

December 1, 2023

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 November, 2023

-No. of On-Site Training conducted (111.2% YoY) and attendees at Open Seminars (108.4% YoY),

No. of DX On-Site trainings (131.4% YoY) and Open Seminars (119.5% YoY) remained steady

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for November, 2023. For the KPI (Key Performance Indicators) impact on business performance, please refer to the “KPI (Key Performance Indicators) and Performance Correspondence Chart.”

#### 1. Training Business

In November, 2023, the number of On-Site Training conducted was 2,114 times (111.2% YoY). The number of attendees at Open Seminars was 11,599 (108.4% YoY). Regarding DX-related training, the number of On-Site Training conducted increased 131.4% YOY, and the number of attendees at Open Seminars for DX-related training was 1,446 (119.5% YOY). DX comprehension training, and the newly developed Excel training for experienced workers has increased.

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

(Unit: time)

	FY22				FY23	
	June	July	August	September	October	November
No. of trainings conducted	1,698	1,791	1,438	1,810	2,018	2,114
(YoY)	(111.3%)	(111.1%)	(111.8%)	(111.0%)	(111.6%)	(111.2%)
DX-related trainings*	118	129	81	117	164	159
(YoY)	(129.7%)	(114.2%)	(95.3%)	(117.0%)	(164.0%)	(131.4%)
Conducted online	329	500	362	451	493	561
(Composition ratio)	(19.4%)	(27.9%)	(25.2%)	(24.9%)	(24.4%)	(26.5%)

\*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	
	June	July	August	September	October	November
No. of attendees	10,658	10,503	11,052	11,995	10,847	11,599
(YoY)	(119.9%)	(119.0%)	(118.5%)	(113.6%)	(108.8%)	(108.4%)
DX-related trainings*	1,403	1,179	1,185	1,462	1,188	1,446
(YoY)	(153.5%)	(137.3%)	(83.3%)	(113.1%)	(114.3%)	(119.5%)
Conducted online	8,110	7,554	8,190	8,486	7,332	8,157
(Composition ratio)	(76.1%)	(71.9%)	(74.1%)	(70.7%)	(67.6%)	(70.3%)

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 656 organizations (120.4% YoY) and the number of its users increased to 3,030,367 (127.0% YoY). The total number of orders delivered for Stress Check Support Service since the beginning of the fiscal year was 103 (321.9% YoY).

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

(Unit: organization)

	FY22				FY23	
	June	July	August	September	October	November
No. of paid subscribers (organizations)	612	618	625	638	646	656
(YoY)	(122.9%)	(122.6%)	(122.5%)	(122.2%)	(120.7%)	(120.4%)
No. of users	2,722,123	2,804,603	2,863,683	2,895,263	2,938,168	3,030,367
(YoY)	(133.4%)	(134.9%)	(136.5%)	(137.1%)	(136.7%)	(127.0%)
No. of customization	84	88	99	122	2	6
Total no. since the beginning of FY						
(YoY)	(76.4%)	(74.6%)	(78.6%)	(75.3%)	(100.0%)	(120.0%)

\*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	
	June	July	August	September	October	November
No. of orders delivered (by month)	5	4	8	53	27	76
Cumulative no. of orders delivered * since the beginning of FY	431	435	443	496	27	103
(YoY)	(108.3%)	(108.2%)	(106.1%)	(106.0%)	(300.0%)	(321.9%)

\*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 73.4% and the number of rental viewers was 123.4%. The number of video production and customization projects was 223.3% YoY, with an increase in the need to customize video outright purchase.

#### **(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	
	June	July	August	September	October	November
No. of video contents sold (Outright purchase)* by month (YoY)	147 (153.1%)	128 (123.1%)	88 (81.5%)	129 (84.9%)	120 (76.4%)	102 (73.4%)
No. of rental viewers* by month (YoY)	822 (43.1%)	1,440 (115.6%)	1,027 (168.1%)	1,075 (103.7%)	1,614 (106.6%)	1,111 (123.4%)
No. of video production projects* by month (YoY)	8 (57.1%)	8 (66.7%)	6 (60.0%)	9 (42.9%)	4 (57.1%)	14 (223.3%)
STUDIO (e-Learning) users (MoM)	82,200 (+211)	83,275 (+1,075)	84,232 (+957)	85,565 (+1,333)	85,092 (-473)	85,064 (-28)

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

### **4. Client Base**

The total number of registered WEBinsource clients increased by 222 MoM, and the cumulative number of clients is 22,050. 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	
	June	July	August	September	October	November
No. of new subscribers	280	297	256	225	184	222
No. of accumulated subscribers (YoY * No. of new subscribers) (Progress rate: %)	20,866 (94.6%)	21,163 (120.7%)	21,419 (103.2%)	21,644 (110.3%)	21,828 (95.8%)	22,050 (108.3%)
	(91.5%)	(103.9%)	(114.6%)	(124.0%)	(7.7%)	(16.9%)

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

## 5. Contents Development

The number of new contents developed was 30 for training (On-Site Training) and 18 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	
	June	July	August	September	October	November
No. of new contents for On-Site Training	31	31	30	30	30	30
since the beginning of FY	271	302	332	362	30	60
(Progress rate: %)	(77.4%)	(86.3%)	(94.9%)	(103.4%)	(8.3%)	(16.7%)
No. of new contents for e-Learning	20	20	17	18	17	18
since the beginning of FY	155	175	192	210	17	35
(Progress rate: %)	(73.8%)	(83.3%)	(91.4%)	(100.0%)	(6.8%)	(14.0%)

\*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>
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/insmthdata.html>

※Available from December 1, 2023 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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