

FY02/21 Financial Summary

2020.3.1 - 2021.2.28

Serverworks Co., Ltd. (Securities code: 4434)

Our Countermeasures against COVID-19

Initiatives to prevent infection of COVID-19

- Continuously paying the remotework allowance to all employees
- Recommend employees to work from home even after the lifting of the state of emergency on March 21



Impact on business continuity and performance

- The impact on business execution is insignificant since remotework has been maintained and actively promoted.
- The impact of the state of emergency declared in January 2021 on the financial results for fiscal year ending February 2021 is insignificant.

Topics

FY2021 Q4 Topics

Listed market changes to the First Section of the Tokyo Stock Exchange

Re-listed on the First Section of the Tokyo Stock Exchange from Mothers, aiming to expand/progress as a comprehensive cloud company on January 15, 2021.

Rated among "Best Workplaces JAPAN 2021" continuously for 4 years

Wins the "Best Workplaces JAPAN 2021" by Great Place to Work® Institute Japan for 4 consecutive years

Capital and Business Partnership with WingArc1st Inc.

In March 2021, we entered into a capital and business partnership with WingArc1st, which develops and distributes products for Business Form Infrastructure Solutions as well as the Data Empowerment Business with BI tools. As a result of this capital alliance, and through collaboration between us, the companies will make use of their respective strengths and further accelerate the growth and expansion of Digital Transformation.



Earnings Forecast for FY02/21

Revised earnings forecast on October 9, 2020. Extraordinary income based on sales of the investment securities, which was not included in the original plan, and various expenses related to MS warrants and market changes are included.

(Unit: million yen)

	FY02/20 results	Composition (%)	FY02/21 forecasts	Composition (%)	% of year-earlier level
Net Sales	6,811	100.0	8,003	100.0	117.5
Gross profit	1,086	15.9	1,190	14.9	109.6
Operating profit	417	6.1	392	4.9	94.0
Ordinary profit	421	6.2	377	4.7	89.5
Profit	333	4.9	448	5.6	134.5

^{**}There is no change in the full-year earnings forecast from the "Notice concerning recording of extraordinary income (Gain on sale of investment securities) and revision of full year forecast for the fiscal year ending February 2021", announced on October 9th, 2020.

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Earnings Results for Full-Year FY 02/21

Overachieved in all segments of full-year-forecast.

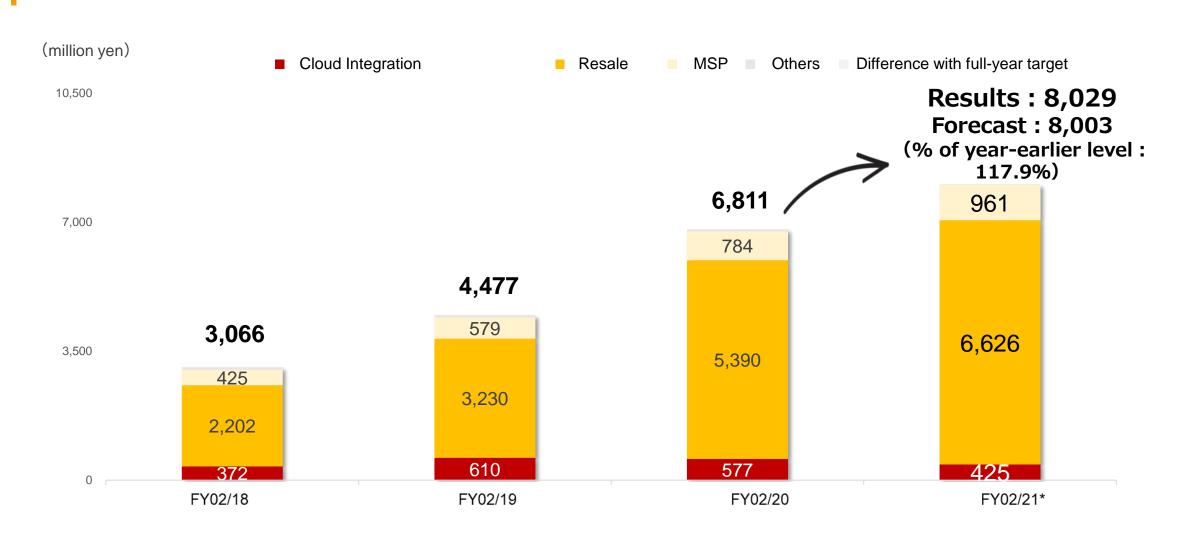
Compared to the previous year, items other than ordinary profit increased, and growth was maintained even under the COVID-19 situation.

(Unit: million yen)

	FY02/20 results	Composition (%)	FY02/21 results	Composition (%)	% of year-earlier level
Net Sales	6,811	100.0	8,029	100.0	117.9
Gross profit	1,086	15.9	1,224	15.3	112.8
Operating profit	417	6.1	419	5.2	100.5
Ordinary profit	421	6.2	410	5.1	97.5
Profit	333	4.9	482	6.0	144.7
EBITDA	489		484		

Net Sales

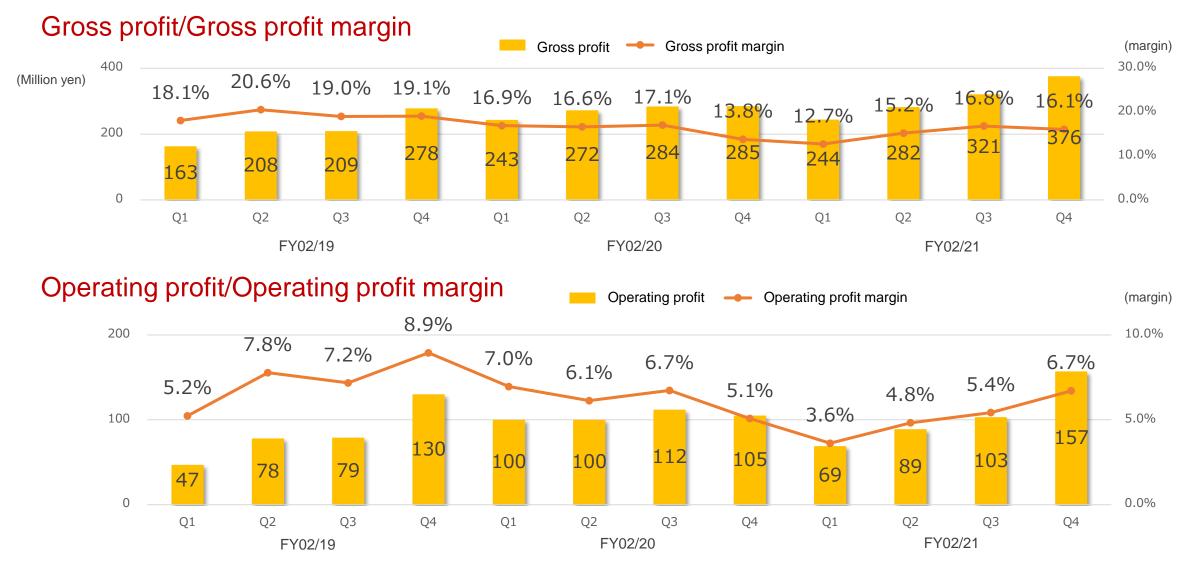
Record 117.9% growth year on year. We achieved 100.3% compared to FY02/21 earnings forecasts.



Profit Margins

Business activities have been recovering from the impacts of the COVID-19 situation.

Both profits and profit margins maintain above the planned level.



FY02/21 Net Sales by Product/Service(*) Segment

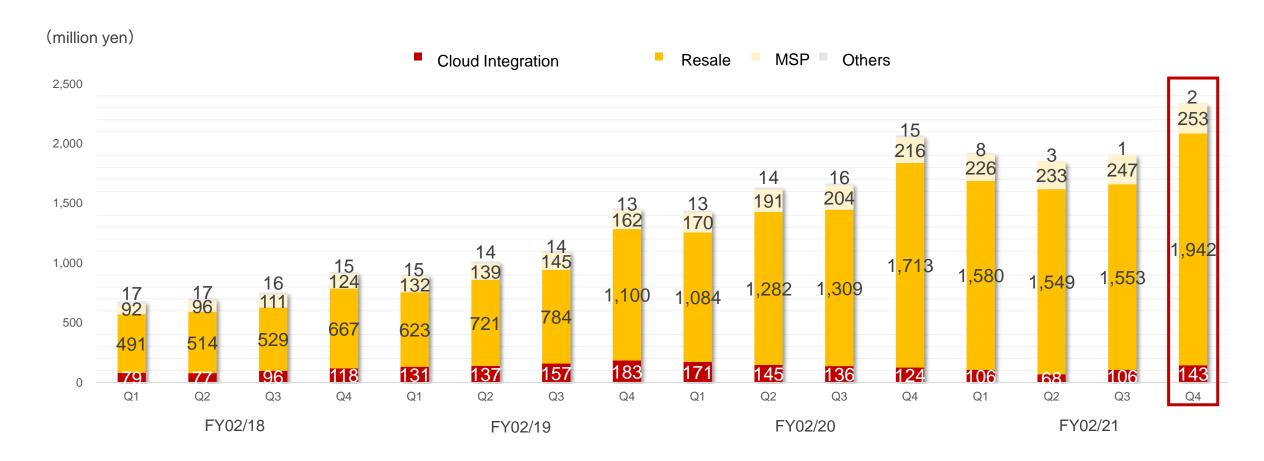
(Unit: million yen)

	FY02/20 results	Composition (%)	FY02/21 results	Composition (%)	% of year- earlier level
Cloud Integration	577	8.5	425	5.3	73.7
Resale	5,390	79.1	6,626	82.5	122.9
MSP (Managed Service Provider)	784	11.5	961	12.0	122.6
Other	59	0.9	16	0.2	26.8
Total	6,811	100.0	8,029	100.0	117.9

^{*} The explanation of each services is described in detail at page 37

Quarterly Net Sales

The Cloud Integration services which had been affected by the COVID-19 situation increased its net sales by 35% compared to the 3rd quarter. MSP and Resale experienced good performance, and **net sales of all the segments** surpassed those of the same quarter of the previous year.

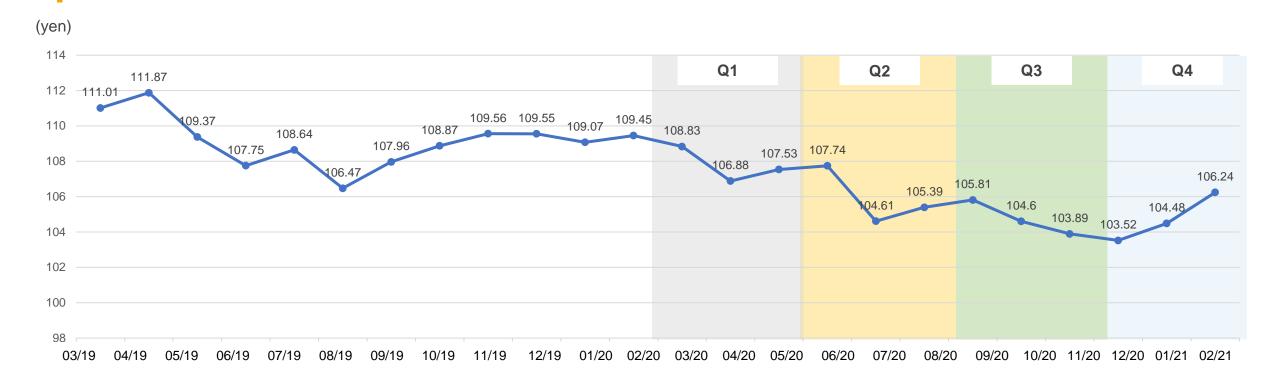


^{*} Due to the nature of AWS Resale transactions, total usage fees are recorded as net sales.

(Reference) Resale: Exchange rate trend

Although the continued strong yen affects Japanese yen based revenue, the strong yen is working positive for customers and the cloud usage is steadily and surely increasing. (next slide)

There is no impact on profits since purchase price will decrease as well.

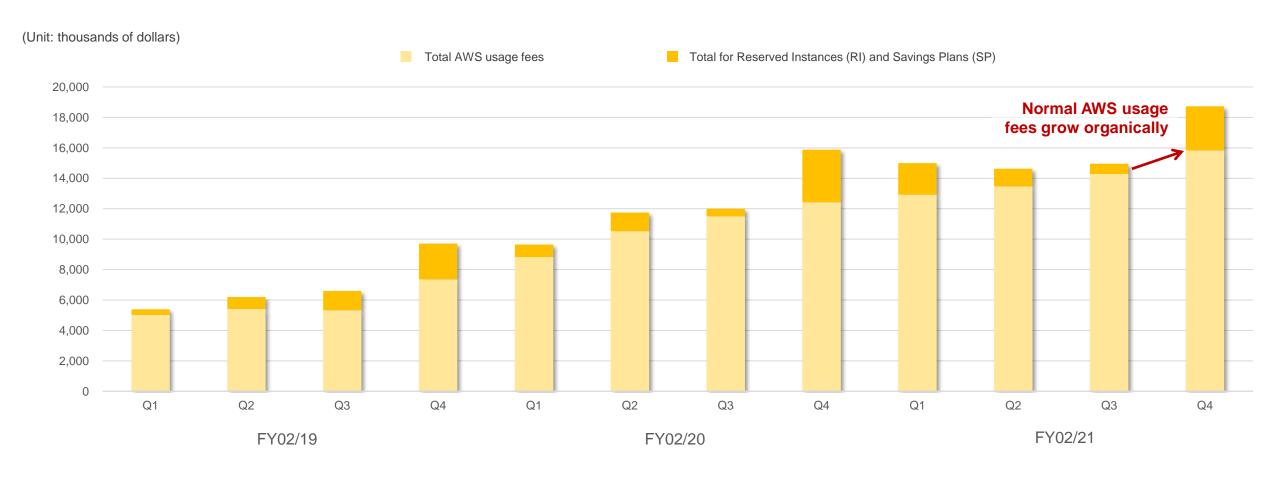


FY02/20 FY02/21

* Mizuho Bank official market price: End of month TTM rate
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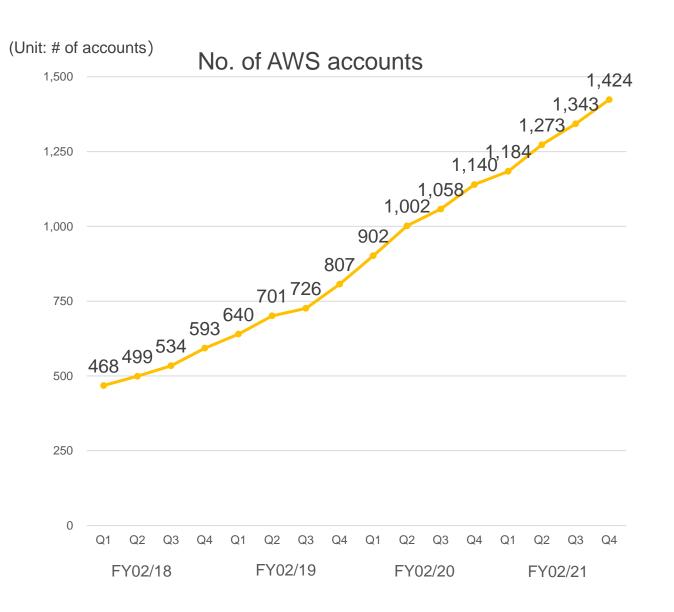
Resale: AWS Usage Fees, Reserved Instances, Saving Plans(*)

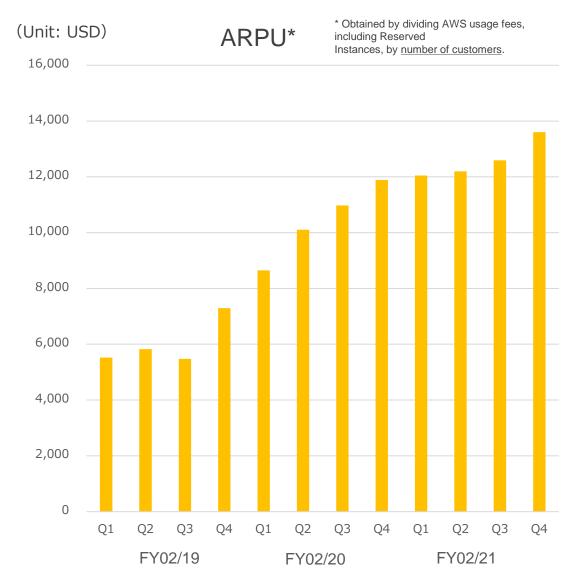
Normal AWS usage fees grow organically without falling. Purchases of Reserved Instances and Saving Plans were same as years earlier.



^{*} AWS service under which substantial discounts are offered to customers who pay a fixed reservation fee and commit to AWS usage for a certain period

Resale: Number of AWS Accounts, ARPU

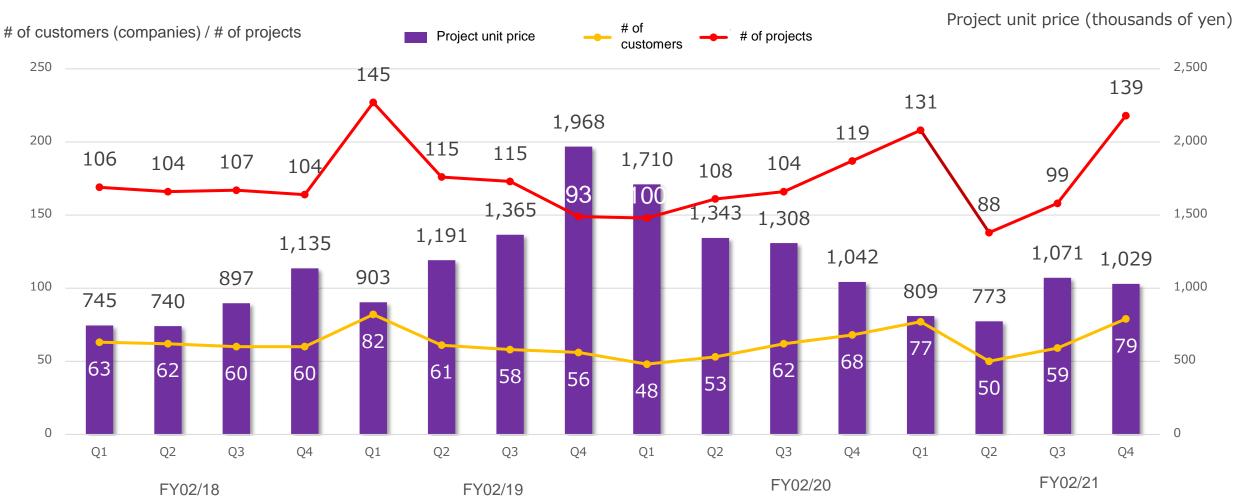




Cloud Integration: The trend of each index

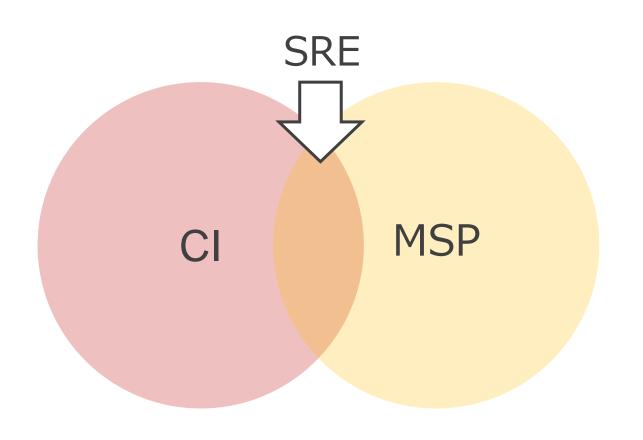
The number of projects and customers were increased compared to the 3rd quarter.

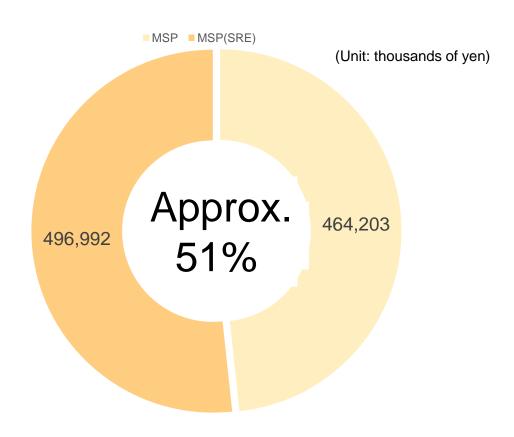
They were also increased even compared to the cumulative period (Q1-Q4) and the same period (Q4) of previous fiscal year. Project unit price keeps one-million-yen level.



MSP: SRE(*) Portion of MSP

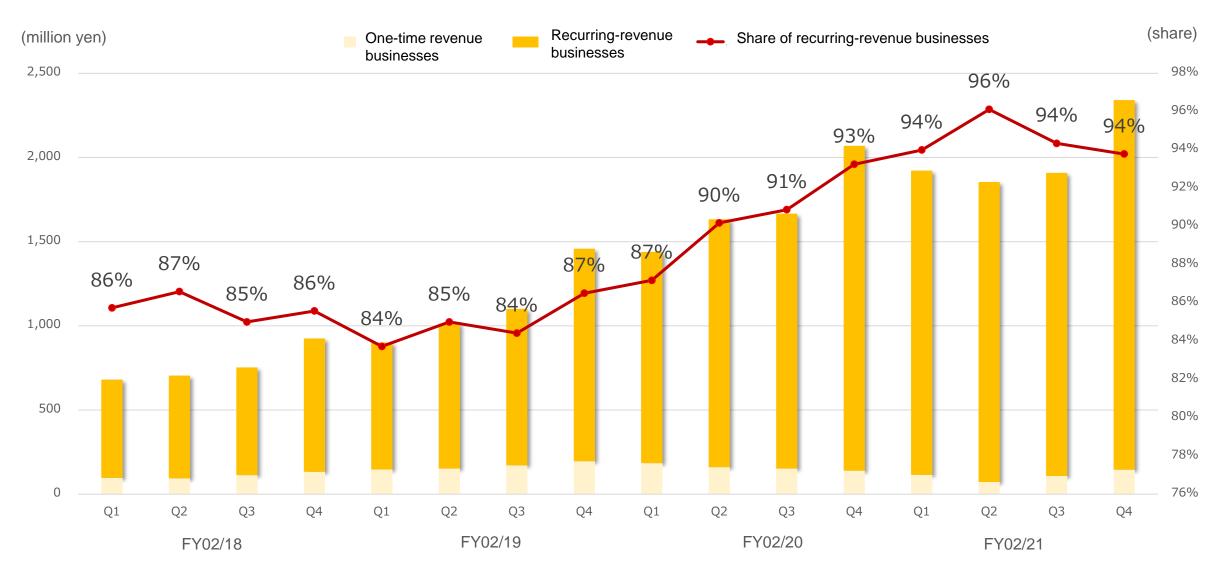
The SRE, the dedicated team that handles everything from system construction to operation to support customer specific needs, portion of business has increased.





^{*}SRE: Site Reliability Engineering. The details are described at page 38, 39.

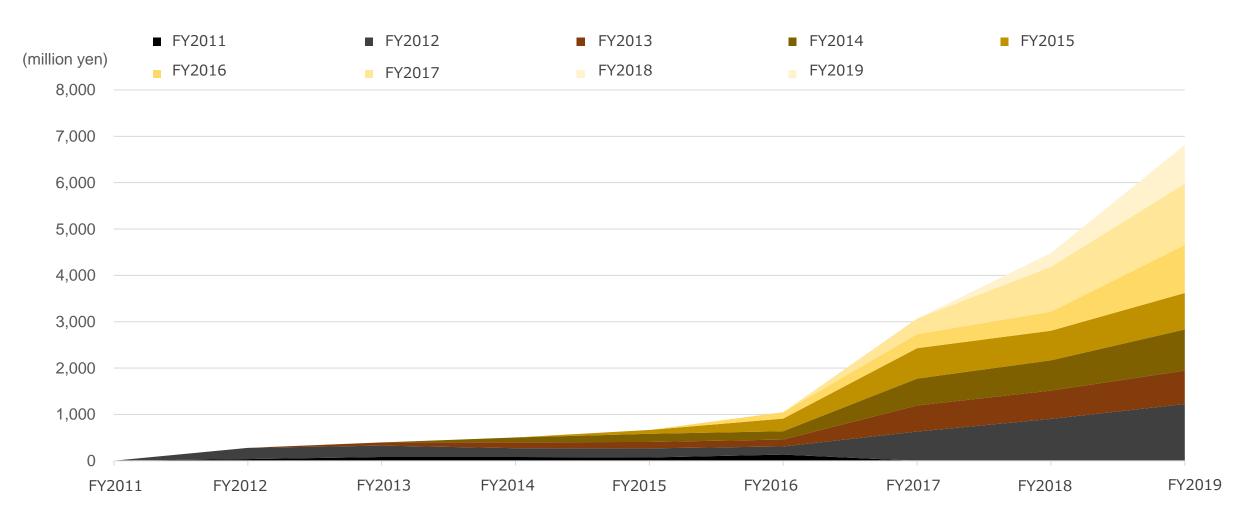
Stock Business(*)



^{*} One-time sales from Cloud Integration, where sales are recorded at the time of customer acceptance, positioned as one-time revenue, is specified as "Flow Business". Recurring sales from AWS monthly usage fees, monthly charges for proprietary services such as Cloud Automator, licensing fees for continued use of third-party software services, and MSP usage fees and maintenance fees for AWS server monitoring and backup services (all of which entail continued AWS usage by companies) are specified as "Stock Business".

Life Time Value

The existing customers, who had been contracted with us, have a trend to increase our net sales (total of CI, Resale, MSP) over the years.



^{*} The sales revenue before FY2017 is an estimated value based on re-calculated AWS resale revenue using recent results

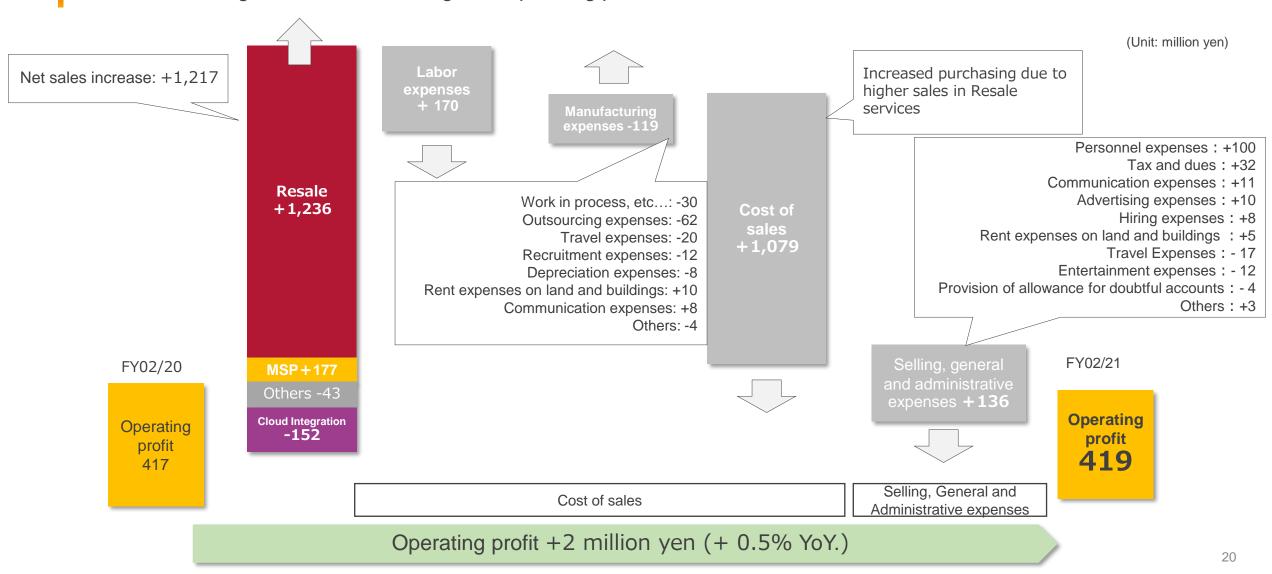
Number of Employee Trend

Achieved original hiring plan of 22 people for this year (29 people were hired).



Analysis of Factors Affecting Operating Profit in FY02/21

The purchase cost has increased due to the increase in Resale services and the labor cost and personnel expenses have increased resulting from the active hiring. The operating profit increased 0.5% YoY.



FY02/21 Financial Condition: Balance Sheet (Summary)

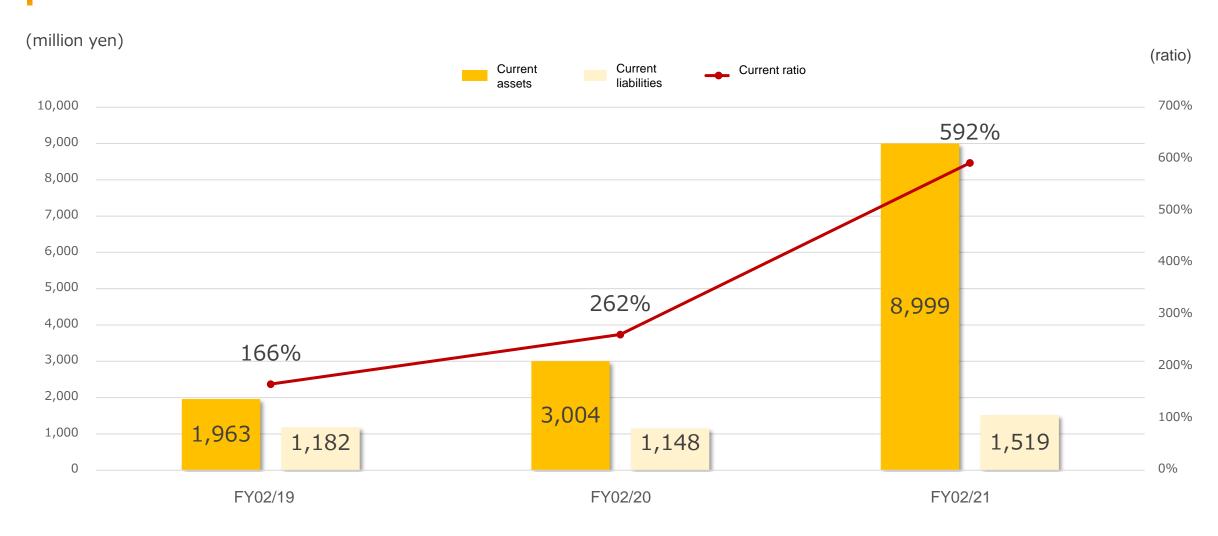
In addition to the increase in "current assets" and "total equity" based on the issuance and exercise of stock acquisition rights, the increase in "fixed assets" and "fixed liabilities" due to the increase in the valuation of investment securities. Retained earnings are also steadily accumulating.

(Unit: million yen)

	FY02/20	FY02/21	Change
Current assets	3,004	8,999	5,994
Non-current assets	1,467	1,718	250
Property, plant and equipment	69	72	3
Intangible assets	100	112	12
Investments and other assets	1,297	1,532	234
Total assets	4,472	10,717	6,245
Total liabilities	1,437	1,862	425
Current liabilities	1,148	1,519	371
Non-current liabilities	288	342	54
Total net assets	3,035	8,855	5,820
Total liabilities and net assets	4,472	10,717	6,245

Current Ratio

Based on the increase in cash by exercising the stock acquisition rights, the current ratio exceeded 592% and liquidity on hand is in a good shape.



FY02/22 Earnings Forecasts

Although much anticipated, it would take same more time until the infection of the Covid-19 could be contained. Our business forecasts for the fiscal year ending February 2022 are also conservatively planned under this situation.

(Unit: million yen)

	FY02/21 results	Composition (%)	FY02/22 forecasts	Composition (%)	% of year-earlier level
Net Sales	8,029	100.0	9,300	100.0	115.8
Gross profit	1,224	15.3	1,543	16.6	126.0
Operating profit	419	5.2	446	4.8	106.4
Ordinary profit	410	5.1	471	5.1	114.8
Profit	482	6.0	326	3.5	67.7

^{*} Since our business is a single segment of the cloud business, we do not disclose the earnings forecast for each segment.

For the forecast figures of AWS Resale as percentage of net sales, we have adopted the standard scenario of the fiscal 2021 dollar-yen exchange rate forecast report published by financial institutions, which is 103 yen per dollar.

Company Profile

Company Profile

*as of 2/28/2021

Company Name	Serverworks Co., Ltd.				
Business Domain	System Planning/Development/Operation utilizing Cloud Computing				
Founded	February, 2000				
Capital	3,201,973,059 yen				
Headquater	Agebacho 1-21, Shinjuku-ku, Tokyo, Japan				
Office	Tokyo office ANNEX, Osaka, Fukuoka, Sendai				
Number of Employees	149				
Management	Ryo Oishi CEO				
	Takashi Hashiba Senior Vice President				
	Hiroyuki Oshio Senior Vice Presidnet & CAO				
	Ichiro Terajima Outside Director				
	Mikiya Inoue Audit & Supervisory Board member				
	Tsutomu Toyao Audit & Supervisory Board member				
	Akihito Mochizuki Audit & Supervisory Board member				
	Shigetoshi Heiho Audit & Supervisory Board member				
Affiliated company	Sky365 Co., Ltd.				
Major Shareholders	Board Members, TerraSky Inc., NTT Communications Corporation, NTT Data Corporation				
Certification	APN Premier Consulting Partner				
	AWS Migration Competency Partner				
	AWS Digital Workplace Competency				
	AWS Managed Service Provider Program				
	AWS Well-Architected Partner Program				
	ISO /IEC 27001 (JIS Q 27001)				

Management Introduction



President & CEO Ryo Oishi

Oishi graduated from Tohoku University, majored in Economics, and joined Marubeni Corporation, which is one of the biggest "Sogo-Shosha". He engaged in establishing communication network related subsidiary as well as planning internet related business and sales. In Feburary 2000, he founded the company. After he started AWS business in 2009, Oishi became one of the first Cloud Evangelists in Japan and continue to evangelize Japanese market to use Cloud.



Senior VP Takashi Hashiba

Hashiba graduated from Tokyo University of Agriculture, majored in Agriculture, and joined wholesale process food company, experiencing sales role. After joining our company in April 2006, he became head of sales and technical department and engaged in a large number of system installations. After starting AWS business, he continued engaging in numerous projects as well and provide huge contribute to expand our business. He became Senior VP in October 2013.



Senior VP & CAO Hiroyuki Oshio

Oshio graduated from Kobe University, majored in Economics, and joined Marubeni Corporation. He engaged in planning and installation of Internet enabled systems. Then, he joined software venture company and became SVP at subsidiary company in abroad as well as General Manager of Marketing. After joined our company in October 2013, he served as a head of Business Development as well as back office team. Oshio became Senior VP in August 2014.



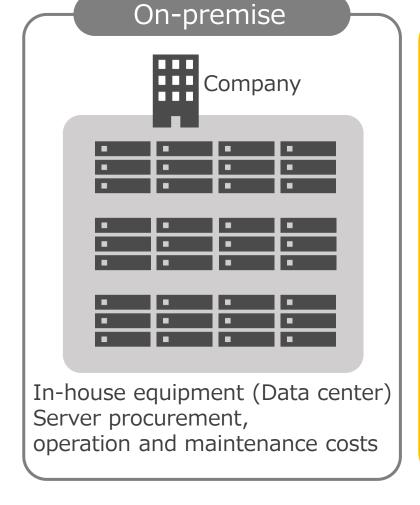
Outside Director Ichiro Terajima

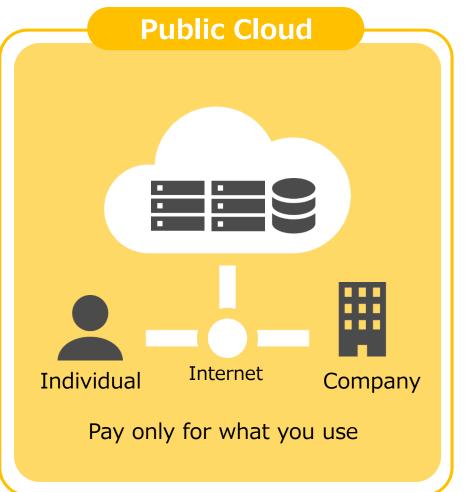
Terajima graduated from Tokyo University, majored in Engineering, and joined Sekisui Chemical Co., Ltd. He also studied at MIT and established AI venture company inside of the company, experienced wide variety of business roles. He became General Manager of Information Systems Dept. and served as a Chief of Information system group. He Joined TERRANET as a company representative. Terajima joined our company as Outside Director in November 2017.



Market environment: About Public Cloud

A method of using software/Database/Server storage and other functions as a service via internet





Market environment: Public Cloud Classification





SaaS: Software as a Service

Provide software package via internet



Salesforce, Kaonavi, TeamSpirit, sansan etc...





laaS: Infrastructure as a Service

Provide hardware and ICT infrastructure via internet

Example

AWS, Microsoft Azure

Market Environment: AWS Continues to Lead

Selected as a "Leader", the world's most visionary and excellent execution ability company, for 10th consecutive year at Gartner's Magic Quadrant for Cloud Infrastructure and Platform Services

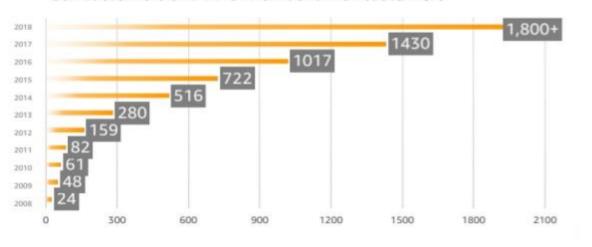
Figure 1. Magic Quadrant for Cloud Infrastructure and Platform Services



A leader in the cloud computing world with largest market share. Based on the customers feedback, the company continues to provide new services and functional improvements one after another.

AWS' Pace of Innovation

90%+ of those new features were a direct result of feedback from our customers and invent on behalf of customers



Source: https://www.slideshare.net/AmazonWebServices/awsome-day-2019-keynote

Market Environment: AWS Market Share

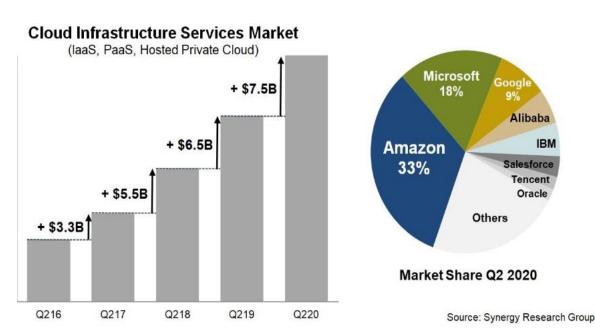
AWS still maintains its leadership position in the global cloud market share in 2020.

Table 1. Worldwide IaaS Public Cloud Services Market Share, 2018-2019 (Millions of U.S. Dollars)

Company	2019	2019 Market 2018		2018	2018-2019
	Revenue	Share (%)	Revenue	Market Share (%)	Growth (%)
Amazon	19,990.4	45.0	15,495.0	47.9	29.0
Microsoft	7,949.6	17.9	5,037.8	15.6	57.8
Alibaba	4,060.0	9.1	2,499.3	7.7	62.4
Google	2,365.5	5.3	1,313.8	4.1	80.1
Tencent	1,232.9	2.8	611.8	1.9	101.5
Others	8,858	19.9	7,425	22.9	19.3
Total	44,456.6	100.0	32,382.2	100.0	37.3

Source: Gartner (August 2020)

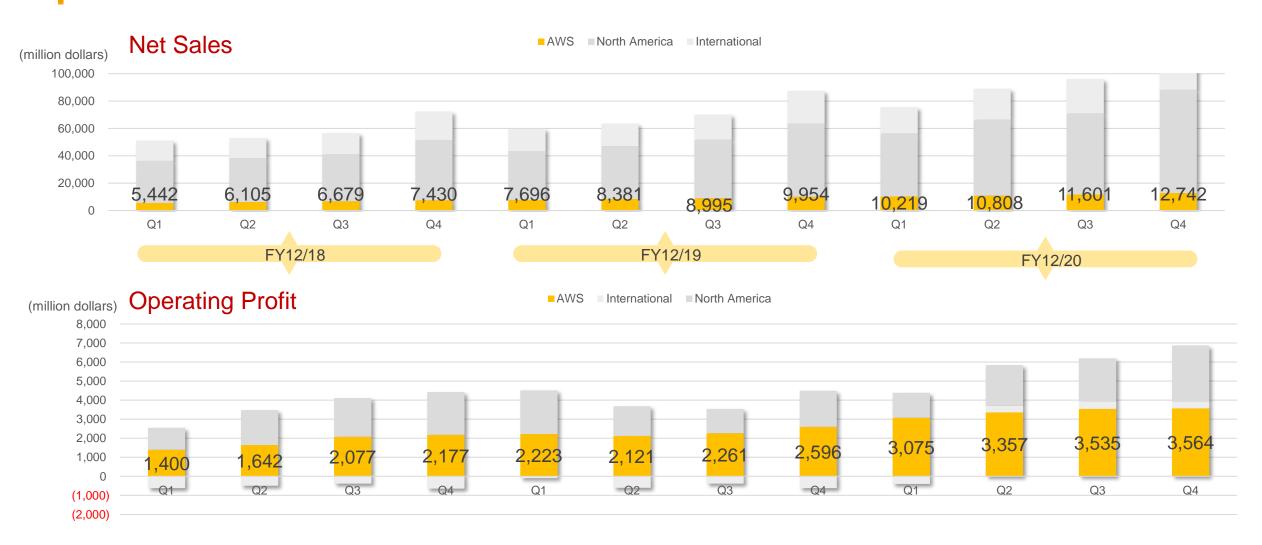
Source: https://www.gartner.com/en/newsroom/press-releases/2020-08-10-gartner-says-worldwide-iaas-public-cloud-services-market-grew-37-point-3-percent-in-2019



Source: https://www.srgresearch.com/articles/quarterly-cloud-spending-blows-past-30b-incremental-growth-continues-rise

Market Environment: AWS Market Share

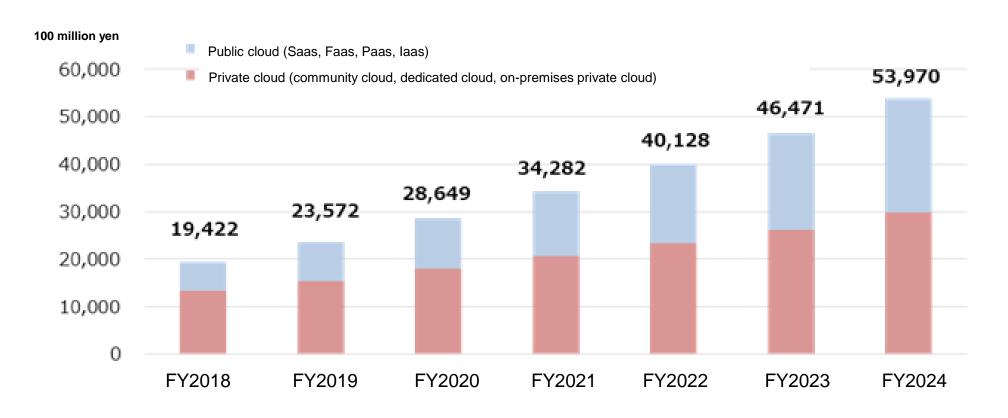
AWS continues to grow sustainably. Operating profit rose to about 59% of Amazon's total operating profit.



Source: https://ir.aboutamazon.com/quarterly-results

Market Environment: Size of Japanese Cloud Service Market

The Japanese cloud service market was valued at 2.4 trillion yen (+21.4% YoY) in FY2019, with the public cloud market accounting for 812.1 billion yen (+34.1% YoY). The growth momentum is projected to continue in FY2020 and beyond, and the public cloud market is projected to expand to roughly **2.4 trillion by FY2024 (CAGR of 24.4%).**



Source: https://www.m2ri.jp/release/detail.html?id=434

Market Environment: Size of Japanese Cloud Service Market

The three leading cloud companies (AWS, Microsoft Azure, and GCP) continue to see growth in service usage. **AWS remains the leader** in the PaaS and laaS markets.

In the laaS market, which offers solutions often used by companies migrating from an on-premises environment, AWS leads with a usage rate of 51.9% (+4.8% YoY), and over half of the Japanese companies adopting an laaS solution opt for AWS.

[Configuration policy for new systems]

[Service usage rates for AWS, Microsoft Azure, and GCP]

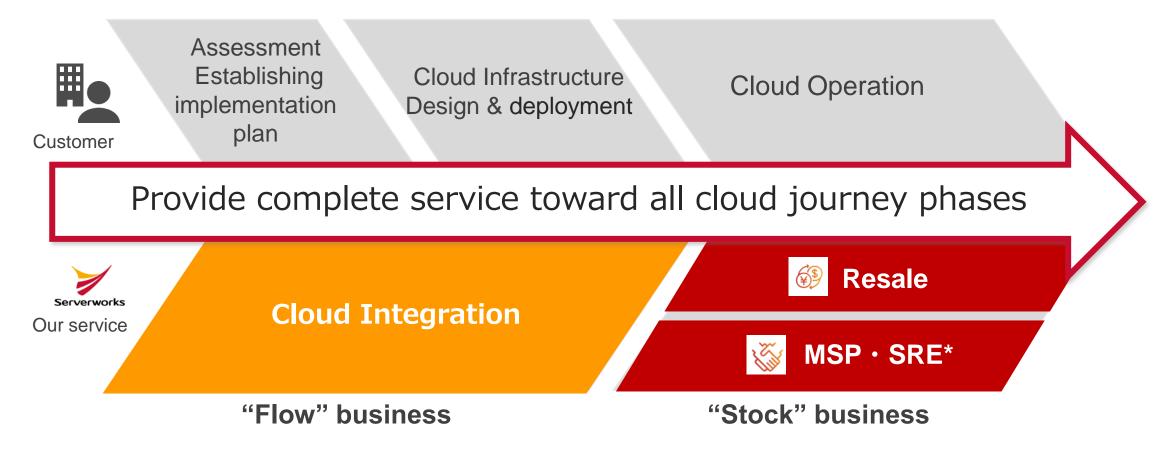


Source: https://www.m2ri.jp/release/detail.html?id=434



Business Model

Provide complete services for cloud journey, from Cloud strategy consultation to actual deployment and migration as well as post-migration operating services.



^{*}SRE: Site Reliability Engineering. A concept advocated by Google Inc. in 2003 to operate an expanding large-scale IT system. The mission is to improve performance, availability, elasticity, security, etc. in order to secure the reliability of the IT system and build a system that can be continuously improved by introducing various tools and strengthening collaboration with customers.

Core Service Overview

Providing variety of services around AWS.





Providing service to create Cloud migration strategy for migrating the system, which has been managed in on-premise environment, to cloud environment, as well as Infrastructure design, Establishment/deployment support services. We provide optimum design for customers from setting business objectives using Cloud, to actual migration, operation planning after cloud implementation.



Re-sale

We are reselling AWS centered cloud services to our customers as a solution which we add our unique values.

Especially, we develop and provide our unique application, "Cloud Automator", a service that automates AWS operations, to our customers. By combining these solutions with AWS, we maximize the benefit of AWS to our customers.



MSP (Managed Service Provider)

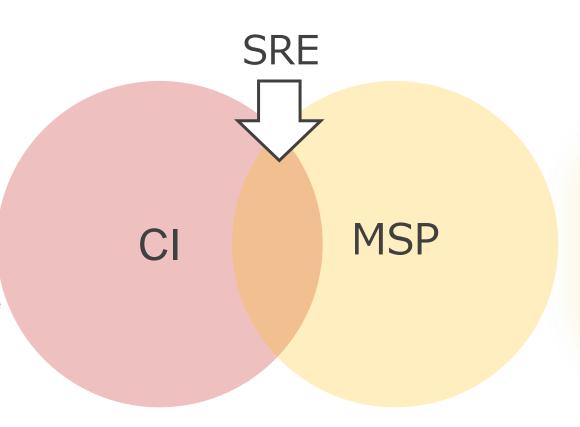
We provide 24x7 operation services, such as system performance monitoring, failure monitoring, recovery operation in the event of a failure, back-up operation for quick recovery from the failure, and security patches application for AWS infrastructure to middleware level.

Difference between SRE and Conventional MSP

For specific large customers, we **set up a dedicated team** to support customer needs which cannot be handled by the standard MSP service and **provide service from system construction to operation and maintenance**.

Cloud Integration

- Mainly provide support for migrating from on-premise environments to the Cloud, regardless of new/existing customers.
- After completing the cloud migration, our MSP will take after the customer, when customer ask us to provide operation/maintenance services.

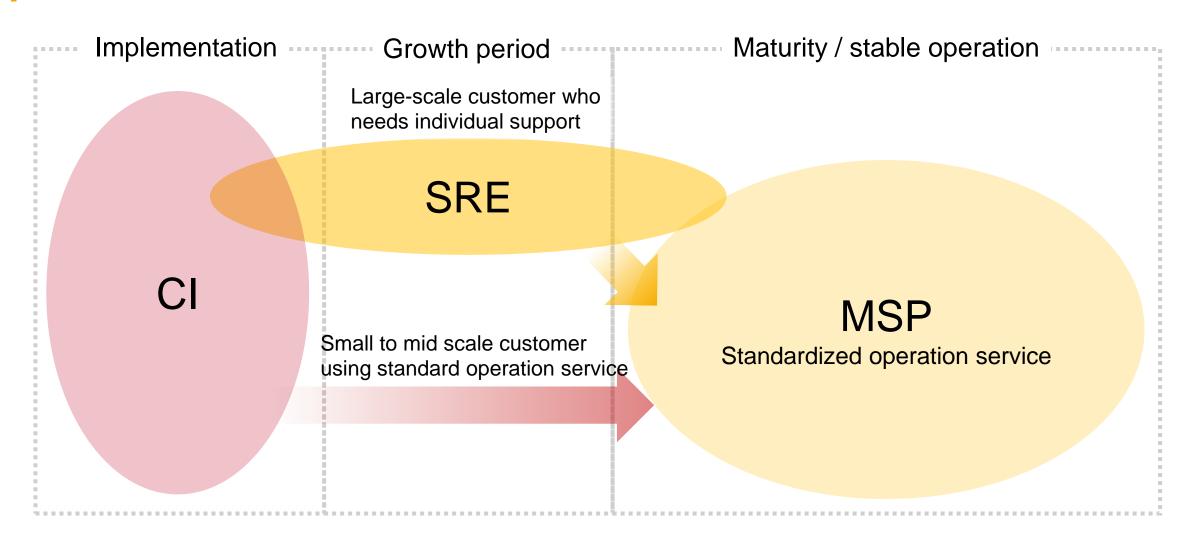


MSP

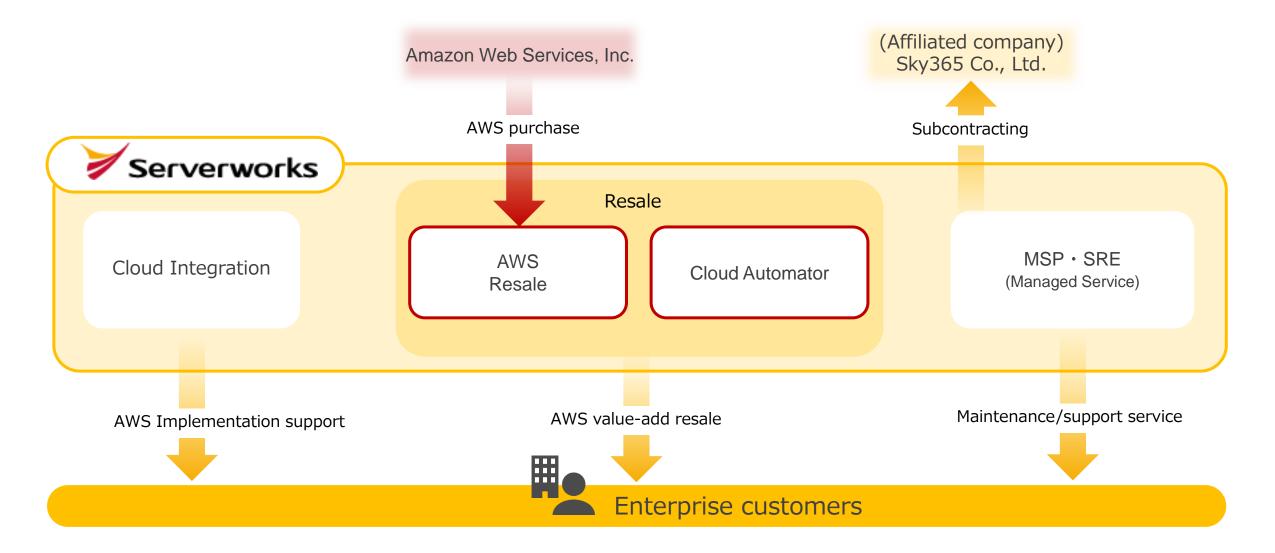
The standard operation service specialized for the Cloud environment, which we have been providing to customers.

Cloud Migration Lifetime

In the process from initial implementation(migration) to stable operation, the **importance of SRE**, which supports customers unique needs, is increasing.

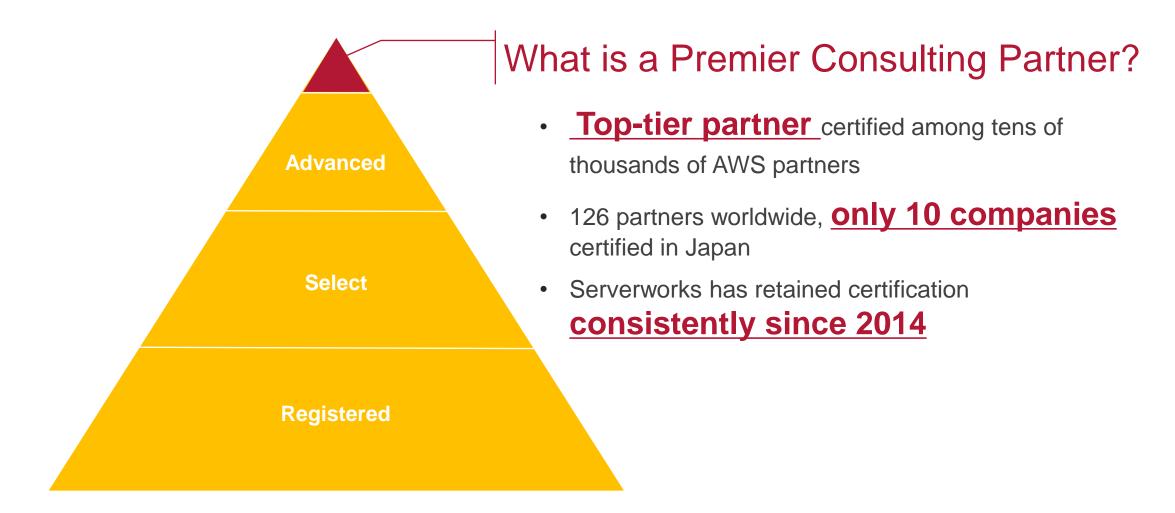


Business Model Diagram



Our Strength

Unique Strengths 1 AWS Certified Top Tier Partner



* Iret, Inc. , ITOCHU Techno-Solutions Corporation, SCSK Corporation, NTT Data Corporation, Classmethod, Inc. , Serverworks Co., Ltd., TIS Inc. , NEC Corporation, Nomura Research Institute, Ltd. , Fuji Soft Inc.

Unique Strengths 2 Advanced Technical Capabilities

Employing many highly skilled engineers with advanced expertise backed by AWS certifications

(people)	(people)
50 - Solution Architect Professional	34 - Security Specialty
29 - DevOps Engineer Professional	13 - Big Data Specialty
84 - Solution Architect Associate	23 - Advanced Networking Specialty
51 - DeveloperAssociate	8 - Machine Learning Specialty
59 - SysOps Associate	20 - Alexa Skill Builder Specialty
	13 - Database Specialty
	7 - Data Analytics Specialty

Unique Strengths 2 Advanced Technical Capabilities

Receive various certifications from AWS for our high technical skills and our achievement in specific fields.

AWS Managed Service (MSP) Partner

The partner who can provide total AWS cloud services from planning/designing to actual building/migrating as well as operation and optimization as a business solution to customers. Since we have received MSP partner certification in 2014 as a 1st partner in Japan, we have been **continuously receiving the certification**, meeting strict auditing standards released in 2019.

AWS Migration Delivery Partner

The partner who can assist customers at each stage of migrating existing applications to AWS and provide staff, tools and education as part of professional services.

AWS Digital Workplace Competency

A technical certification program for AWS partners with proficient technology and a proven track record of **leading customers successful** in specialized solution areas. Awarded to partners who have expertise in AWS desktop and application streaming solution projects and have a track record of providing those solutions to customers. We are **the 1**st **partner in Japan** to achieve completion of the program.

AWS Well-Architected Partner Program

The partner who can appropriately evaluate customer's AWS architecture by actively using AWS Well-Architected framework backed by in-depth knowledge related to AWS implementation support as well as numerous actual project experiences.



Consulting Partner

MSP Partner

Migration Competency

Digital Workplace Competency

Well Architected

Public Sector Partner

Unique Strengths 3 Solid Track Record

Track record of over 10,100 projects for over 890 companies*, mainly medium-sized and large companies.





J. フロント リテイリング



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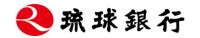














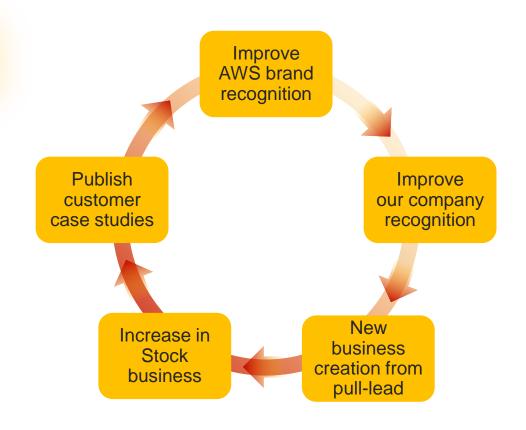
Unique Strengths 4 Front Runner advantage

Maintaining and expanding the growth cycle of increasing stock businesses by leveraging our name recognition in the AWS industry as a leading company.

A virtuous cycle has been created in which our business growth is further accelerated by cooperation with AWS.

As AWS, led by a powerful Amazon brand, has grown by 40+% compared to last year, our company recognition as the highest ranked AWS partner has been continuously improving as well. This situation leads to create pull-lead^(*) for receiving AWS implementation support project orders and leading to grow our stock businesses.

We publish more than 10 of these cases annually and this creates virtuous cycle that further raises AWS visibility in the enterprise market.



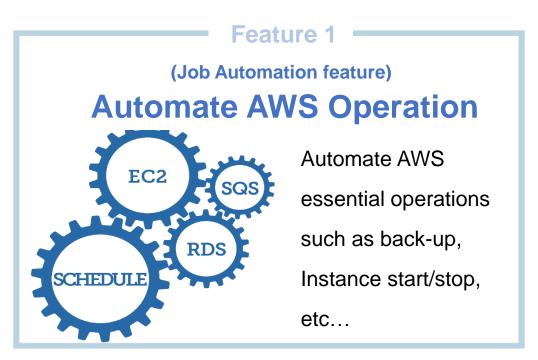
^{*} The situation that customers are coming to us, instead of aggressively reaching out to customers from us

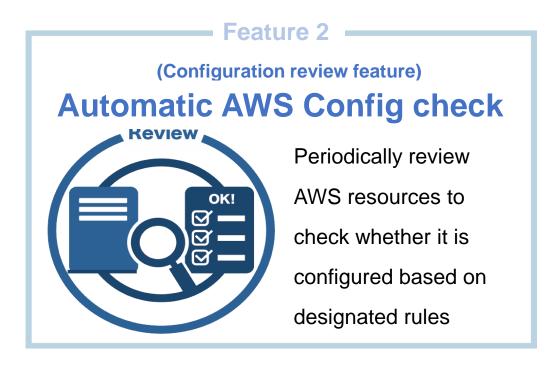
Unique Strengths 5 Our Original Service "Cloud Automator"

Based on our depth knowledge in AWS constructions and operations, we develop original AWS operation automation service and provide it to our customers.

Contribute to both low-cost & high-quality operations and increase in Cloud Integration project orders.







Unique Strengths 5 Our Original Service "Cloud Automator" **Examples:**

AGC

IDOM Inc.

Marubeni

YOKOGAWA 🔸



We have a track record of evolving services and specifications in response to changes in AWS as well as user demands. We transfer our know-how and experiences to internal resources

Implement Cloud Automator for addressing automation. standardization, simplification, efficiency, and risk elimination of **AWS** operations

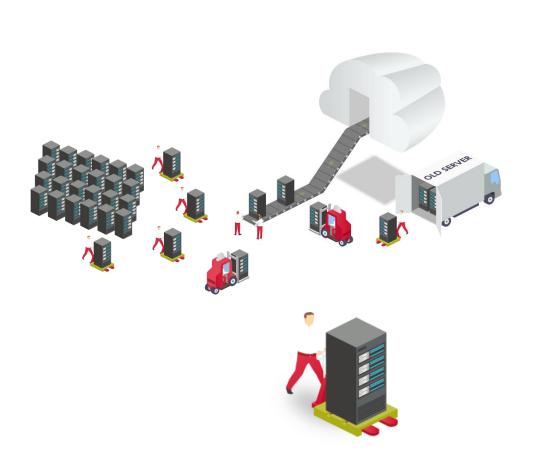
To improve IT governance, we decided for full adoption of AWS By combination of using Cloud Automator, it enables to achieve both operation automation and operation efficiency at the same time

Optimizes costs by automatically switching to the DR site by automatically launches instances, only when needed, by using Cloud Automator



Growth Strategy: Winning Large Migration Projects

In Japanese market, more than half of the companies still do not use Cloud. We will continue to accelerate growth by acquiring large-scale cloud migration projects that have not yet been cultivated.





An advisor who has a track record of implementing AWS in the financial field will identify the issues and clarify the items and while providing practical cooperation as necessary, advisor will support the customers to make sure to enjoy the benefits, such as speeding up the businesses as well as mitigation of IT system operation load, based on implementing public cloud.

Growth Strategy: Support to Establish New Normal Work Style



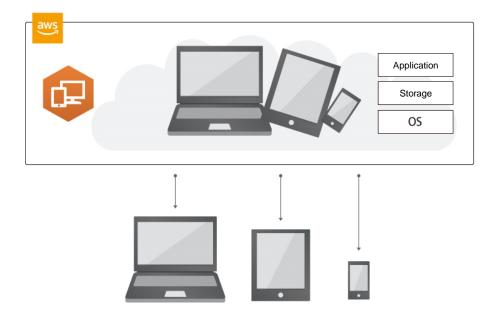
Leverage Amazon WorkSpaces, build company-wide telework environment in just 3 weeks



NTT Smile Energy Inc. Has built a company-wide telework environment in just three weeks by utilizing AWS Client VPN and Amazon WorkSpaces. In addition, the company implemented Amazon Connect to improve call center operations and transformed it to cloud based call center. Operators involved in telephone support operations can now work telework basis.



Implement more than 1,000
Amazon WorkSpaces for expanding telework environment



To expand the telework environment at Yokogawa Electric Corporation, we supported to build 1,400 Amazon WorkSpaces environment. Detailed design started in mid-March 2020, and 1,000 units were built by beginning of April, which was less than a month. After that, gradually built and supported the implementation and 1,400 Amazon WorkSpaces environment were established by mid-May.

Growth Strategy: Provide New Services Using Cloud

pal*system

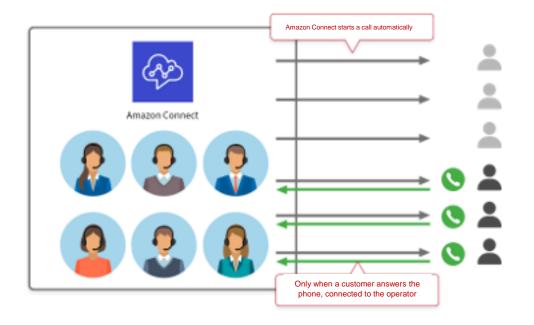
Build an automatic telephone order dialing system using IVR (Interactive voice response) provided by Amazon Connect



A trial is in progress to automate existing outbound call operations with Amazon Connect



Built an automatic telephone order dialing system utilizing Amazon Connect for Pal System Co-op Federation. It greatly contributed to automate the response to support sudden increase of the order calls due to the request to refrain from going out caused by COVID-19 spread.



A trial of Amazon Connect is in progress to improve number of outbound calls and dialogs. Enabled to reduce the routine burden on operators and create a follow-up system for customers.

Caution for forward-looking statements

The materials and information provided in this announcement include so-called "forward-looking statements". These are based on current expectations, projections and risky assumptions, and include uncertainties that could result in different result from these statements.

These risks and uncertainties include general industry and market conditions, and general domestic and international economic conditions such as interest rate and currency exchange fluctuations.

In the future, even if there is a new information and/or a future event, we are not obligated to update or modify the "forecast information" including in this announcement.

