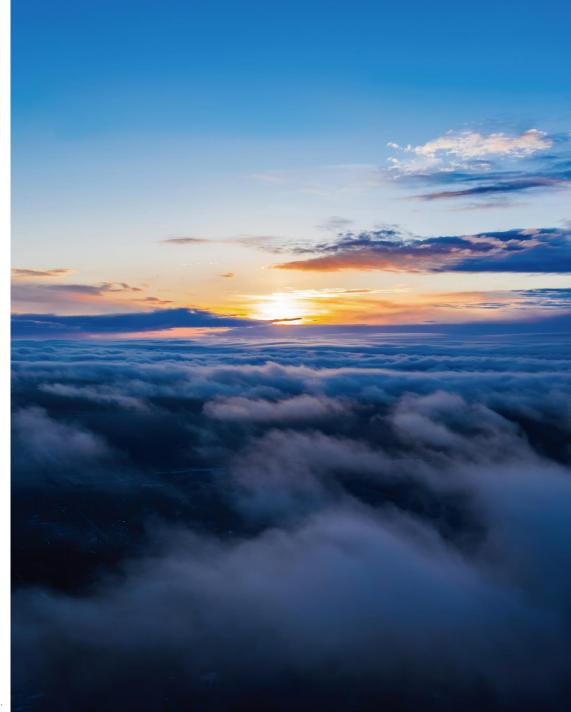
FIXER Inc.
Financial Results Explanatory Material
First Quarter of the fiscal year ending
August 31, 2024

January 11, 2024
(Securities code 5129)
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# Financial Results for the First Quarter of the fiscal year ending August 31, 2024

## **Financial Highlight**



- ► Compared to the same quarter of the previous fiscal year, net sales declined due to the impact of a large AWS migration project entering its latter half and a decrease in the use of automatic calls.
- ▶ Although a decline in net sales led to reduced profits, profit was ensured through cost controls.

	First quarter of the fiscal year ending August 31, 2024	Changes	Compared with the same quarter of the previous fiscal year
Net sales	1,966 million yen	-1,509 million yen	-43.4%
Gross profit	600 million yen	-662 million yen	-52.5%
Operating profit	125 million yen	-740 million yen	-85.6%
Ordinary profit	125 million yen	-718 million yen	-85.1%
Net income	81 million yen	-455 million yen	-84.8%

## **Summary of Financial Results**



- ► High gross profit margin was maintained by implementing cost control measures.
- ► FIXER Inc.(the "Company") continues its growth investments, and despite increases in operating expenses, profits at each stage were ensured.

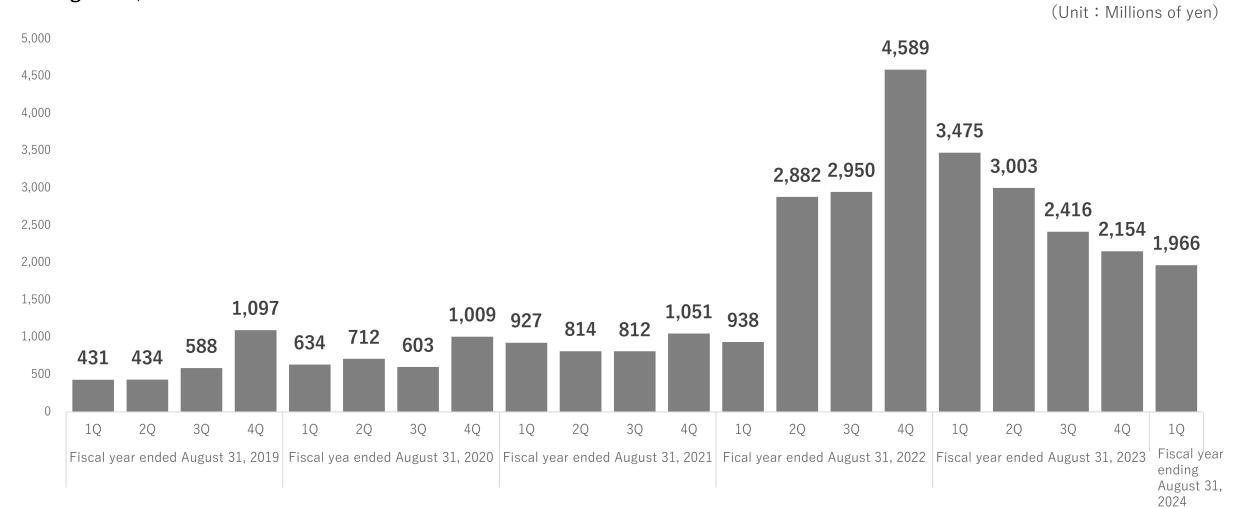
  (Unit: Millions of ven)

	First quarter of the	First quarter of the		(Office Willions of year)
	fiscal year ended August 31, 2023 (Actual)	fiscal year ending August 31, 2024 (Actual)	Changes	Changes %
Net sales	3,475	1,966	-1,509	-43.4%
Cost of sales	2,213	1,366	-846	-38.3%
Gross profit	1,262	600	-662	-52.5%
Gross profit margin	36.3%	30.5%		
Selling, general and administrative expenses	396	474	78	19.7%
Selling, general administrative expense ratio	11.4%	24.2%		
Operating profit	865	125	-740	-85.6%
Operating profit margin	24.9%	6.4%		
Ordinary profit	843	125	-718	-85.1%
Ordinary profit margin	24.3%	6.4%		
Income taxes	306	45	-260	-85.2%
Net income	537	81	-455	-84.8%

## **Trend of Quarterly Net Sales**



- ▶ Net sales decreased compared to the same quarter of the previous fiscal year, but the extent of the decrease has narrowed.
- ► A high level of net sales was maintained compared to the periods before and including the first quarter of the fiscal year ended August 31, 2022.



## Trend of Quarterly Net Sales by Business Model



- ► Compared to the previous quarter, net sales from Project type Services declined as the development phase of a large AWS migration project progressed into its latter half.
- ▶ Net sales from SaaS significantly decreased compared to the same quarter of the previous fiscal year due to the decline in the use of automatic calls.

► Resale and Managed services remained stable.

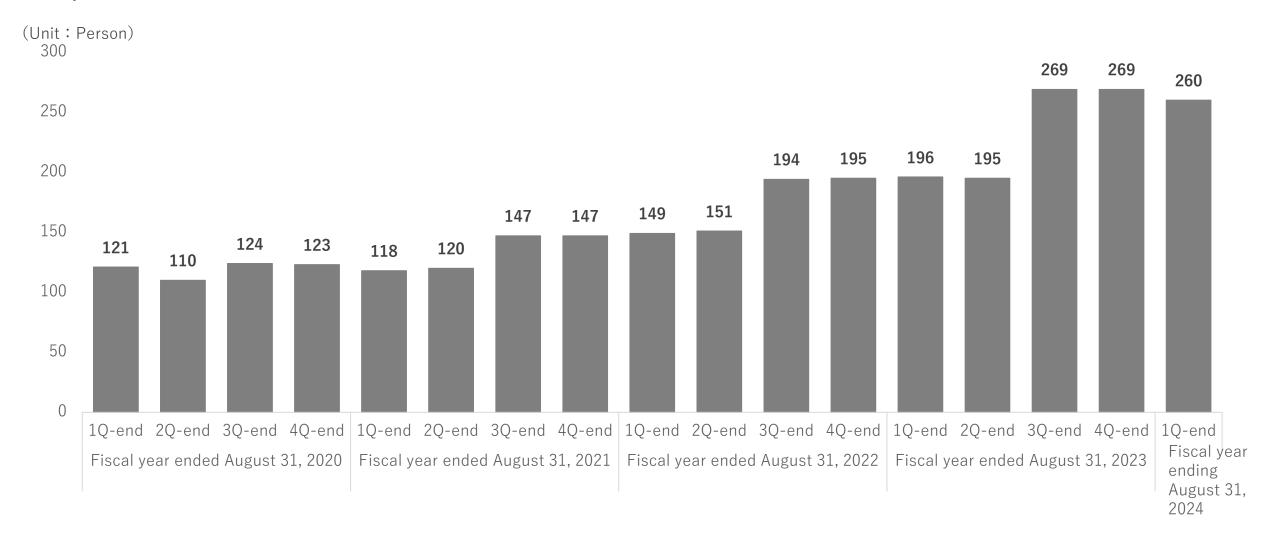
(	Unit	:	Millions	of v	(en)
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	Fiscal year ended August 31, 2022			Fiscal year ended August 31, 2023				Fiscal year ending August 31, 2024	
	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q
Project type Services	108	301	270	41	866	705	754	563	416
Resale	410	571	744	1,085	1,198	1,156	1,177	1,230	1,206
Managed service	316	555	489	438	385	445	430	343	327
SaaS	102	1,454	1,446	3,023	1,021	695	53	15	14
Other					2				1
Total	938	2,882	2,950	4,589	3,475	3,003	2,416	2,154	1,966

## **Quarterly Trend of the Number of Employees**



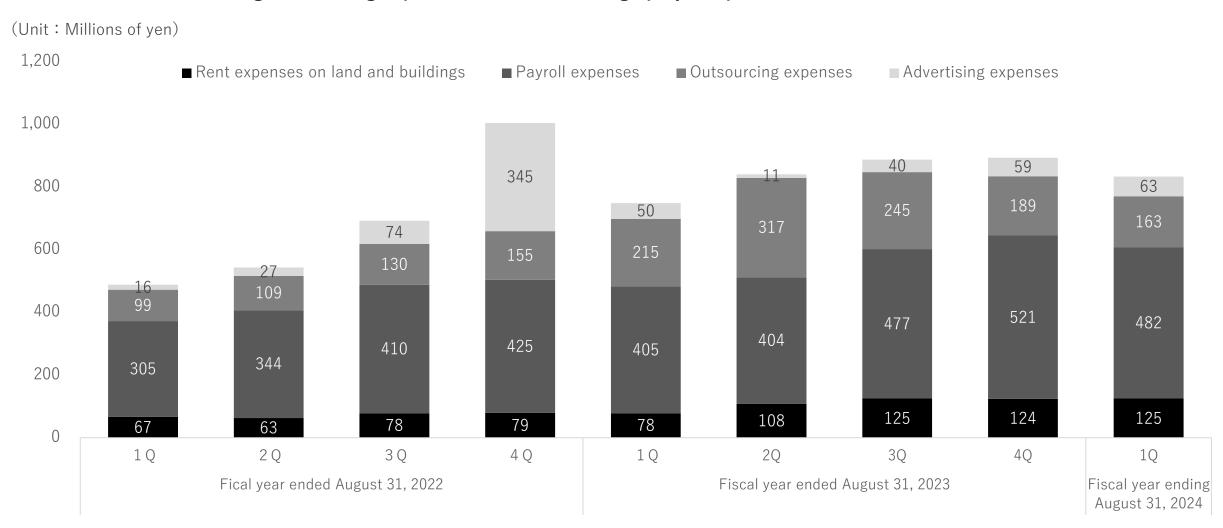
▶ Because of the focus on hiring new graduates, there tends to be a significant increase in the number of employees in the third quarter.



## **Trend of Expenses**



### ► The trend of decreasing outsourcing expenses continued as large projects peaked out.



## **Balance Sheet**



- ▶ Total liabilities decreased by 411 million yen due to decreases in other current liabilities and income taxes payable.
- ▶ Net assets increased by 82 million yen due to profit generation.

(Unit: Millions of yen)

	As of August 31, 2023	As of the end of the first quarter of the fiscal year ending August 31, 2024	Changes
Current assets	6,325	6,056	-268
Non-current assets	815	754	-60
Total assets	7,140	6,811	-328
Current liabilities	1,404	994	-409
Non-current liabilities	17	15	-1
Total liabilities	1,421	1,010	-411
Shareholders' equity	5,717	5,799	82
Stock subscription rights	1	1	-0
Total net assets	5,718	5,801	82
Total liabilities and net assets	7,140	6,811	-328
Equity ratio	80.1%	85.1%	

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Financial Plan for the Second Quarter of the fiscal year ending August 31, 2024 and Growth Strategy

### **Business Model Business Domain**

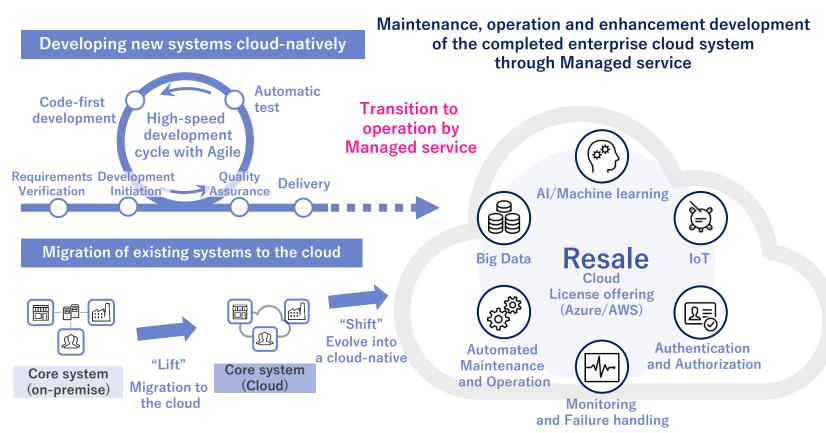


- ► Project type Services to build cloud-native systems
- ► Resale of cloud and software licenses and providing Managed service(maintenance, operation, and enhancement development)
- ► SaaS business is also being developed by creating a platform for customers' highly-demanded functions.

### **Project type Services**

### Managed service

### SaaS



Providing high-value-added SaaS services by creating a platform for customers' highly-demand functions



AGI platform for enterprises run within a secure network environment on Microsoft Azure, with learning and generation in a dedicated environment



Providing the post-failure detection notification service used in the Managed service as a general-purpose automatic calls + SMS sending service



Providing SaaS-type cloud systems for BtoBtoC required for the Metaverse platform

### **Business Flow of Business Domain**



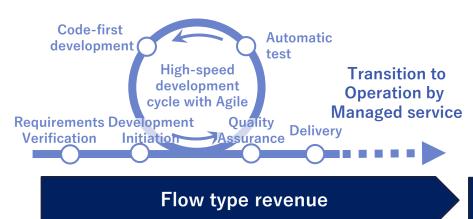
- ► The Company receives orders for Project type Services through referrals from global cloud vendors and existing customers.
- ► The systems developed through Project type Services are transferred to Resale and Managed service, contributing to stock type revenue.

► In Managed service, the Company also provides enhancement development (additional functions) tailored to customer needs, resulting in some flow type revenue.

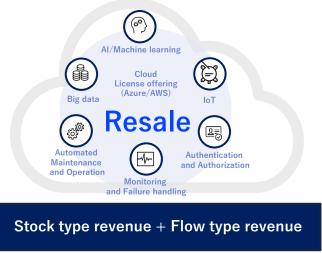
SaaS



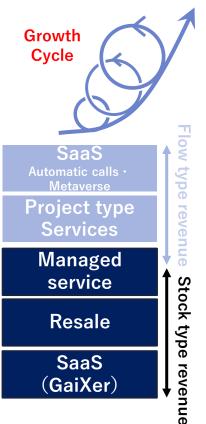
### **Project type Services**

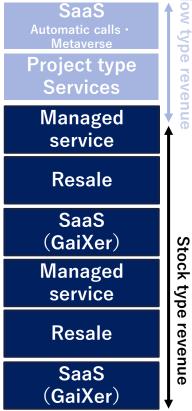


### Managed service



Accumulating stock type revenue realizes sustainable growth



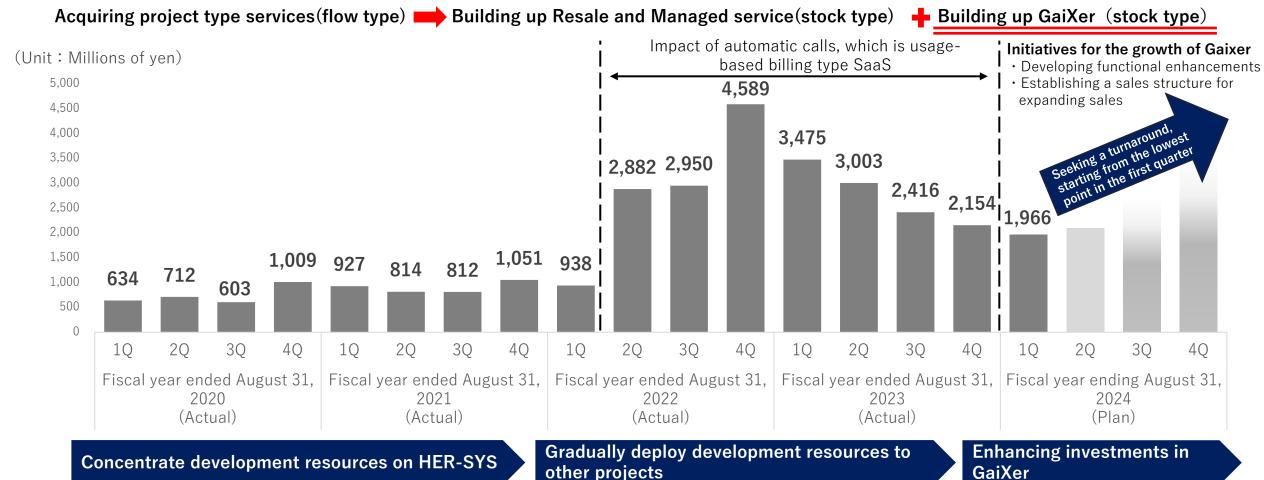


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### Growth Strategy for the fiscal year ending August 31, 2024



- ► The Company aims to achieve discontinuous growth once again through the transformation of its business structure.
- ► The Company promotes the acquisition of project type services by expanding its development resources and aims to build up stock type revenues, which include Resale and Managed service.
- ► The Company will increase its investment in GaiXer, a stock type SaaS, with the aim of achieving significant growth starting from the second half of the fiscal year ending August 31, 2024.

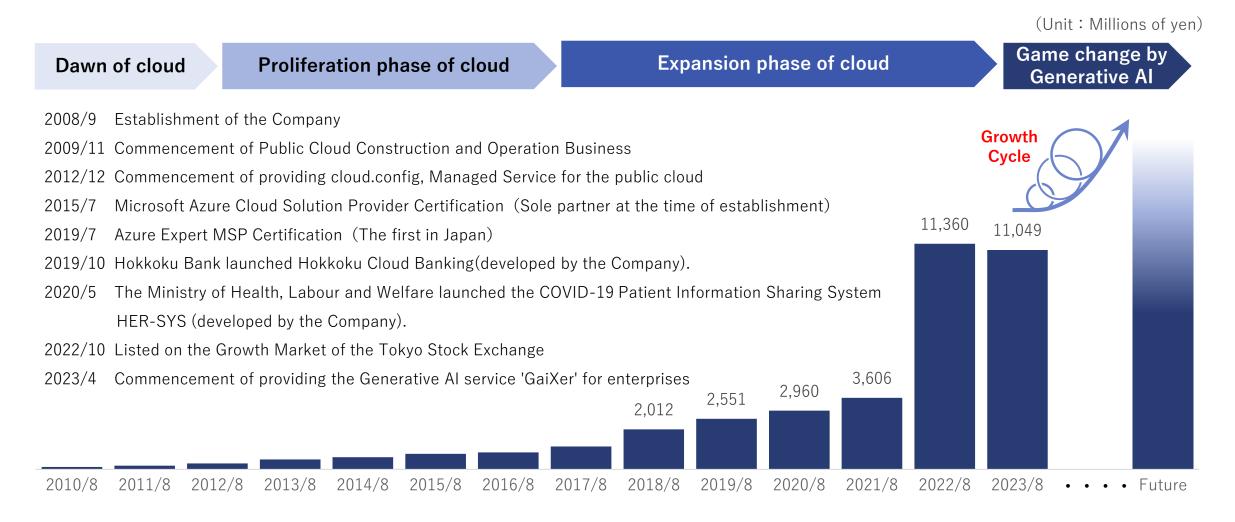


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## Growth Strategy for the fiscal year ending August 31, 2024



- ► The Company reconsidered its growth strategy due to game change by Generative AI.
- ► The Company aims for discontinuous growth by advancing multi-cloud adoption and automation through Al.



## Financial Plan for the Second Quarter of the fiscal year ending August 31, 2024 and Progress rate



- ▶ Net sales are projected to decrease due to the impact of highly variable Project type Services and usage-based billing type SaaS (automatic calls).
- ► The Company will persist with its growth investments to reverse the decline in net sales after reaching a low point in the first quarter and achieve renewed growth from the second quarter onwards.

In comparison to the plan, net sales progressed steadily. Due to effective cost control and other measures, profits at each stage showed significant progress compared to the plan.

(Unit: Millions of yen)

oiginnount progress com								·	
	First half of the fiscal year ended August 31, 2023 (Actual)	Second half of the fiscal year ended August 31, 2023 (Actual)	Second quarter of the fiscal year ending August 31, 2024 (First half year plan)	Change Comparison with the first half of the fiscal year ended August 31, 2023	Change % Comparison with the first half of the fiscal year ended August 31, 2023	Change Comparison with the second half of the fiscal year ended August 31, 2023	Change % Comparison with the second half of the fiscal year ended August 31, 2023	First quarter of the fiscal year ending August 31, 2024 (Actual)	First half year plan of the fiscal year ending August 31, 2024 Progress rate
Net sales	6,479	4,570	3,767	-2,711	-41.8%	-802	-17.6%	1,966	52.2%
Cost of sales	4,155	2,846	2,581	-1,574	-37.9%	-264	-9.3%	1,366	52.9%
Gross profit	2,323	1,723	1,185	-1,137	-49.0%	-537	-31.2%	600	50.6%
Gross profit margin	35.9%	37.7%	31.5%					30.5%	
Selling, general and administrative expenses	777	1,158	1,014	237	30.5%	-144	-12.4%	474	46.8%
Operating profit	1,545	564	171	-1,374	-88.9%	-393	-69.7%	125	73.1%
Operating profit margin	23.9%	12.4%	4.5%					6.4%	
Ordinary profit	1,524	564	173	-1,350	-88.6%	-391	-69.3%	125	72.5%
Ordinary profit margin	23.5%	12.4%	4.6%					6.4%	
Income taxes	567	138	62	-505	-89.0%	-76	-55.1%	45	
Net income	956	426	110	-845	-88.4%	-315	-74.0%	81	74.4%

## Financial Plan by Business Model for the Second Quarter of the fiscal year ending August 31, 2024 and Progress rate



- ► The Company anticipates a decrease in net sales from Project type Services and usage-based billing type SaaS (automatic calls), considered flow type revenue, compared to the same quarter of the previous fiscal year.
- ▶ Resale and Managed service, considered stock type revenue, are expected to remain stable.
- ► Project type Services, with a focus on AWS migration projects, progressed steadily with a progress rate of 60.5%.
- ► SaaS's progress rate remained at 34.7%, impacted by a changed timeline for utilizing the Metaverse, in addition to a decrease in the use of automatic calls.

  (Unit: Millions of ven)

	First half of the fiscal year ended August 31, 2023 (Actual)	Second half of the fiscal year ended August 31, 2023 (Actual)	Second quarter of the fiscal year ending August 31, 2024 (First half year plan)	Change Comparison with the first half of the fiscal year ended August 31, 2023	Change % Comparison with the first half of the fiscal year ended August 31, 2023	Change Comparison with the second half of the fiscal year ended August 31, 2023	Change % Comparison with the second half of the fiscal year ended August 31, 2023	First quarter of the fiscal year ending August 31, 2024 (Actual)	First half year plan of the fiscal year ending August 31, 2024 Progress rate
Project type Services	1,571	1,318	689	-882	-56.1%	-628	-47.7%	416	60.5%
Resale	2,355	2,408	2,299	-56	-2.4%	-109	-4.6%	1,206	52.5%
Managed service	831	772	735	-96	-11.6%	-37	-4.9%	327	44.6%
SaaS	1,717	69	43	-1,674	-97.5%	-25	-37.2%	14	34.7%
Other	2	1	_	- 2	-100.0%	-1	-100.0%	1	_
Total	6,479	4,570	3,767	-2,711	-41.8%	-802	-17.6%	1,966	52.2%





## **Business Model Transformation through the utilization of Generative Al**

# Enhancing Profit Margin through the Application of Automation and Utilization of Generative Al



- ▶ Utilizing GaiXer in large-scale projects to reduce workload while simultaneously enhancing service quality
- ► Enhancing profit margin by further expanding the scope of automation that the Company has realized in the past

Scope of Automation	Approach	Benefits from Automation
Infrastructure Construction (Infrastructure as Code; IaC)	<ul> <li>Writing a program to describe the process, from constructing and configuring cloud infrastructure to verifying normal operation</li> </ul>	<ul> <li>Automating tasks that were previously performed manually has led to a reduction in delivery time and workload while simultaneously improving stability.</li> </ul>
Instruction Operations	<ul> <li>In case of a failure, automatically assess the severity and send notifications.</li> <li>Detecting early signs of failures using Al and preventing failures before they occur</li> </ul>	Reducing maintenance and operation workloads, leading to an improvement in operational quality (moving away from the labor-intensive model of the on-premises era)
Migration	<ul> <li>In the application migration of existing systems for cloud migration projects, conduct automatic transformation using machine learning</li> </ul>	Significantly reducing time and costs compared to manual conversions while simultaneously enhancing the quality of the conversion
Test	<ul> <li>Automatically generating test cases and test data and performing automated testing after application updates</li> </ul>	<ul> <li>Improving development productivity in Agile development by iterating implementation and testing in short cycles</li> </ul>

through the utilization Generative Al

# Contracted by the Digital Agency for a project to establish the environment for verifying Generative AI technology



- ► Contracted by the Digital Agency to 'establish the environment for technical verification aimed at the appropriate utilization of Generative AI in government administration.'
- ► Providing a Large Language Model (LLM) verification environment based on the Generative AI platform 'GaiXer' to support technical validation
- ① Providing a verification environment for safely utilizing multiple Generative Als and conducting technical validation to assess performance and characteristics from December 2023 to March 2024
- ② For the demonstration, not only officials from the Digital Agency but also personnel from central government ministries and agencies, as well as local government employees, are planned to participate.
- 3 As use cases for the demonstration, activities such as generating documents, creating response scenarios for inquiries, proofreading documents, and drafting responses to parliamentary questions will be implemented.
- 4 Through technical validation, we aim to enhance the efficiency of administrative operations and improve the quality of administrative services using Generative Al.



### Generate world's best.





Generate world's best.

Seiichi Matsuoka Representative Director, President



Generative AI has the potential to bring about transformative changes beyond mere technological innovation, promising to alter the sense of stagnation in Japan's workplaces fundamentally. If we can efficiently and swiftly handle cumbersome document tasks and time-consuming management responsibilities, enabling us to focus on vital work, we at FIXER believe that Japan has the potential to generate the world's best in numerous fields. GaiXer is to FIX your challenges. We are committed to growing alongside the challenges faced throughout Japan.

## **Generative AI is not only ChatGPT**



In Japan, ChatGPT is attracting a lot of attention. But.....

Various countries and companies are competing fiercely in developing Large Language Models (LLMs).

**OpenAl** 

**ANTHROP\C** 

**CLAUDE2** 

ChatGPT / GPT-4

Meta

Llama2

Tokyo Institute of Technology National Institute of Advanced Industrial Science and Technology

Swallow

### GaiXer is

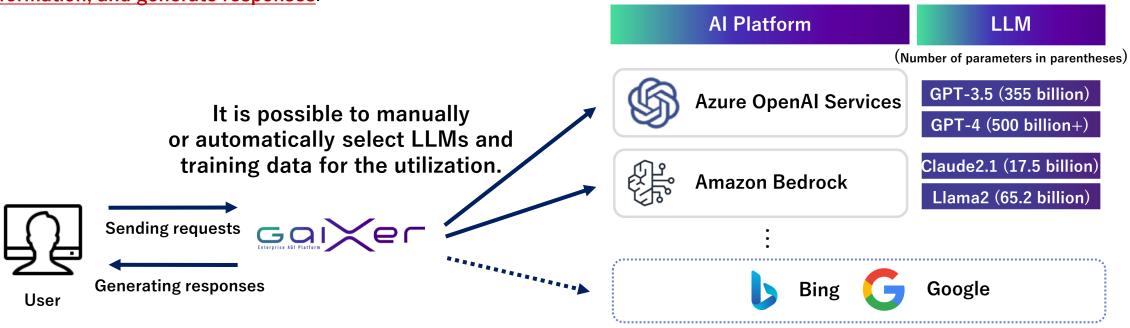


### GaiXer is a platform for the secure utilization of Generative AI for enterprises.

Built and provided in <u>a secure dedicated environment</u> on the public cloud <u>Interactive, automatically switching between multiple Large Language Models (LLMs) based on question content</u> to maximize generation quality.

If unable to answer based on learned information, it also incorporates a function to utilize internet search engines, retrieve additional information, and generate responses.

information, and generate responses.



If unable to provide an answer using LLM or training data, it will generate responses by combining web searches.

X Microsoft, Azure, Azure OpenAl Services, and Bing are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

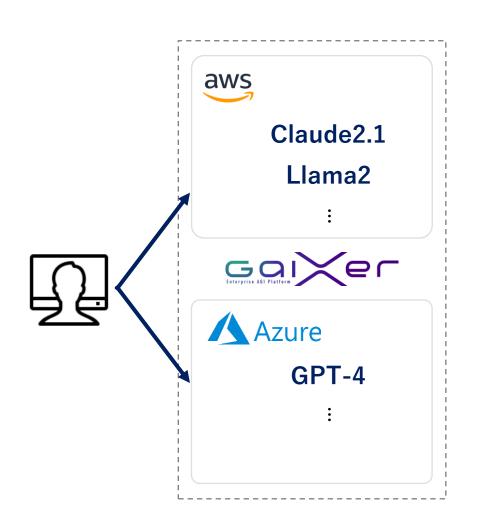
X Amazon Web Services, AWS and Amazon Bedrock are trademarks of Amazon.com, Inc. or its affiliates.

<sup>\*</sup> Google is a trademark of Google LLC.

## Feature 1. Multi-platform/Multi-LLM



# Increased availability and concurrent utilization of various LLMs, including domestic ones



### **Advantages of Multi-platform**

### 1. Eliminating single points of failure to achieve high availability

Merely adding geographic redundancy to the cloud can lead to outages in the event of a significant failure in the gateway or authentication infrastructure.

### 2. It is possible to utilize a variety of LLMs.

Selecting the most suitable LLM for a specific purpose, regardless of vendors in response to ever-evolving LLMs

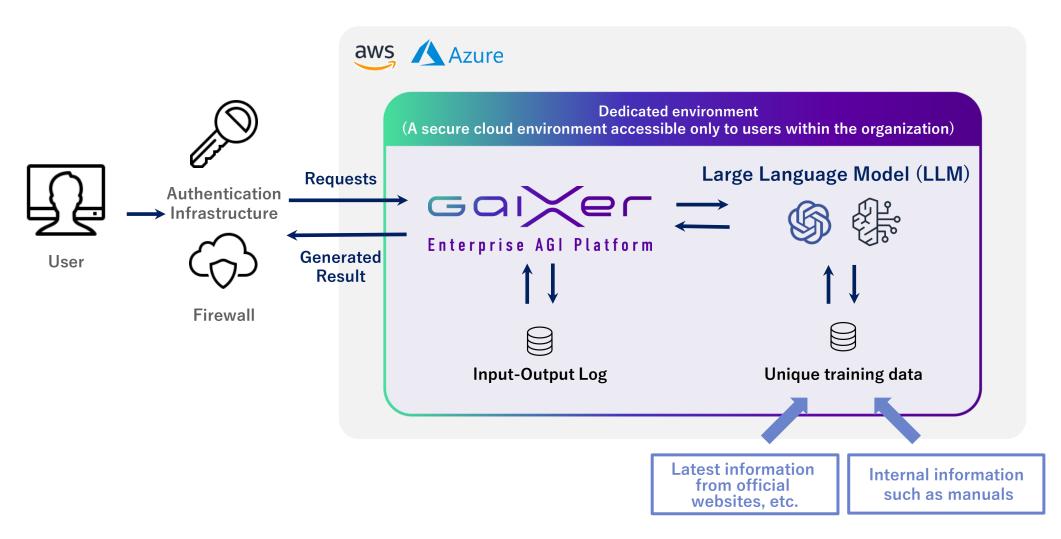
### 3. Avoiding vendor lock-in

Maintaining a portable architecture for compatibility with other clouds provides an advantage in procuring cloud services

## Feature 2. Security of a dedicated environment



Internal information can be handled since the training data is dealt with in a dedicated environment.



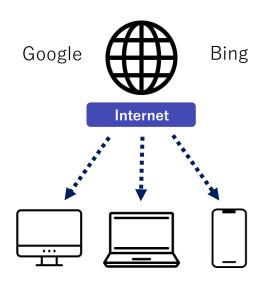
### GaiXer's features



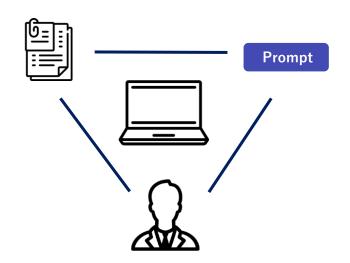
**RAG**(Search engine integration feature)

Prompt template creation and sharing feature

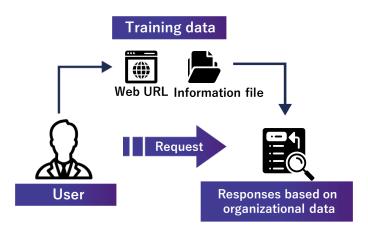
Data learning feature



If the LLM is unable to generate a response on its own, it will automatically connect with search engines like Google or Bing to generate a response based on the latest information.



Existing prompt templates are available, users can add, and share prompts and industry-specific templates are provided for areas such as finance and local government.



Additional learning of websites, organization manuals, FAQs, etc., is available. Text, Word, PDF, and other file formats are supported.

### GaiXer's features



### **ChatGPT**

Taking measures to mitigate the risk of information leakage

Opt-out settings are on an individual basis, making them unsuitable for organizational management.

**Prompt creation support** 

Prompts must be typed manually or copied and pasted from scratch.

Introduction and Utilization Support Service

Self-learning and gathering information from the internet, with significant loading for internal deployment

Linkage with In-house systems

Specifications are defined by the customer, entailing a substantial cost and workload for construction and operation.

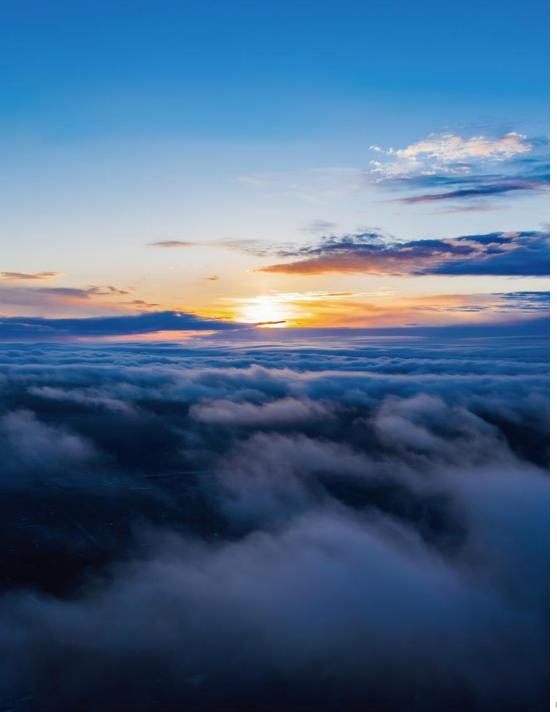


Constructing the service in a dedicated environment ensures that input content is inherently designed to prevent leakage.

Sharing industry-specific templates within the organization enables easy generation with just a button click.

The Company's Generative Al consultants and prompt engineers assist in building prompts that can be implemented immediately.

Easily achievable through consulting and integration





## **Appendix**

## **Business Model** Project type Service



Project type Services are services that implement <u>new system development</u> or <u>cloud migration</u> in a project-based manner. System migration responds to both "Lift" – converting the system infrastructure to the cloud, and "Shift" – transforming into a cloud-native system that is easy to maintain and operate concurrently with the migration.

#### New system development Automatic Code-first test development High-speed development cycle with Agile **Operation through** Requirements Development Quality Delivery Managed service Initiation Verification Assurance

"Lift"

Core system
(On-premise)

"Lift"

Core system
(Cloud))

to the cloud

**Cloud migration** 

**Contents of service** 

Agile development of a cloud-native core system that can handle "Smart Use 1) " of the cloud

Migrating on-premise 2) core systems to the cloud (Lift) and evolving to cloud-native (Shift)

Value provided

Shorten new system development time and continuously improve operational quality through smart use

Cloud-nativization of existing systems to achieve reductions of person-hours for maintenance and operation (smart use)

For Smart Use, it's crucial to have "high-speed new system development and cloud migration with agile" and "automated monitoring and maintenance services." To achieve both end-to-end, the Company offers an infrastructure environment equivalent to the production environment and system monitoring services from the early stages of development and migration.

### **Business Model Resale**



The Company sells public clouds like Microsoft Azure and software licenses including Microsoft 365 and Power Platform. Differentiates itself from competitors by offering value-added services such as Managed service and education services in addition to purchased licenses.

### **Products and services for sale**



Public Cloud
Cloud computing environment provided
for general users and enterprises



Cloud-based services that offer Office products like Word and Excel, as well as SharePoint, Teams, and security products.



A cloud App development platform that can be used (no-code/low-code) 2) even by beginners

### FIXER's unique value-added

Offering monitoring services, which are part of Managed service, at no cost

Technical support for usage-related challenges that arise after purchasing a license

Track record of introduction in government agencies and banks with stringent security requirements

Winner of the Telework Promotion Award1 1) Remote work/paperless know-how

DX internalization education program

Providing templates customized for specific industries and job functions

- 1. In 2019, the Company received the "Telework Promotion Award," which aims to promote the adoption of telework from the Japan Telework Association.
- 2. A method for developing applications without having to learn complex programming

#### **Technical Support System** Help desk works with a team of experts to resolve issues **Customer's Cloud Assets** Providing Information Failure Assets Operation Primary response Management Report Investigation of Analysis and Grasping the cause, proposal of the situation of proposal of improvement operations drastic measures measures Manager Consultant Escalation **Workaround suggestion** Help call 3. Dedicated Support Engineer

## **Business Model** Managed service



Offering end-to-end cloud maintenance and operations with a primary focus on 24-hours a day, 365 days a year surveillance Balancing between reduction of person-hours and operational quality improvement through automation technology Responding to enhancement development (modifications and additional development) tailored to meet customer needs

Monitoring and operations, including the Together with 24 hours a day, 365 days a year surveillance application layer, which can not be Offering end-to-end cloud operation achieved with public cloud alone Public cloud **Failure Technical** Design<sup>1)</sup> Construction **Monitoring** response support IaaS PaaS FIXER's Managed service, cloud.config<sup>1)</sup>, has been certified by a third-party Data organization through an audit, conforming to the best practices of the Cloud **Application** Adoption Framework<sup>2)</sup> for cloud adoption. cloud.confia Runtime **Middleware Middleware** 24 hours a day, 365 **Construction and** days a year configuration using os Infrastructure **Priority decisions** Assign engineers to surveillance for automation based on impact assist with design following systems using a Virtualization technology (IaC<sup>5)</sup>) technical issues cloud design and urgency multi-cloud 6) patterns Server Server Server As the primary Typical Providing the latest When an error Proposing the response, focusing information on the configurations are **Storage** occurs, the severity utilization of quickly established, on isolating the constantly evolving of the error is existing services, and normality causes of the cloud on a daily automatically Managed by public cloud providers SaaS<sup>3)</sup>, OSS<sup>4)</sup>, etc. checks are failure basis determined and completed Managed by enterprise users that utilize the cloud notified. Managed by FIXER's Managed service

The Company's cloud maintenance and operational services; 2. A framework that demonstrates the impact of an organization's cloud adoption and supports the adoption; 3. Abbreviation for Software as a Service. A situation in which users use software running on the provider (server) side as a service via a network such as the Internet rather than installing the software on the user (client) side.; 4. Abbreviation for Open Source Software. A generic term for software whose source code can be used, examined, reused, modified, extended, and redistributed for any purpose by any user. 5. Best practices and know-how for design and codes that automate construction and configuration, etc. that the Company has accumulated through its development projects.; 6. The utilization of multiple cloud services concurrently, which, in this context, involves monitoring Azure from AWS, and vice versa

### **Business Model SaaS**



### Providing high-value-added SaaS services by creating a platform for customers' highly-demand functions

**Usage-based billing** 

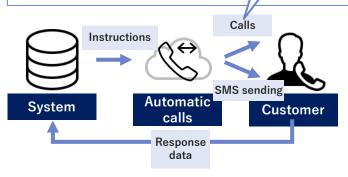
### Automatic calls/SMS sending

The Company provides the functions to make calls and send SMS via IVR (Interactive Voice Response) established on the cloud.

#### (Automatic voice)

"This is the final reservation confirmation call. Mr./Ms. OO, you have a reservation for two people on September 1 at 7:00 PM. If this reservation is confirmed, please press "1." If you wish to make changes, please press "2."

If you have questions about the operation, press "9," and we will connect you to an operator."

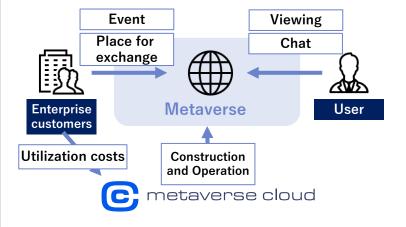


 Securing quotas of call and messaging capacity of external services/carriers based on historical usage records.

### **Usage-based billing**

### Metaverse

Providing metaverse spaces and functions as a service



### **Features of the Company's services**

Cloud-Native

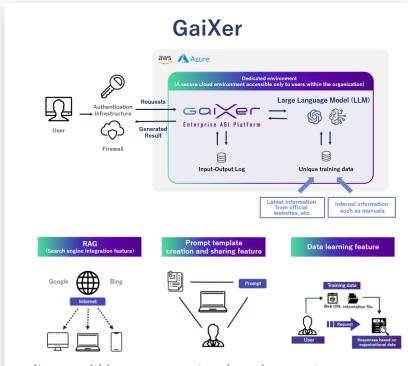
Ensuring availability and stability in response to increased number of visitors and access concentration

Browser -Based There is no installation obstacles, even when users utilize enterprise PCs. It can widely respond to various browsing environments.

Self-Service

The host's control panel allows for access control and content replacement.

### Subscription



It runs within a secure network environment on Microsoft Azure, and learning and generation occur in a dedicated environment for your company called a "tenant," which considers the risk of information leakage.

In addition, it can be combined with various services on the cloud to enable multiple uses, such as for users, customer support, and improving organizational operations.

The material in this presentation describes forward-looking information about the Company's industry trend and business based on the Company's current plans, estimates, prospects, or forecasts.

This forward-looking information is subject to various risks and uncertainties. Risk, uncertainty, and other known or unknown factors may cause results that differ from the forward-looking information.

The Company's actual future business and financial performance may differ from the forward-looking information described in this material.

