

October 2, 2023

To Whom It May Concern,

Insource Co., Ltd.

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Representative Director, President and CEO

 (Code number: 6200, Prime Market of the
Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report for September, 2023

-No. of On-Site Training conducted (111.0% YoY) and attendees at Open Seminars (113.6% YoY),

No. of DX On-Site trainings (117.0% YoY) and Open Seminars (113.1% YoY) remained steady

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for September, 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 September, 2023, the number of On-Site Training conducted was 1,810 times (111.0% YoY), of which online training was 451 times (Composition ratio: 24.9%). The number of attendees at Open Seminars was 11,995 (113.6% YoY), of which online attendees were 8,486 (Composition ratio: 70.7%). While On-Site Training, the number of DX-related trainings was 117.0% YoY, the number of attendees at Open Seminars for DX-related trainings was 113.1% YoY.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	2023					
	April	May	June	July	August	September
Number of trainings conducted	2,192	1,330	1,698	1,791	1,438	1,810
(YoY)	(113.2%)	(115.2%)	(111.3%)	(111.1%)	(111.8%)	(111.0%)
Conducted online	271	321	329	500	362	451
(Composition ratio)	(12.4%)	(24.1%)	(19.4%)	(27.9%)	(25.2%)	(24.9%)
DX-related trainings*	148	115	118	129	81	117
(YoY)	(138.3%)	(169.1%)	(129.7%)	(114.2%)	(95.3%)	(117.0%)

*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)

	2023					
	April	May	June	July	August	September
Number of attendees	12,501	7,849	10,658	10,503	11,052	11,995
(YoY)	(115.6%)	(114.4%)	(119.9%)	(119.0%)	(118.5%)	(113.6%)
Conducted online	5,833	5,907	8,110	7,554	8,190	8,486
(Composition ratio)	(46.7%)	(75.3%)	(76.1%)	(71.9%)	(74.1%)	(70.7%)
DX-related trainings*	1,327	1,117	1,403	1,179	1,185	1,462
(YoY)	(105.7%)	(158.2%)	(153.5%)	(137.3%)	(83.3%)	(113.1%)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 638 organizations (+13 MoM) and the number of its users increased to 2,895,263 (+31,580 MoM). The cumulative number of orders delivered for Stress Check Support Service was 491 since the beginning of the fiscal year (+23 YoY).

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

(Unit: organization)

	2023					
	April	May	June	July	August	September
No. of paid subscribers (organizations)	593	603	612	618	625	638
(MoM)	(+5)	(+10)	(+9)	(+6)	(+7)	(+13)
(Changes from end of previous FY)	(+71)	(+81)	(+90)	(+96)	(+103)	(+116)
No. of users	2,612,609	2,649,008	2,722,123	2,804,603	2,863,683	2,895,263
No. of customization	73	77	84	88	99	122
Total no. since the beginning of FY						
Web conversion service for appraisal forms	185	186	190	191	192	201
(MoM)	(+1)	(+1)	(+4)	(+1)	(+1)	(+9)

*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)

	2023					
	April	May	June	July	August	September
No. of orders delivered (by month)	3	5	5	4	8	48
Cumulative no. of orders delivered * since the beginning of FY	421	426	431	435	443	491
(YoY)	(+34)	(+30)	(+33)	(+33)	(+34)	(+23)
No. of orders to be delivered (at the end of month)	36	64	118	173	244	278
(YoY)	(+11)	(+21)	(+20)	(+19)	(+40)	(+91)

*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 129 (84.9% YoY). The number of rental viewers was 1,075 (103.7% YoY) with increased use of contents related to OA and DX.

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

(Unit: ID) (Unit: Content)

	2023					
	April	May	June	July	August	September
No. of video contents sold (Outright purchase)* by month (YoY)	93 (42.1%)	87 (127.9%)	147 (153.1%)	128 (123.1%)	88 (81.5%)	129 (84.9%)
No. of rental viewers* by month (YoY)	1,629 (143.3%)	615 (113.3%)	822 (43.1%)	1,440 (115.6%)	1,027 (168.1%)	1,075 (103.7%)
STUDIO (e-Learning) users (MoM)	81,497 (+2,162)	81,989 (+492)	82,200 (+211)	83,275 (+1,075)	84,232 (+957)	85,565 (+1,333)

*Calculation takes place at the end of every month.

4. Client Base

The total number of registered WEBinsource clients increased significantly by 225 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 already achieved our target of 2,400 for this fiscal year and will continue to acquire new clients.

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

(Unit: organization)

	2023					
	April	May	June	July	August	September
No. of new subscribers	234	264	280	297	256	225
No. of accumulated subscribers	20,322	20,586	20,866	21,163	21,419	21,644
(YoY * No. of new subscribers)	(104.5%)	(114.8%)	(94.6%)	(120.7%)	(103.2%)	(110.3%)
(Progress rate: %)	(68.9%)	(79.9%)	(91.5%)	(103.9%)	(114.6%)	(124.0%)

*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 18 for e-Learning. We met our development targets of 350 for training and 210 for e-Learning.

(1) Number of new contents developed

(Unit: pieces)

	2023					
	April	May	June	July	August	September
No. of new contents for On-Site Training	30	30	31	31	30	30
since the beginning of FY	210	240	271	302	332	362
(Progress rate: %)	(60.0%)	(68.6%)	(77.4%)	(86.3%)	(94.9%)	(103.4%)
No. of new contents for e-Learning	15	15	20	20	17	18
since the beginning of FY	120	135	155	175	192	210
(Progress rate: %)	(57.1%)	(64.3%)	(73.8%)	(83.3%)	(91.4%)	(100.0%)

*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 October 2, 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.

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