

May 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 April 2025

- No. of On-Site Training conducted (115.9% YoY), No. of DX-related On-Site Training conducted (117.3% YoY)  
No. of 'Leaf' active users (121.1% YoY), No. of video customization projects increased steadily (161.5% YoY) -

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

#### 1. On-Site Training Business

The number of On-Site Training conducted was 2,905 times (115.9% YoY). Of this, the number of training conducted for private sectors increased to 2,122 (113.5% YoY), and those for DX-related was 237 times (117.3% YoY). In April, we focused on holding training for new employees and after-sales after the training was conducted. At the same time, we have been advancing the cross-selling of multiple products to increase the number of products ordered per company.

#### ■ Monthly no. of On-Site Training conducted

(Unit: time)

	FY24					
	November	December	January	February	March	April
No. of trainings conducted	2,502	1,812	1,520	1,714	1,271	2,905
(YoY)	(118.4%)	(126.3%)	(127.7%)	(112.5%)	(112.9%)	(115.9%)
Private sector*	1,573	1,198	975	1,182	975	2,122
(YoY)	(117.7%)	(124.8%)	(127.6%)	(113.9%)	(113.1%)	(113.5%)
Public sector and government agencies*	929	614	545	532	296	783
(YoY)	(119.6%)	(129.3%)	(127.9%)	(109.5%)	(112.1%)	(122.9%)
DX-related trainings*	244	143	135	177	110	237
(YoY)	(133.3%)	(114.4%)	(107.1%)	(125.5%)	(115.8%)	(117.3%)
Conducted online	519	338	337	291	225	181
(Composition ratio)	(20.7%)	(18.7%)	(22.2%)	(17.0%)	(17.7%)	(6.2%)

\* 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 times training conducted from October 2023 onwards has also been changed.

## 2. Open Seminars Business

The number of attendees at Open Seminars was 16,800 (113.0% YoY) and the number of attendees for DX-related training was 2,048 (113.2% YoY). In April, we expanded the number of seminar classrooms for new employee training in face-to-face style to 41 venues in 17 areas nationwide.

In the new employee training program, many attendees participated in more practical training, such as OA-related training and document writing.

### ■ Monthly no. of attendees at Open Seminars

(Unit: attendee)

	FY24					
	November	December	January	February	March	April
No. of attendees	14,138	12,537	9,624	11,064	11,291	16,800
(YoY)	(121.9%)	(119.8%)	(107.7%)	(106.7%)	(112.2%)	(113.0%)
DX-related trainings*	1,539	1,732	1,466	1,639	1,888	2,048
(YoY)	(106.4%)	(114.4%)	(110.4%)	(121.8%)	(144.0%)	(113.2%)
Conducted online	8,845	8,558	6,496	7,557	7,994	5,638
(Composition ratio)	(62.6%)	(68.3%)	(67.5%)	(68.3%)	(70.8%)	(33.6%)

\*Consolidated subsidiaries are included.

## 3. Client Base

The number of WEBinsource acquisitions in April was 195. 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					
	November	December	January	February	March	April
No. of new subscribers*	196	184	209	227	248	195
No. of accumulated subscribers	24,833	25,017	25,226	25,453	25,701	25,896
(YoY * No. of new subscribers)	(88.3%)	(86.0%)	(90.9%)	(90.8%)	(82.9%)	(79.6%)
(Progress rate: %)	(16.6%)	(24.3%)	(33.0%)	(42.5%)	(52.8%)	(60.9%)

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

#### 4. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 818 organizations (118.6% YoY) and the number of its active users increased to 4,490,005 (121.1% YoY). The total number of orders delivered for Stress Check Support Service was 3 (FYTD 113.7% YoY). In April, we mainly implemented Leaf to organizations that started using it.

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

	FY24					
	November	December	January	February	March	April
No. of paid subscribers (organizations)	766	778	788	793	796	818
(YoY)	(116.8%)	(117.5%)	(118.3%)	(118.4%)	(117.8%)	(118.6%)
No. of active users	4,282,138	4,342,426	4,387,595	4,408,232	4,442,410	4,490,005
(YoY)	(141.3%)	(141.9%)	(142.3%)	(140.8%)	(138.1%)	(121.1%)
No. of customizations* (since the beginning of FY)	11	17	20	31	75	83
(YoY)	(183.3%)	(113.3%)	(111.1%)	(155.0%)	(138.9%)	(110.7%)

\*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)

	FY24					
	November	December	January	February	March	April
No. of orders delivered* (by month)	38	101	101	111	170	3
No. of orders delivered* (since the beginning of FY)	62	163	264	375	545	548
(YoY)	(88.6%)	(119.0%)	(109.5%)	(110.6%)	(114.0%)	(113.7%)

\*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 104, and the that of video production and customization projects was 21 (161.5% YoY). The number of viewers in the video rental plan increased to 2,127(154.7% YoY). Video production and customization projects have been continuing to grow, as there is a growing need to edit On-Site Training content into vide materials after the training is conducted. The number of attendees through video rental service is also growing, and its convenience and reasonable have been well received.

### ■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					
	November	December	January	February	March	April
No. of video contents sold (Outright purchase)* by month  (YoY)	184 (180.4%)	190 (84.4%)	148 (95.5%)	230 (135.3%)	911 (120.0%)	104 (52.0%)
No. of video production and customization projects* by month  (YoY)	23 (164.3%)	13 (59.1%)	37 (462.5%)	24 (184.6%)	140 (538.5%)	21 (161.5%)
No. of rental viewers* by month  (YoY)	1,276 (114.9%)	1,514 (127.8%)	936 (129.1%)	1,743 (116.4%)	2,636 (151.3%)	2,127 (154.7%)
STUDIO (e-Learning) users* by month  (MoM)	107,817 (+538)	108,138 (+321)	105,100 (-3,038)	105,292 (+192)	108,716 (+3,424)	109,860 (+1,144)

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

## 6. Inquiries

In April, we received 502 inquiries. Our target is to acquire 500 inquiries per month. 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 in order to meet the monthly target.

### ■No. of Inquiries

	FY24					
	November	December	January	February	March	April
No. of inquiries  YoY	504 (117.9%)	432 (93.0%)	561 (111.4%)	543 (92.3%)	471 (92.9%)	502 (93.5%)
Since the beginning of FY	1,048	1,479	2,040	2,583	3,052	3,554

\*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 the first quarter of FY23.

## 7. Contents Development

The number of contents developed totaled 30 for training (On-Site Training) and 24 for videos and e-Learning. This month, we developed new titles based on the key words that attract attention, such as job-hunting harassment prevention and DEI&B promotion training for current managers. In addition, we promoted the development of training that complies with DX literacy standards and created 17 digital-related training.

### ■No. of new contents developed

(Unit: titles)

	FY24					
	November	December	January	February	March	April
No. of new contents for On-Site Training	30	30	30	31	30	30
since the beginning of FY	60	90	120	151	181	211
(Progress rate: %)	(16.7%)	(25.0%)	(33.3%)	(41.9%)	(50.3%)	(58.6%)
Of which, no. of Digital skills	7	6	12	10	13	17
since the beginning of FY	12	18	30	40	53	70
No. of new contents for e-Learning	25	27	23	19	26	24
since the beginning of FY	45	72	95	114	140	164
(Progress rate: %)	(18.0%)	(28.8%)	(38.0%)	(45.6%)	(56.0%)	(65.6%)

\*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 FY23: 47.2%)</li> <li>Number of Attendees at Open Seminars (Same as above: 24.5%)</li> <li>Number of Organizations and Users of Leaf (Same as above: 14.6%)</li> </ul>
1 month to 3months	<ul style="list-style-type: none"> <li>Number of inquiries</li> </ul> <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"> <li>Number of registered WEBinsource clients</li> </ul> <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"> <li>Number of new contents developed</li> </ul> <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 May 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.

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