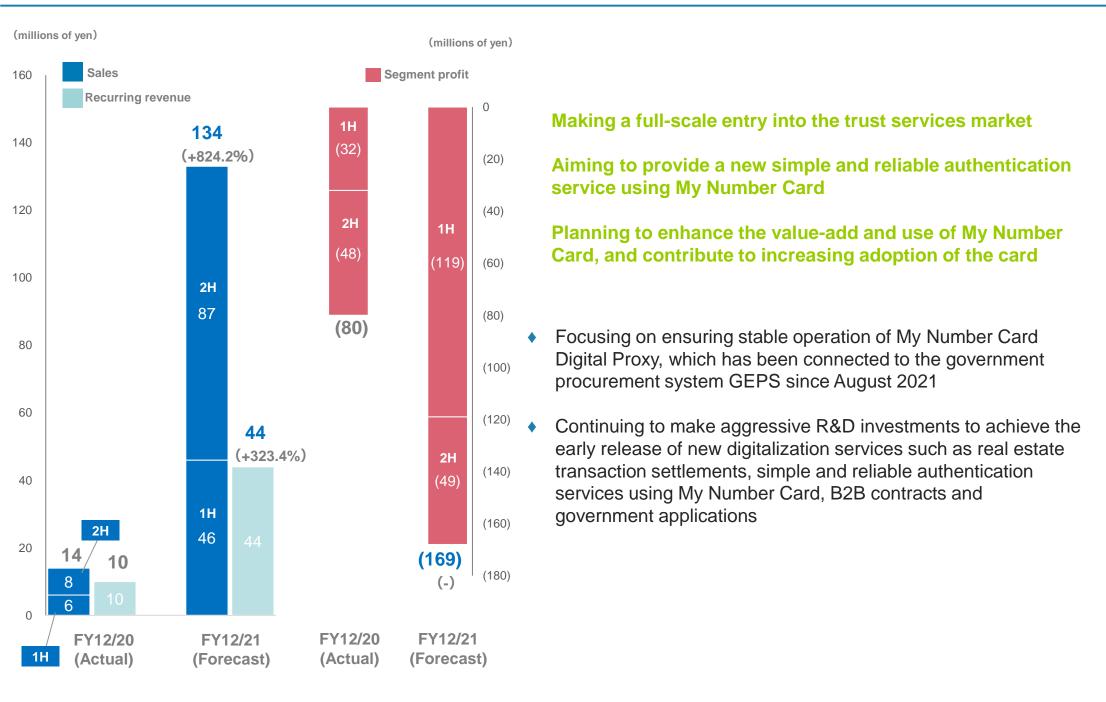


Anticipating sales to fall by 1.4% and profit to decrease by 35.7% owing to the completion of disaster prevention government radio digitalization work

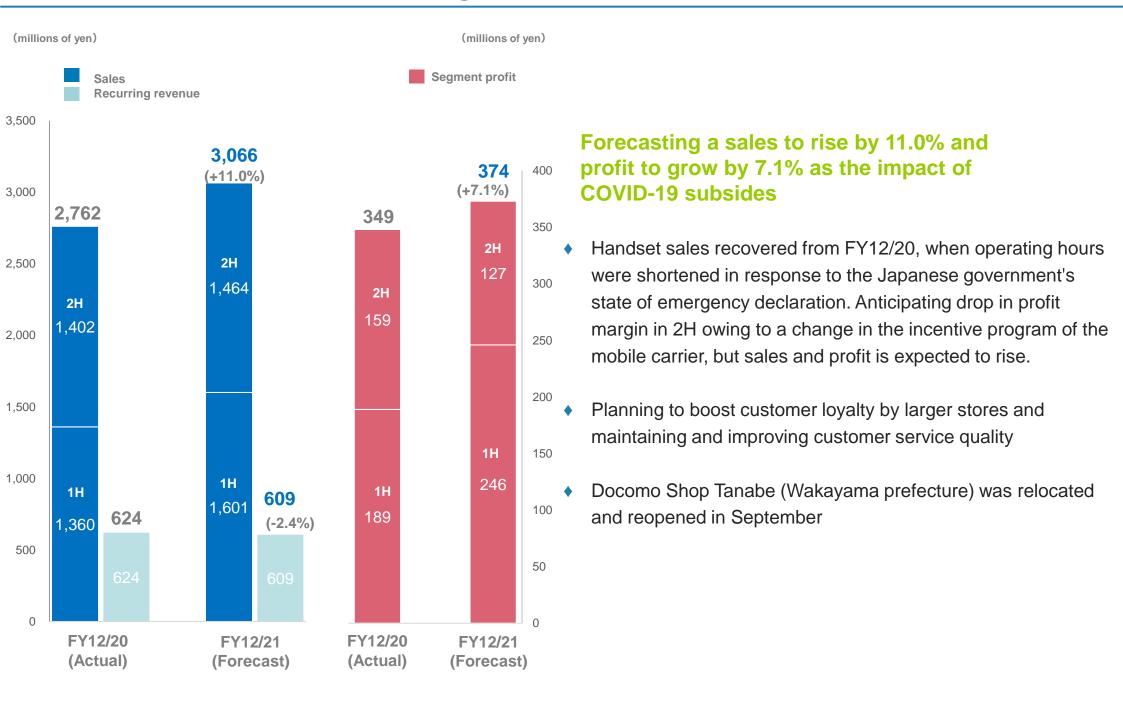
# Carefully monitoring developments in government digitalization and preparing for demand

- Completed disaster prevention government radio digitalization work and GIGA school-related projects in 1H In 2H, large-scale system installation projects at subsidiaries is expected to offset the drop in sales, but with lower profits
- With the establishment of the Digital Agency, digitalization of national and local government operations is expected to advance rapidly. We are working on system development and preparing to respond quickly to related projects.
- In addition, we will focus on the development and introduction of Clarinet, a school administration cloud service that is expected to grow, as well as our comprehensive disaster prevention service

#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Trust



#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Mobile Network



#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Impact of COVID-19

#### **Distribution Cloud, Government Cloud, and Trust**

Projects have generally progressed smoothly, despite some delays in material procurement and system implementation. We are expecting the digitalization of work to accelerate as both the distribution and government sectors are required to adapt to new lifestyles.

In the distribution sector, there is a shift from in-person negotiations between manufacturers, wholesalers, and retailers to online negotiations. In the government sector, the demand for national and shared use of ICT infrastructure will grow due to the accelerated digitalization of public administration.

#### Initiatives

- Focus on the development of C2Platform (B2B collaboration platform) and retail business negotiation support system
- Roll out local government information security cloud and information system sharing service
- Encourage online meetings and the development and implementation of remote work infrastructure to ensure the safety of customers and employees, maintain customer contact, and ensure stable service delivery
- · Review office size

#### **Mobile Network**

Operating hours of Docomo stores were shortened and in-store services were scaled back from April to May 2020, but are currently operating normally

Initiatives

We will prepare masks, goggles, and face shields, and install customer service partitions to ensure the safety of customers and employees, and work to create stores that customers can visit comfortably

#### 3. Full-Year Consolidated FY12/21 Earnings Forecast: Consolidated Income Statement

	FY12/20 (Actual)	FY12/20 (Forecast)	YoY Change (%)
Net sales	12,777	13,341	4.4%
Distribution Cloud	3,762	3,991	6.1%
Government Cloud	6,237	6,150	(1.4%)
Trust	14	134	824.2%
Mobile Network	2,762	3,066	11.0%
Recurring revenue	6,424	6,688	4.1%
Distribution Cloud	3,183	3,332	4.7%
Government Cloud	2,606	2,703	3.7%
Trust	10	44	323.4%
Mobile Network	624	609	(2.4%)
Operating profit	924	791	(14.5%)
Ordinary profit	951	824	(13.4%)
Distribution Cloud	318	458	44.0%
Government Cloud	631	406	(35.7%)
Trust	(80)	(169)	-
Mobile Network	349	374	7.1%
Adjustments	(266)	(245)	-
Profit attributable to owners of parent	644	556	(13.8%)
EPS*	JPY62.43	JPY53.85	

<sup>\*</sup> The Company conducted a 2-for-1 stock split of its common stock on January 1, 2021. The EPS calculation for FY12/20 reflects the stock split.

# 4. Outlook



#### 4. Outlook New Medium-Term Management Plan (FY12/21-FY12/25): Outline

#### **Basic Policy**

#### **Transformation 2025**

Working with industry and customers to improve productivity through DX

#### **Key Strategies**

Distribution: Achieve industry DX by launching an inter-company collaboration platform

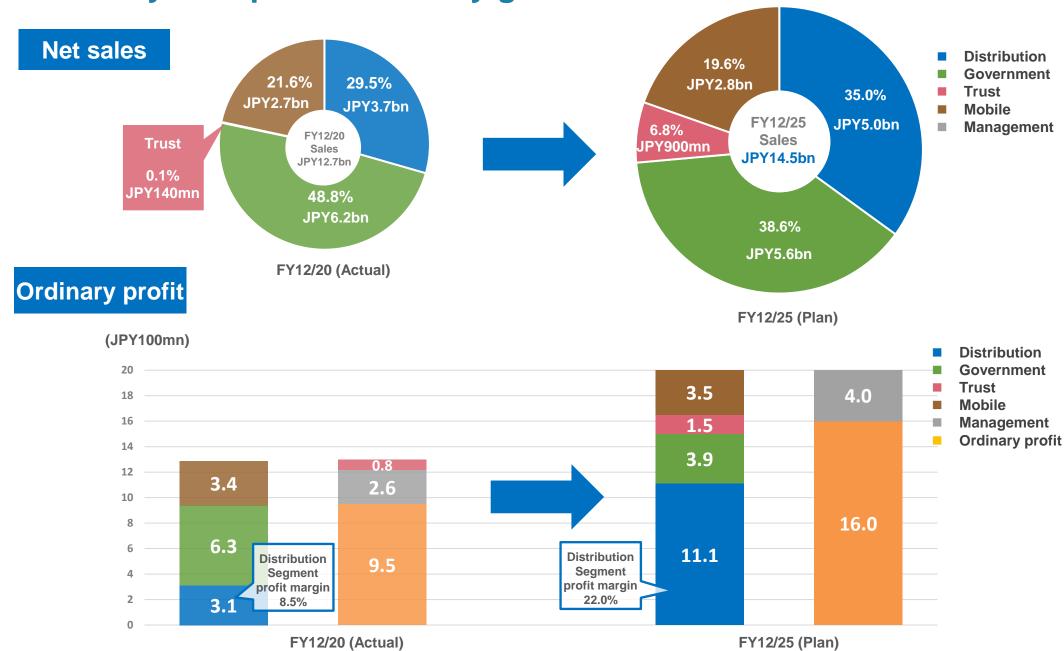
Government: Support local governments in keeping up with the rapid progress of digitization

Trust: Develop business in the Trust field centered on the My Number Card

Mobile: Boost value of physical stores in the rapidly changing competitive environment

Targets	FY12/25 (Final year)	vs. FY12/20
Recurring revenue	JPY9.0bn	141.4%
Recurring revenue ratio	62.5%	+12.2pt
Net sales	JPY14.5bn	113.7%
Ordinary profit	JPY1.6bn	168.1%
Ordinary profit margin	11.0%	+3.5pt
ROE	Over 13%	_

Profitability to improve driven by growth in Distribution Cloud



#### 4. Outlook KPI (Distribution Cloud)

#### Achieve industry DX by launching an inter-company collaboration platform

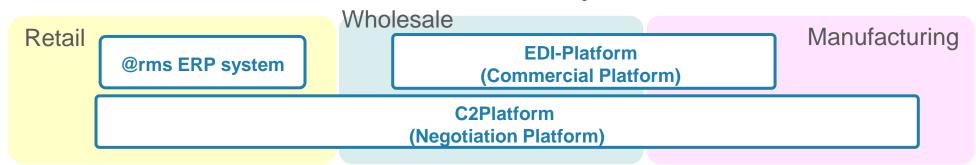
Targeting all food distribution companies to expand market share with affordable high-quality Shared Cloud

Food Retail (@rms)	Overall market	FY12/20 Results	FY12/25 Targets	Target share
Market size (billion yen)	20.0	2.11	2.6	<b>7.0</b> (35%)
KPI: # of stores	21,000	1,205	1,765	_

<sup>\* #</sup> of stores: Number of stores using @rms ERP

Processed Food Wholesale (EDI-Platform)	Overall market	FY12/20 Results	FY12/25 Targets	Target share
Market size (billion yen)	4.0	0.78	1.1	<b>3.2</b> (80%)
KPI: GTV (trillion yen)	36	8.7	12.3	_

<sup>\*</sup> Gross Transaction Value: The value of orders received and placed by customers using our services.



Retailer/Wholesale /Manufacturing (C2Platform)	Overall market	FY12/20 Results	FY12/25 Targets	Target share
Market size (billion yen)	6.0	0.03	0.4	<b>4.8</b> (80%)
KPI: # of IDs	220,000	0	10,000	_

<sup>\*</sup> FY12/20 results reflect sales from certain services that are being offered in advance

Overall Food	Overall	FY12/20	FY12/25	Target
Distribution Market	Market	Results	Targets	share
Market size (billion yen)	30.0	2.92	4.1	15.0

<sup>\*</sup> Market size is estimated based on the fee structure of our service

<sup>\*</sup> Excludes the market for sales management systems for specialty stores

#### 4. Outlook Strategies by Segment

#### **Distribution Cloud**

### Focus on acquiring new users with PSTN and invoice support

#### For Retailers

Aiming to promote @rms ERP implementation (for medium & large retailers) to boost market share



#### For Wholesalers



#### **Inter-company collaboration platform**

Released C2PF negotiation support service in 2021



#### **Government Cloud**

### Government digitization poses a great opportunity

We will support local governments in keeping up with the rapid progress of digitization

- Promote local government digital services
- Develop and provide next-generation comprehensive disaster prevention services (new services, nationwide)
- **■** Expand installation base of school administration cloud service Clarinet
- **■** Expand information system service offering (to Kansai area)
- **■** Enhance measures for standardization and commonization of ERP systems

#### Third Trust service

### Develop a "Third Trust" service based on the My Number Card

Creating a society where everyone (all citizens) can use the Trust easily (and affordably) by utilizing the rapidly spreading My Number Card based on public certification

we are expanding into industries that demand high reliability (i.e., Trust)



#### **Mobile Network**

# Boost value of physical stores in the rapidly changing competitive environment

Differentiate from other carriers and online services to become a comprehensive support center for a digital society

#### 4. Outlook Sustainability

We have established seven issues in materiality assessment from the perspectives of the environment, society and governance, and are promoting initiatives to address them































#### Contributing to the global environment

- · Eco-friendly and power-saving Shared Cloud
- · Energy-efficient data centers
- · Reducing environmental impact with renewable energy
- · Reducing environmental impact with eco-friendly cars
- MynaTrust (My Number Card Trust) for a paperless society
- · Eco-activities in the office

#### **Encouraging safe and waste-free food distribution**

- · Help to reduce food waste
- · Support distribution of safe and secure food





#### **Enhancing governance**

- Improve governance
- Enhance risk management and compliance

# Promoting digitalization for a more efficient and prosperous society

- Help customers improve operational efficiency by providing cloud services
- Offer services that promote the digitization of local communities
- Provide a safe and secure trust infrastructure
- Operate safe and secure data centers
- Support the digital movement through smartphone classes

# Supporting the development of children through culture and education

- Nurture children and promote the availability of quality education
- Support cultural activities

#### Creating a healthy, vibrant, and fulfilling workplace

- Promote diverse work styles, promote women's advancement, and enhance work-life balance
- Ensure respect for human rights, talent development, proper personnel evaluation systems, and improved treatment
- Carry out health and productivity management initiatives
- Improve operational efficiency by promoting digitalization

#### Creating a safe and secure community lifestyle

Help build resilient cities through disaster prevention and mitigation

## 5. Shareholder Returns

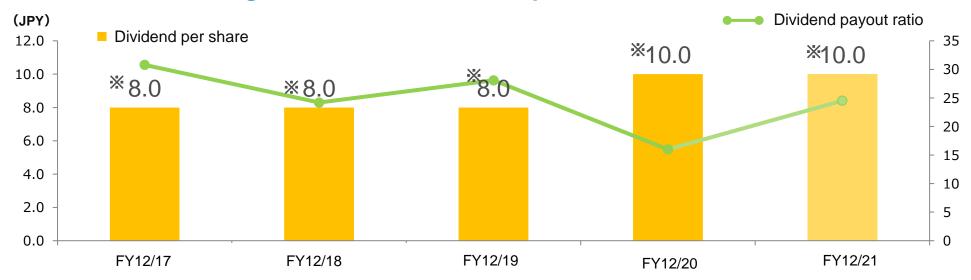
#### 5. Shareholder Returns Dividend Policy & Forecast

#### **Dividend policy**

Our basic policy is to pay a continuous and stable dividend. We determine the amount of dividends by comprehensively taking into consideration factors such as our earnings results, future earnings prospects, cash flow status, and dividend payout ratio.

#### **Dividend forecast**

#### We are forecasting a dividend of JPY10.00 per share for FY12/21



**Share repurchases** 

\* The Company carried out a 2-for-1 stock split of common stock on January 1, 2021, but the calculation for dividend per share is based on the assumption that the stock split was carried out at the beginning of FY12/17.

**Progress of repurchases** 

196,000 shares, JPY290 mn (repurchase period: May 24, 2021 - August 31, 2021)

※Acquisition ended because the upper limit was reached

#### **Details of resolution**

- Common shares: 200,000 (Upper limit)
- Total amount of share repurchases: JPY300mn (Upper limit)
- Repurchase period: May 24, 2021 September 30, 2021

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# 6. Supplementary Materials

#### 6. Supplementary Materials Company Profile

Name CYBERLINKS CO., LTD.

HQ 849-3, Kimiidera, Wakayama City

CEO Tsuneo Murakami, President

Established May 1956

Incorporated May 1964

Market listing Tokyo Stock Exchange, First Section (Ticker: 3683)

Paid-in capital JPY790mn

Sales JPY12.77bn (consolidated FY12/20 results)

JPY10.32bn (non-consolidated FY12/20 results)

Employees 738 employees (as of December 31, 2020) (consolidated)

540 employees (as of December 31, 2020) (non-consolidated)

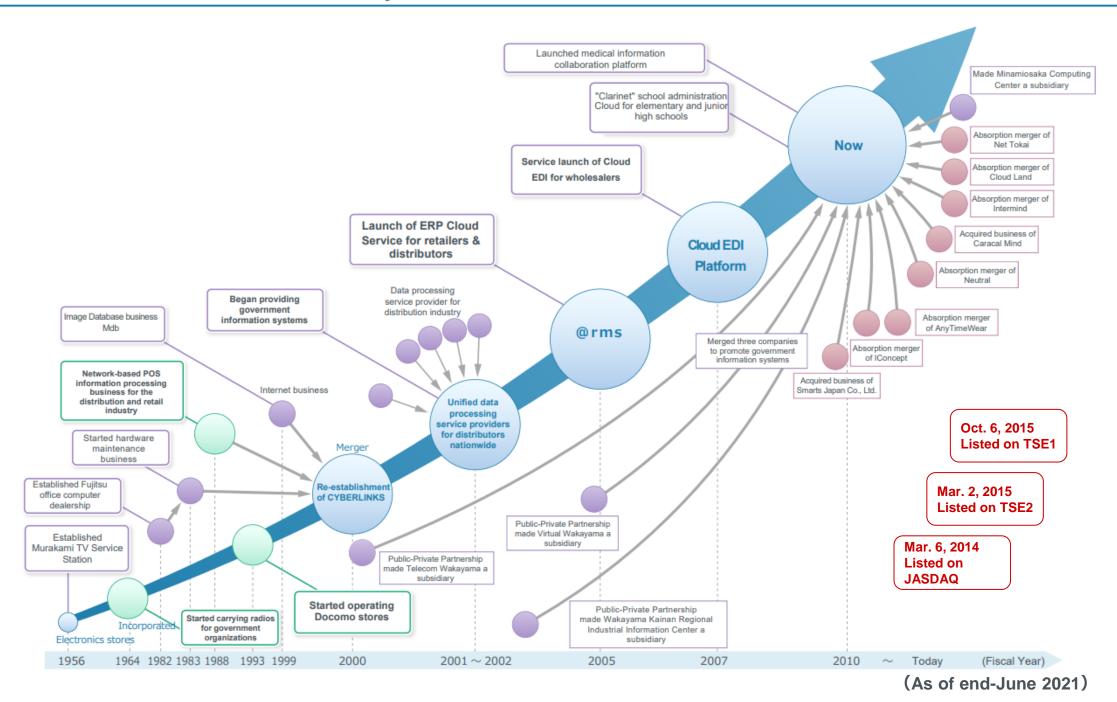
Consolidated Minamiosaka Computing Center Co., Ltd.

subsidiaries 4-2-22, Wakihama, Kaizuka, Osaka



HQ

#### 6. Supplementary Materials History



CYBERLINKS CO., LTD.

Corporate Planning Division

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#### ■ Disclaimer

This document contains forward-looking statements, including forecasts, future plans, and management targets pertaining to the Company. These forward-looking statements are based on current assumptions about future events and trends, and the accuracy of these assumptions is not guaranteed. Actual results may differ significantly from those described in this document due to a variety of factors. Unless otherwise specified, the financial data in this document is presented in accordance with accounting principles generally accepted in Japan. The Company makes no guarantee that it will revise any of the forward-looking statements it has already made, regardless of the occurrence of future events, except as required by disclosure regulations. Information regarding other companies is based on information that is generally known to the public.