

February 1, 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 January, 2024

-No. of On-Site Training conducted (110.6% YoY) and attendees at Open Seminars (117.7% YoY),

No. of DX On-Site trainings (150.7% YoY) and Open Seminars (158.7% YoY) remained steady

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for January, 2024.

## 1. Training Business

In January, 2024, the number of On-Site Training conducted was 1,190 times (110.6% YoY), of which DX training was 104 times (150.7% YoY). The number of attendees in Open Seminars increased significantly to 8,934, (117.7% YoY), as a result of a review of the content and number of trainings conducted. The number of attendees in DX-related trainings was 1,328 (158.7% YoY).

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

(Unit: time)

	FY22		FY23			
	August	September	October	November	December	January
No. of trainings conducted	1,438	1,810	2,018	2,114	1,435	1,190
(YoY)	(111.8%)	(111.0%)	(111.6%)	(111.2%)	(102.9%)	(110.6%)
DX-related trainings*	81	117	164	159	109	104
(YoY)	(95.3%)	(117.0%)	(164.0%)	(131.4%)	(103.8%)	(150.7%)
Conducted online	362	451	493	561	402	336
(Composition ratio)	(25.2%)	(24.9%)	(24.4%)	(26.5%)	(28.0%)	(28.2%)

\*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			
	August	September	October	November	December	January
No. of attendees	11,052	11,995	10,847	11,599	10,461	8,934
(YoY)	(118.5%)	(113.6%)	(108.8%)	(108.4%)	(112.7%)	(117.7%)
DX-related trainings*	1,185	1,462	1,188	1,446	1,514	1,328
(YoY)	(83.3%)	(113.1%)	(114.3%)	(119.5%)	(157.1%)	(158.7%)
Conducted online	8,190	8,486	7,332	8,157	7,689	6,603
(Composition ratio)	(74.1%)	(70.7%)	(67.6%)	(70.3%)	(73.5%)	(73.9%)

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 666 organizations (118.9% YoY) and the number of its active users increased to 3,082,512 (124.9% YoY). The total number of orders delivered for Stress Check Support Service since the beginning of the fiscal year was 122 (161.9% YoY).

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

	FY22		FY23			
	August	September	October	November	December	January
No. of paid subscribers (organizations)	625	638	646	656	662	666
(YoY)	(122.5%)	(122.2%)	(120.7%)	(120.4%)	(120.1%)	(118.9%)
No. of active users	2,863,683	2,895,263	2,938,168	3,030,367	3,060,129	3,082,512
(YoY)	(136.5%)	(137.1%)	(136.7%)	(127.0%)	(125.5%)	(124.9%)
No. of customization	99	122	2	6	15	18
Total no. since the beginning of FY						
(YoY)	(78.6%)	(75.3%)	(100.0%)	(120.0%)	(136.4%)	(90.0%)

\*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			
	August	September	October	November	December	January
No. of orders delivered (by month)	8	53	27	43	67	122
Cumulative no. of orders delivered * since the beginning of FY	443	496	27	70	137	259
(YoY)	(108.3%)	(106.0%)	(300.0%)	(218.8%)	(150.5%)	(161.9%)

\*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 133.6% and the number of rental viewers was 116.9%. The number of video production and customization projects was 133.3% YoY.

#### **(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			
	August	September	October	November	December	January
No. of video contents sold (Outright purchase)* by month (YoY)	88 (81.5%)	129 (84.9%)	120 (76.4%)	102 (73.4%)	225 (93.0%)	155 (133.6%)
No. of rental viewers* by month (YoY)	1,027 (168.1%)	1,075 (103.7%)	1,614 (106.6%)	1,111 (123.4%)	1,185 (73.4%)	725 (116.9%)
No. of video production projects* by month (YoY)	6 (60.0%)	9 (42.9%)	4 (57.1%)	14 (223.3%)	22 (440.0%)	8 (133.3%)
STUDIO (e-Learning) users (MoM)	84,232 (+957)	85,565 (+1,333)	85,092 (-473)	85,064 (-28)	86,480 (+1,416)	87,475 (+995)

\*Calculation takes place at the end of every month.

### **4. Inquiries**

The number of inquiries was 508 (113.4% YoY). As the number of inquiries directly contributes to sales growth, we will disclose this information on a monthly basis.

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

	FY22		FY23			
	August	September	October	November	December	January
No. of inquiries YoY	504 (120.0%)	437 (110.6%)	518 (132.5%)	427 (98.2%)	464 (128.5%)	508 (113.4%)
No. of accumulated inquiries	4,649	5,086	518	945	1,409	1,917

\*Inquiries refers to those that lead to increased sales, such as business negotiations, visits, proposals, quotations, sending of materials, and system demonstrations, which are received via Web inquiry forms, e-mails, and telephone calls. The calculation method has been changed since the first quarter of FY23.

### **5. Client Base**

The total number of registered WEBinsource clients increased by 230 MoM, and the cumulative number of clients is 22,494.

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

	FY22		FY23			
	August	September	October	November	December	January
No. of new subscribers	256	225	184	222	214	230
No. of accumulated subscribers (YoY * No. of new subscribers) (Progress rate: %)	21,419 (103.2%) (114.6%)	21,644 (110.3%) (124.0%)	21,828 (95.8%) (7.7%)	22,050 (108.3%) (16.9%)	22,264 (101.4%) (25.8%)	22,494 (101.8%) (35.4%)

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

## 6. Contents Development

The number of contents developed totaled 32 for training (On-Site Training), including 16 new titles in the digital skills field, and 29 for e-Learning, including 8 in the global SDGs field and 6 in the risk management field. All of them are steadily being developed toward the target for this fiscal year.

### (1) No. of new contents developed

(Unit: pieces)

	FY22		FY23			
	August	September	October	November	December	January
No. of new contents for On-Site Training	30	30	30	30	31	32
since the beginning of FY	332	362	30	60	91	123
(Progress rate: %)	(94.9%)	(103.4%)	(8.3%)	(16.7%)	(25.3%)	(34.2%)
No. of new contents for e-Learning	17	18	17	18	24	29
since the beginning of FY	192	210	17	35	59	88
(Progress rate: %)	(91.4%)	(100.0%)	(6.8%)	(14.0%)	(23.6%)	(35.2%)

\*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"> <li>▪ Number of On-Site Training conducted (Composition ratio of sales in FY22: 48.9%)</li> <li>▪ Attendees at Open Seminars (Same as above: 24.3%)</li> <li>▪ Organizations and users of Leaf (Same as above: 12.1%)</li> <li>▪ Number of e-Learning and videos sold (Same as above: 14.7%)</li> </ul>
1 month to 3months	<ul style="list-style-type: none"> <li>▪ Number of inquiries</li> </ul>
In several months to 6 months	<ul style="list-style-type: none"> <li>▪ Number of registered WEBinsource clients</li> </ul> <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"> <li>▪ Number of new contents developed</li> </ul> <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/insmethdata.html>

※ Available from February 1, 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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