

January 4, 2024

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 December, 2023

-No. of On-Site Training conducted (102.9% YoY) and attendees at Open Seminars (112.7% YoY),

No. of DX On-Site trainings (103.8% YoY) and Open Seminars (157.1% YoY) remained steady

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for December, 2023.

1. Training Business

In December, 2023, the number of On-Site Training conducted was 1,435 times (102.9% YoY). The number of attendees at Open Seminars was 10,461 (112.7% YoY). Regarding DX-related training, the number of On-Site Training conducted was 109 (103.8% YOY), and the number of attendees at Open Seminars for DX-related training was 1,514 (157.1% YOY). The number of applications from individuals, especially for Python-related and ChatGPT-related trainings, has increased.

(1) Monthly no. of On-Site Training conducted

(Unit: time)

	FY22			FY23		
	July	August	September	October	November	December
No. of trainings conducted	1,791	1,438	1,810	2,018	2,114	1,435
(YoY)	(111.1%)	(111.8%)	(111.0%)	(111.6%)	(111.2%)	(102.9%)
DX-related trainings*	129	81	117	164	159	109
(YoY)	(114.2%)	(95.3%)	(117.0%)	(164.0%)	(131.4%)	(103.8%)
Conducted online	500	362	451	493	561	402
(Composition ratio)	(27.9%)	(25.2%)	(24.9%)	(24.4%)	(26.5%)	(28.0%)

*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 no. of attendees at Open Seminars

(Unit: attendee)

	FY22			FY23		
	July	August	September	October	November	December
No. of attendees	10,503	11,052	11,995	10,847	11,599	10,461
(YoY)	(119.0%)	(118.5%)	(113.6%)	(108.8%)	(108.4%)	(112.7%)
DX-related trainings*	1,179	1,185	1,462	1,188	1,446	1,514
(YoY)	(137.3%)	(83.3%)	(113.1%)	(114.3%)	(119.5%)	(157.1%)
Conducted online	7,554	8,190	8,486	7,332	8,157	7,689
(Composition ratio)	(71.9%)	(74.1%)	(70.7%)	(67.6%)	(70.3%)	(73.5%)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 662 organizations (120.1% YoY) and the number of its active users increased to 3,060,129 (125.5% YoY). The total number of orders delivered for Stress Check Support Service since the beginning of the fiscal year was 90 (98.9% YoY).

(1) “Leaf (HR support system)”: No. of paid subscribers (organizations) , no. of users, no. of customization (Unit: organization)

	FY22			FY23		
	July	August	September	October	November	December
No. of paid subscribers (organizations)	618	625	638	646	656	662
(YoY)	(122.6%)	(122.5%)	(122.2%)	(120.7%)	(120.4%)	(120.1%)
No. of active users	2,804,603	2,863,683	2,895,263	2,938,168	3,030,367	3,060,129
(YoY)	(134.9%)	(136.5%)	(137.1%)	(136.7%)	(127.0%)	(125.5%)
No. of customization	88	99	122	2	6	15
Total no. since the beginning of FY						
(YoY)	(74.6%)	(78.6%)	(75.3%)	(100.0%)	(120.0%)	(136.4%)

*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: No. of orders delivered (organizations) (Unit: organization)

	FY22			FY23		
	July	August	September	October	November	December
No. of orders delivered (by month)	4	8	53	27	43	20
Cumulative no. of orders delivered * since the beginning of FY	435	443	496	27	70	90
(YoY)	(108.2%)	(108.3%)	(106.0%)	(300.0%)	(218.8%)	(98.9%)

*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 93.0% and the number of rental viewers was 73.4%. The number of video production and customization projects was 440.0% YoY, with an increase in the need to customize video outright purchase due to changes in the organization's systems and other factors.

(1) e-Learning/videos: No. of video contents sold, no. of rental viewers, no. of video productions, no. of STUDIO subscription users (IDs) (Unit: ID) (Unit: Content)

	FY22			FY23		
	July	August	September	October	November	December
No. of video contents sold (Outright purchase)* by month (YoY)	128 (123.1%)	88 (81.5%)	129 (84.9%)	120 (76.4%)	102 (73.4%)	225 (93.0%)
No. of rental viewers* by month (YoY)	1,440 (115.6%)	1,027 (168.1%)	1,075 (103.7%)	1,614 (106.6%)	1,111 (123.4%)	1,185 (73.4%)
No. of video production projects* by month (YoY)	8 (66.7%)	6 (60.0%)	9 (42.9%)	4 (57.1%)	14 (223.3%)	22 (440.0%)
STUDIO (e-Learning) users (MoM)	83,275 (+1,075)	84,232 (+957)	85,565 (+1,333)	85,092 (-473)	85,064 (-28)	86,480 (+1,416)

*Calculation takes place at the end of every month.

4. Client Base

The total number of registered WEBinsource clients increased by 214 MoM, and the cumulative number of clients is 22,264. The number of newly registered clients is an indicator of sales activity, and we will continue to acquire new clients to achieve the annual 2,400 target.

(1) WEBinsource: Total no. of subscribers (organizations) (Unit: organization)

	FY22			FY23		
	July	August	September	October	November	December
No. of new subscribers	297	256	225	184	222	214
No. of accumulated subscribers (YoY * No. of new subscribers)	21,163 (120.7%)	21,419 (103.2%)	21,644 (110.3%)	21,828 (95.8%)	22,050 (108.3%)	22,264 (101.4%)
(Progress rate: %)	(103.9%)	(114.6%)	(124.0%)	(7.7%)	(16.9%)	(25.8%)

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

5. Contents Development

The number of new contents developed was 31 for training (On-Site Training) and 24 for e-Learning. We are steadily working toward our development goals of 360 training courses and 250 e-Learning courses for the current fiscal year, both of which are on track to be developed.

(1) No. of new contents developed

(Unit: pieces)

	FY22			FY23		
	July	August	September	October	November	December
No. of new contents for On-Site Training	31	30	30	30	30	31
since the beginning of FY	302	332	362	30	60	91
(Progress rate: %)	(86.3%)	(94.9%)	(103.4%)	(8.3%)	(16.7%)	(25.3%)
No. of new contents for e-Learning	20	17	18	17	18	24
since the beginning of FY	175	192	210	17	35	59
(Progress rate: %)	(83.3%)	(91.4%)	(100.0%)	(6.8%)	(14.0%)	(23.6%)

*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 FY22: 48.9%) ▪ Attendees at Open Seminars (Same as above: 24.3%) ▪ Organizations and users of Leaf (Same as above: 12.1%) ▪ Number of e-Learning and videos sold (Same as above: 14.7%)
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 January 4, 2024 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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