

October 1, 2025

To Whom It May Concern,

Insource Co., Ltd.

Takayuki Funahashi

Representative Director, President and CEO

 (Code number: 6200, Prime Market of the
Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report for September 2025

- No. of On-Site Training conducted (126.6% YoY), No. of DX-related On-Site Training conducted (125.9% YoY)
No. of DX-related Open Seminars attendees (141.8% YoY), No. of ‘Leaf’ active users (123.3% YoY) -

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for September 2025.

1. On-Site Training Business

The number of On-Site Training conducted was 2,437 times (126.6% YoY). Of this, the number of trainings conducted for private sectors increased to 1,540 (127.7% YoY), and those for DX-related was 204 times (125.9% YoY). In September, the level-specific trainings such as managers training and follow-up training for new graduates remained strong. Compliance and harassment prevention training increased, coinciding with the timing of client organizational changes. We have also been making proposals for new graduates training, which will be conducted next spring.

■ Monthly no. of On-Site Training conducted

(Unit: time)

	FY24					
	April	May	June	July	August	September
No. of conducted trainings	2,905	1,774	2,049	2,413	1,775	2,437
(YoY)	(115.9%)	(119.5%)	(123.9%)	(117.6%)	(113.2%)	(126.6%)
Private sector*	2,122	1,047	1,298	1,476	1,016	1,540
(YoY)	(113.5%)	(116.7%)	(121.4%)	(115.7%)	(105.6%)	(127.7%)
Public sector and government agencies*	783	727	751	937	759	897
(YoY)	(122.9%)	(123.9%)	(128.4%)	(120.9%)	(125.2%)	(124.8%)
DX-related trainings*	237	176	185	230	169	204
(YoY)	(117.3%)	(134.4%)	(131.2%)	(125.7%)	(113.4%)	(125.9%)
Conducted online	181	258	328	464	339	427
(Composition ratio)	(6.2%)	(14.5%)	(16.0%)	(19.2%)	(19.1%)	(17.5%)

* Consolidated subsidiaries are included.

* From January 2025, the method for calculating the number of times DX-related training conducted was changed. In order to disclose accurate year-on-year comparisons, the number of training conducted from October 2023 onwards has also been changed.

2. Open Seminars Business

The number of attendees at Open Seminars was 14,922 (115.3% YoY) and the number of attendees for DX-related training was 2,031 (141.8% YoY). In September, the number of face-to-face trainings for the promoted employees and newly appointed managers increased. In addition, the training on using Generative AI in Excel and PowerPoint to contribute to operational streamlining continued to be well received.

■ Monthly no. of attendees at Open Seminars

(Unit: attendee)

	FY24					
	April	May	June	July	August	September
No. of attendees	16,800	10,361	15,380	16,413	13,196	14,922
(YoY)	(113.0%)	(116.9%)	(126.0%)	(118.9%)	(105.0%)	(115.3%)
DX-related trainings*	2,048	1,321	2,086	2,510	1,918	2,031
(YoY)	(113.2%)	(108.1%)	(117.9%)	(147.6%)	(124.5%)	(141.8%)
Conducted online	5,638	6,355	10,446	10,433	8,349	9,162
(Composition ratio)	(33.6%)	(61.3%)	(67.9%)	(63.6%)	(63.3%)	(61.4%)

*Consolidated subsidiaries are included.

3. Client Base

The number of WEBinsource acquisitions in September was 199. The number of new WEBinsource registrations directly contributes to sales growth in Open Seminars. The acquisition of one WEBinsource registration in FY23 had the effect of increasing revenue by 147 thousand yen in the Open Seminars Business.

■ WEBinsource: Total no. of subscribers (organizations)

(Unit: organization)

	FY24					
	April	May	June	July	August	September
No. of new subscribers*	195	235	237	238	188	199
No. of accumulated subscribers	25,896	26,131	26,368	26,606	26,794	26,993
(YoY * No. of new subscribers)	(79.6%)	(100.4%)	(94.8%)	(90.5%)	(91.3%)	(103.1%)
(Progress rate: %)	(60.9%)	(70.7%)	(80.6%)	(90.5%)	(98.3%)	(106.6%)

*Calculation takes place at the end of every month.

4. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 860 organizations (116.1% YoY) and the number of its active users increased to 5,018,374 (123.3% YoY). The total number of orders delivered for Stress Check Support Service was 80 (FYTD 112.1% YoY). In September, the number of inquiries increased as Web pages had been enhanced.

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

	FY24					
	End of Apr.	End of May	End of Jun.	End of Jul.	End of Aug.	End of Sep.
No. of paid subscribers (organizations)	818	828	834	834	845	860
(YoY)	(118.6%)	(118.6%)	(117.5%)	(115.7%)	(115.8%)	(116.1%)
No. of active users	4,490,005	4,539,530	4,585,502	4,827,106	4,991,973	5,018,374
(YoY)	(121.1%)	(120.9%)	(119.8%)	(122.0%)	(124.1%)	(123.3%)
No. of customizations* (since the beginning of FY)	83	85	88	100	106	133
(YoY)	(110.7%)	(100.0%)	(95.7%)	(99.0%)	(98.1%)	(100.0%)

*The number of customizations shows the number of organizations that add their own functions when implementing Leaf.

(2) Stress Check Support Service: No. of orders delivered (organizations)

(Unit: organization)

	FY24					
	April	May	June	July	August	September
No. of orders delivered* (by month)	2	5	2	8	4	80
No. of orders delivered* (since the beginning of FY)	547	552	554	562	566	708
(YoY)	(113.5%)	(113.6%)	(112.6%)	(113.8%)	(112.5%)	(122.1%)

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

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

5. e-Learning/video Business

The number of contents sold (outright purchases) was 273 (140.0% YoY), and the number of video production and customization projects was 39 (169.6% YoY). The number of viewers in the video rental plan was 2,075 (143.3% YoY). In September, the number of orders for outright purchase to learn about health issues and healthcare, including childcare, nursing care, sleep, and appropriate drinking habit, increased. As for video rental, we also saw an increase in orders for topics aimed at prospective employees.

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

	FY24					
	April	May	June	July	August	September
No. of video contents sold (Outright purchase)* by month	104	125	99	143	129	273
(YoY)	(52.0%)	(130.2%)	(62.7%)	(105.9%)	(127.7%)	(140.0%)
No. of video production and customization projects* by month	21	25	25	37	44	39
(YoY)	(161.5%)	(192.3%)	(71.4%)	(194.7%)	(118.9%)	(169.6%)
No. of rental viewers* by month	2,127	1,370	2,213	2,164	1,905	2,075
(YoY)	(154.7%)	(87.9%)	(153.1%)	(123.3%)	(104.6%)	(143.3%)
STUDIO (e-Learning) users* by month	109,860	110,607	111,027	110,593	105,093	111,133
(MoM)	(+1,144)	(+747)	(+420)	(-434)	(-5,500)	(+6,040)

*Calculation takes place at the end of every month.

6. Inquiries

In September, we received 519 inquiries, having achieved a monthly target of 500. In FY23, each acquisition of one inquiry had the effect of increasing revenue by 329 thousand yen. We are continuing to make improvements to the website and implement campaign measures.

■No. of Inquiries

	FY24					
	April	May	June	July	August	September
No. of inquiries	502	557	545	549	466	519
YoY	(93.5%)	(102.4%)	(113.5%)	(107.1%)	(90.1%)	(114.1%)
Since the beginning of FY	3,554	4,111	4,656	5,205	5,670	6,189

*Inquiries refer to those that lead to increased sales, such as business negotiations, visits, proposals, quotations, sending materials, and system demonstrations, which are received via Web inquiry forms, e-mails, and telephone calls. The calculation method has been changed since 1Q FY23.

7. Contents Development

The number of contents developed totaled 30 for training (On-Site Training), having achieved our target of 360 titles for the current fiscal year. 19 videos and e-Learnings were also released. This month, as a new management training, we developed a 5-day program that allows managers to become aware of managerial positions at an early stage and develop practical skills in the actual workplace, as well as training to enhance the skills needed to support team members struggling with harassment. As for videos, we developed five lecture-style trainings in our “Consultant Development Series,” designed to convey deep professional expertise.

■No. of new contents developed

(Unit: titles)

	FY24					
	April	May	June	July	August	September
No. of new contents for On-Site Training	30	30	30	30	30	30
since the beginning of FY	211	241	271	301	331	361
(Progress rate: %)	(58.6%)	(66.9%)	(75.3%)	(83.6%)	(91.9%)	(100.3%)
Of which, no. of Digital skills	17	17	11	11	7	6
since the beginning of FY	70	87	98	109	116	122
No. of new contents for e-Learning	24	20	26	26	21	19
since the beginning of FY	164	184	210	236	257	276
(Progress rate: %)	(65.6%)	(73.6%)	(84.0%)	(94.4%)	(102.8%)	(110.4%)

*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 FY23: 47.2%) Number of Attendees at Open Seminars (Same as above: 24.5%) Number of Organizations and Users of Leaf (Same as above: 14.6%)
1 month to 3months	<ul style="list-style-type: none"> Number of inquiries <p>Negotiations, visits, proposals, quotes, sending materials, confirming prices, purchasing or adding Smart Packs, and requests for system demonstrations are all factors in the client's decision to use our services. This is a leading performance indicator for three months from the current month.</p>
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 have the 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 SMBs 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>An increase in the number of content developments, such as training, e-Learning, and videos, 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>

Based on our classification of private-sector client segments by the size of their employees, we conduct sales activities.

- Large Enterprise (LE): Large and Second-tier companies (2,000 or more employees)
- Medium Market Business (MM): Medium-sized companies (300-1,999 employees)
- Small Medium Business (SMB): Medium-sized companies and Small and growing companies (Less than 299 employees)

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 October 1, 2025 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.

【Inquiries】 Insource Co., Ltd. <https://www.insource.co.jp/en/ir/index.html>

Press Contact

Group Corporate Management and Accounting Department
(Mr. Shin Kebukawa & Ms. Satoko Shimoji)

Email: info_ir@insource.co.jp