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 Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report in October, 2020

“The sales of On-Site Training and Open Seminars recorded 96.6% YOY and 107.8% YOY respectively, growing beyond the coronavirus crisis”

Insource today announced KPI (Key Performance Indicators) Progress Report in October, 2020 as follows;

1. Training Business

Thanks to the recovery in orders from private companies who requested online trainings, the number of On-Site Training conducted in October, 2020 was 1,518 times (96.6% YOY) among which 510 times were carried out online (composition ratio 33.6%). Also, owing to the increasing demand for online training, the number of attendees at Open Seminars was 7,207 (107.8% YOY), among which 4,446 attended online (composition ratio 61.7%).

We have almost recovered to the level of the same month last year in Training Business section with the widespread growth of online training. We will continue addressing to our clients’ needs and expanding our services.

(1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2019					FY2020
	May	June	July	August	September	October
Number of trainings conducted (YOY)	265 (24.4%)	544 (42.9%)	897 (58.0%)	877 (77.4%)	1,153 (82.8%)	1,518 (96.6%)
include online trainings (composition ratio)	192 (72.5%)	187 (34.4%)	213 (23.7%)	346 (39.5%)	451 (39.1%)	510 (33.6%)
DX-related trainings*	18	24	33	38	38	64

*Consolidated subsidiaries are included *DX-related trainings: IT and computer skills trainings

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2019					FY2020
	May	June	July	August	September	October
Number of attendees (YOY)	1,992 (42.0%)	2,898 (47.4%)	3,812 (51.0%)	3,881 (57.3%)	5,504 (73.1%)	7,207 (107.8%)
include online trainings (composition ratio)	1,971 (98.9%)	2,008 (69.3%)	1,399 (36.7%)	2,059 (53.1%)	3,458 (62.8%)	4,446 (61.7%)
DX-related trainings*	30	90	172	164	187	230

*Consolidated subsidiaries are included.

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

(Unit: organizations)

	FY2019					FY2020
	May	June	July	August	September	October
Total	12,831	13,014	13,210	13,340	13,492	13,636
(changes from previous year)	(+1,496)	(+1,679)	(+1,875)	(+2,005)	(+2,157)	(+144)
(rate of change: %)	(+113.2%)	(+114.8%)	(+116.5%)	(+117.7%)	(+119.0%)	(+101.1%)

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

2. IT Services and Other Businesses

The number of paid subscribers for Leaf (HR support system) reached 263 (+15 MOM) organizations, and the number of its users increased to 1,331,000 (+57,000 MOM). Also, the internet sales of e-Learning and videos, “Video Department Store*”, has been growing steadily, showing the number of video sales was 220 and the number of rental attendees was 234.

In line with the environmental changes caused by the coronavirus crisis, the number of organizations that implemented Leaf, e-Learning and videos has increased. We will expand our features and services in order to meet various needs.

*Video Department Store: Web site for e-Learning/Video run by our company

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

(Unit: organizations)

	FY2019					FY2020
	End of May	End of June	End of July	End of August	End of September	End of October
HR support system, “Leaf” (Full-service)	210	224	226	237	248	263
(MOM)	(+8)	(+14)	(+2)	(+11)	(+11)	(+15)
(changes from previous year)	(+48)	(+62)	(+64)	(+75)	(+86)	(+15)
(No. of customization*)	6	9	8	10	25	6
(No. of users)	1,045,005	1,065,309	1,075,390	1,261,715	1,273,755	1,331,626
Web conversion service for appraisal forms	74	77	79	81	93	95
(MOM)	(+2)	(+3)	(+2)	(+2)	(+12)	(+2)

* The number of customization shows the number of organizations which add their own functions when implementing Leaf.

* We have calculated the number since May, 2020.

**(5) “STUDIO (e-learning)” and Videos: Total numbers of subscription IDs per month and
The number of contents sold**

(Unit: IDs) (Unit: Contents)

	FY2019					FY2020
	May	June	July	August	September	October
STUDIO (e-Learning)	23,059	27,177	23,712	22,817	19,651	31,762
(YOY)	(+8,585)	(+13,256)	(+9,078)	(+8,251)	(+3,028)	(+16,193)
No. of video contents sold (include the no. of video production)*	3	5	9	13	59	220
No. of rental viewers *	-	-	-	4	98	234

*No. of video contents sold: The total number of e-Learning purchased (buying-out) and video production.

*No. of rental viewers: The figure shows the number of viewers who used the 1-week rental plan of e-learning.

We have calculated the number since the end of August, 2020 (Calculation takes place at the end of every month).

(6) Stress Check Support Service: Number of new orders and status of progress

(Unit: organizations)

	FY2019					FY2020	
	May	June	July	August	September	October	November (Estimate)
No. of orders received	9	30	55	48	34	44	-
(YOY)	(-1)	(+15)	(+13)	(+8)	(-8)	(+9)	-
No. of orders delivered (by month)	5	5	1	2	38	8	2
Cumulative No. of orders delivered	236	241	242	244	282	8	10
(YOY)	(+56)	(+57)	(+53)	(+53)	(+66)	(+3)	(-1)
No. of orders to be delivered (end of month)	30	55	109	155	151	187	-

*Note that after clients' inspection, the actual sales will be counted.

*This service has the highest number of deliveries in March every year.

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 IT and e-learning.

The preliminary figures above may differ from the upcoming financial statements. This information is created with utmost caution, but we do not fully guarantee the accuracy.

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