

Medium-Term Management Plan Rolling Plan (FY2025/6 to FY2027/6)

System Support Inc. (Security Code: 4396)

August 7, 2024



Notice: This document is an excerpt translation of the original Japanese document and is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail.

Medium-Term Management Plan Rolling Plan (FY2025/6 to FY2027/6)

Contents

- ▶ 1. Formulation of Rolling Plan (FY2025/6 to FY2027/6)
- ▶ 2. Group Corporate Creed, Management Philosophy, and Medium-term Themes
- ▶ 3. Transition to a Holding Company Structure
- ▶ 4. Review of the First Year of the Medium-Term Management Plan
- ▶ 5. Medium-Term Management Indicators (Consolidated) - Summary
- ▶ 6. Medium-Term Management Indicators (Consolidated) – Sales and Profit Plan
- ▶ 7. Growth Strategy by Segment - Whole Picture
- ▶ 8. Growth Strategy by Segment
- ▶ 9. Human resources strategy
- ▶ 10. Growth Investment Policy
- ▶ 11. Shareholder Return Policy
- ▶ 12. Sustainability Policy
- ▶ 13. Reference Materials

Company Profile

Net Sales Trends and History

Review: FY2020/6 to FY2024/6

Formulation of Rolling Plan (FY2025/6 to FY2027/6)

We have reviewed the Mid-term Management Plan Rolling Plan (FY2024/6 to FY2026/6) announced in August 2023 to reflect external and internal changes.

Background of formulation of "Rolling Plan (FY2025/6 to FY2027/6)"

[External Environment]

- The market for the Cloud-related business is expected to continue to grow significantly due to the migration of IT systems from on-premises as well as an increase in utilization after migration and increasing multi-Cloud support.
- The competition for talent is intensifying

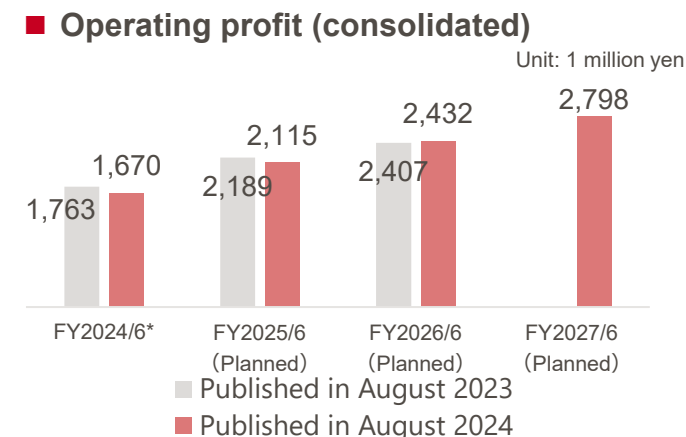
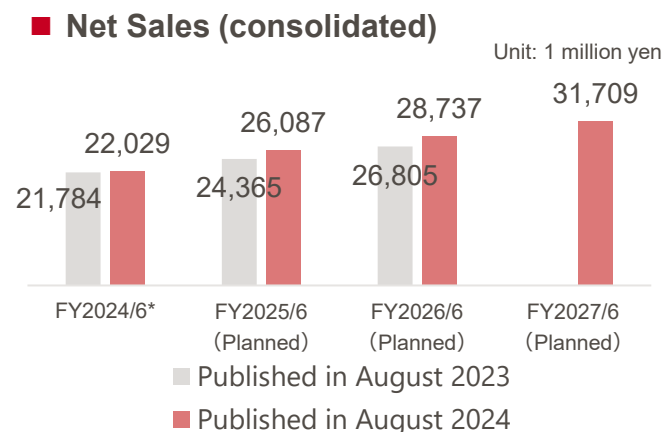
[Internal Environment]

- The Cloud Integration Business continues to grow and the composition of the business changes due to the expansion of resale, which is a stock-based revenue.
- Reinforcement of the organization mainly by strengthening Cloud-related engineers is generally progressing as planned.
- Concluded two M & A contracts in the fiscal year ended June 2024 for the expansion of the service provision system and lineup of services.
- Started preparation for transition to a holding company structure to be commenced on January 1, 2025

◆ **There is no change to the Medium-Term Themes** (specific measures have been slightly revised).

◆ **The figures have been revised to the plan figures based on the results for the fiscal year ended June 2024.**

Comparison of planned figures between announcement in August 2023 and Rolling Plan (FY2025/6 to FY2027/6) Published in August 2024



Group Corporate Creed, Management Philosophy, and Medium-term Themes

Group Corporate Creed (values)

Sincerity and Creation

Group Management Philosophy

Contributing to Society

Advanced Customer Service

Sharing Value

Medium-Term Themes

Growth and creation of further innovation

Expansion of services that form the foundation of DX promotion for customers and society

- We will be the first to deploy AI-related services and new overseas services in the Japanese market.
- Focusing on the Cloud Integration Business, we aim to achieve further growth through human resource development and R & D.

Growth and success of diverse human resources

- Positioning human resources as the biggest source of business growth
- Implementing aggressive investment in human resources
- Continue to create a comfortable working environment

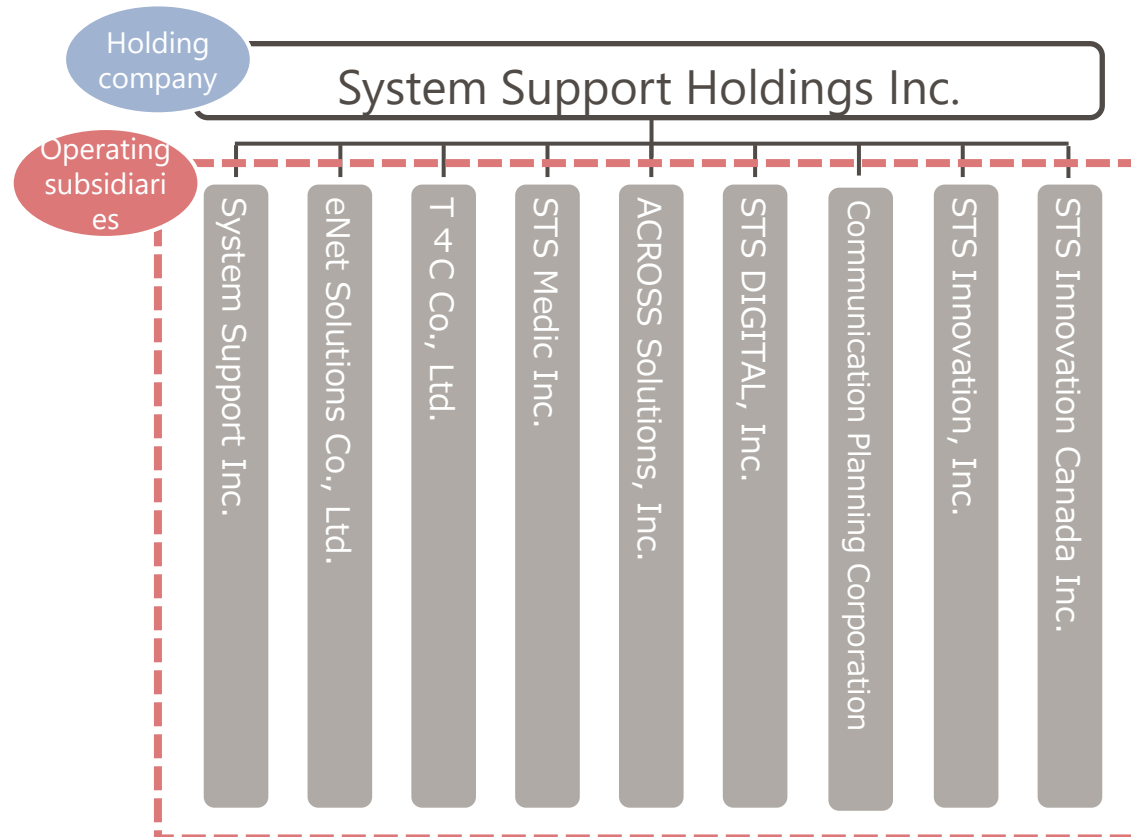
Strengthening Sustainability Management

- Strengthening sustainability initiatives
- Complying with the revised Corporate Governance Code

Transition to a Holding Company Structure

- ◆ The Company is scheduled to transition to a holding company structure on January 1, 2025 through a company split.
- ◆ We aim to establish a group management structure that enables dynamic and flexible decision making for further growth of the Group.

■ Holding structure diagram



Roles of each company in the holding structure

■ Holding company

Promote group-wide management strategies, M & A strategies, enhancement of corporate governance, etc.

■ Operating subsidiaries

- Strengthen the growth and profitability of the existing businesses, expand into new business areas, and diversify profit models.
- Cultivate the next generation of management personnel by assigning management to competent personnel.

* The Company will transition to a holding company structure through a company split and change its corporate name in line with the transition, subject to the approval by the resolution of the Ordinary General Meeting of Shareholders scheduled to be held on September 26, 2024, as well as the necessary approvals and permissions by the relevant authorities.

Review of the First Year (FY2024/6) of the Medium-Term Management Plan

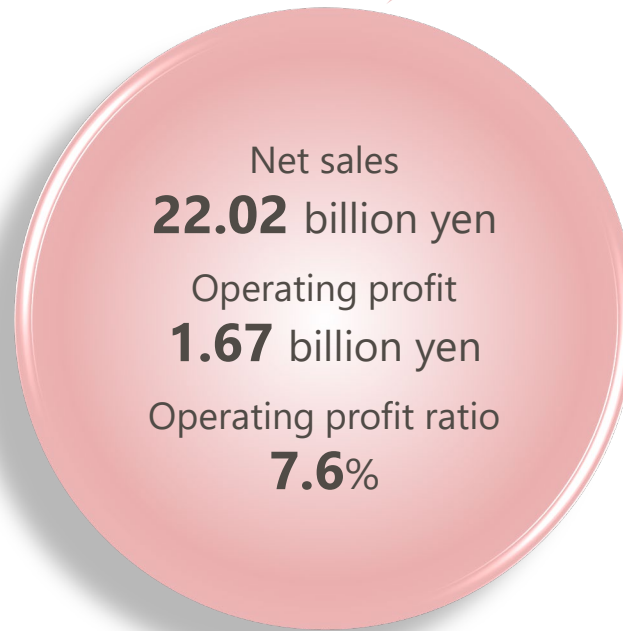
Item		Review of the first year (FY2024/6)
Numerical planning		<ul style="list-style-type: none"> Net sales increased 1.1% compared with the plan (+ 14.3% YoY), whereas operating profit decreased - 5.2% compared with the plan (+ 14.7% YoY). By segment, the Cloud Integration Business performed well, and the System Integration Business fell short of the plan Factors behind the failure to achieve the operating profit ratio included expenses related to two M & As (30 million yen) and bad debt losses and the related provision of allowance for doubtful accounts (57 million yen)
Medium-term themes	Expansion of services that form the foundation of DX promotion for customers and society	<ul style="list-style-type: none"> In addition to services related to ServiceNow, AWS, and Microsoft Azure, which have been the long-standing pillars of the Cloud Integration Business, services related to Google Cloud have grown to be the fourth pillar. Expanded the lineup of AI-related services, including Azure OpenAI and Amazon Bedrock. Resale, a stock-based revenue, expanded as customers moved to the cloud and increased data usage.
	Growth and success of diverse human resources	<ul style="list-style-type: none"> Reinforcement of the organization mainly by strengthening Cloud-related engineers through recruitment and training is generally progressing as planned. Continue to develop an environment to meet the diversifying needs of employees
	Strengthening ESG management	<ul style="list-style-type: none"> Continue efforts to enhance the quality of corporate governance Strengthening full-scale disclosure of sustainability information Support for the promotion of DX by industry, academia, and public and private sectors through the provision of free DX education at Microsoft Base Kanazawa, etc.

Medium-Term Management Indicators (Consolidated) – Summary

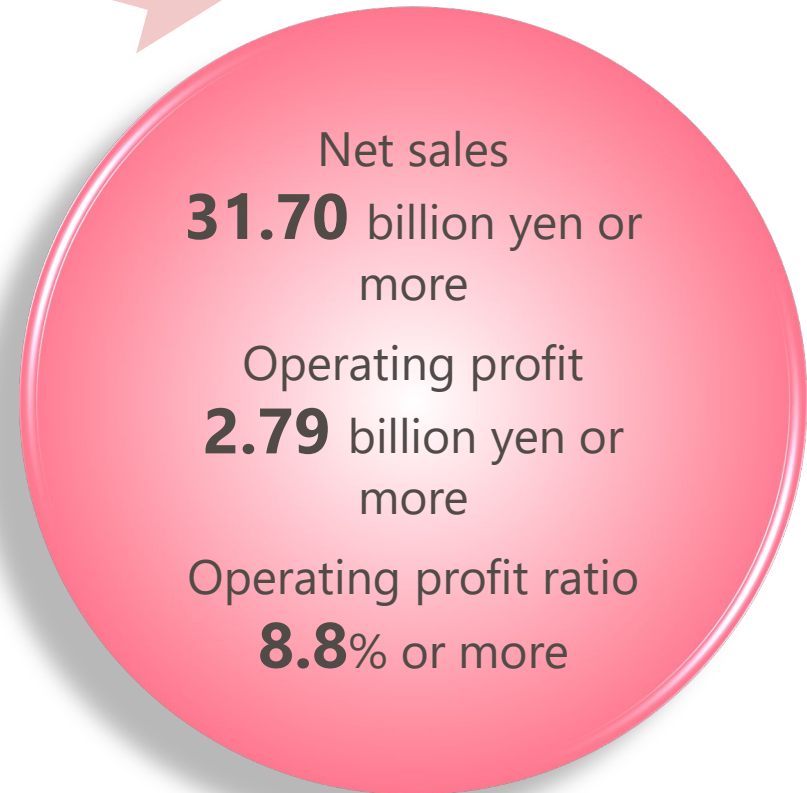
Planned CAGR of Net Sales: 12.9% or more
Planned CAGR of Operating Profit: 18.8% or more



FY2021/6



FY2024/6



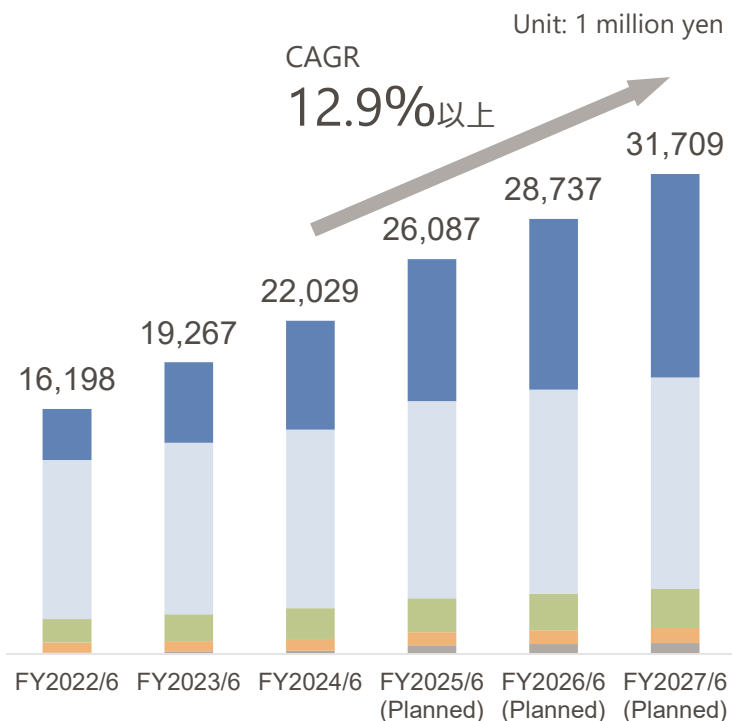
FY2027/6 (Planned)

Medium-Term Management Plan Rolling Plan (FY2025/6 to FY2027/6)

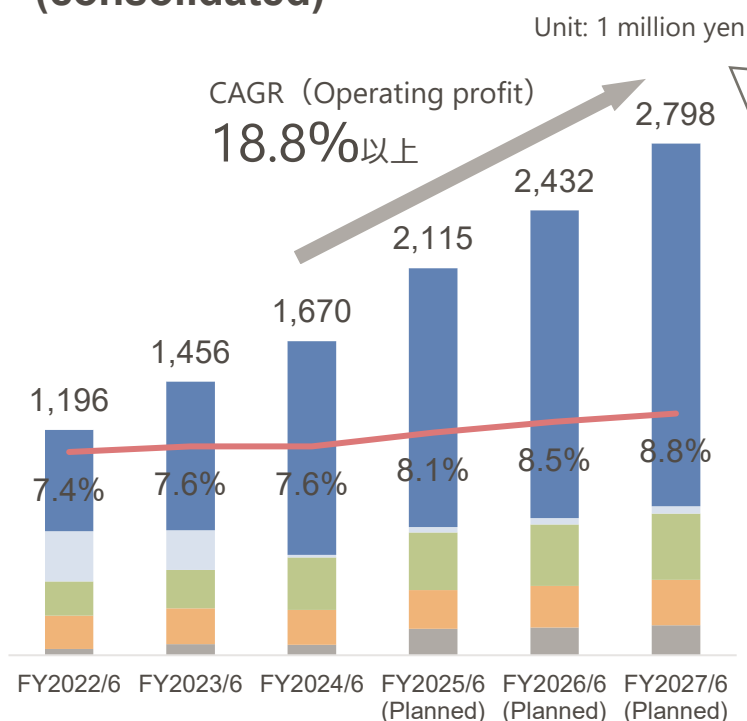
Medium-Term Management Indicators (Consolidated) – Sales and Profit Plan

◆ We aim to Increase profits by focusing on the highly profitable Cloud Integration Business.

■ Net sales (consolidated) *1

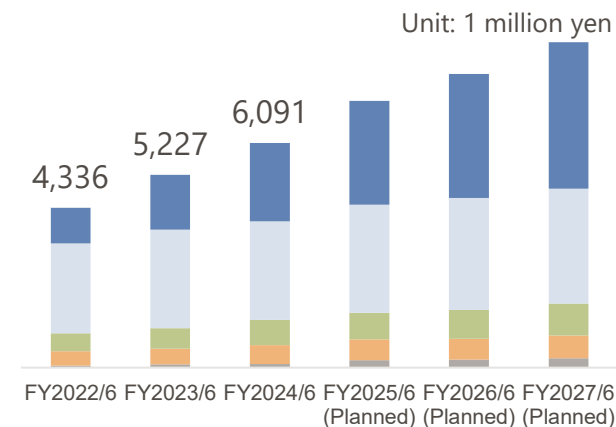


■ Operating profit/profit ratio (consolidated) *2



In the plan, operating profit of each segment will increase or decrease depending on the allocation of common SG & A expenses such as head office expenses (prorated to each segment according to incurred costs), while gross profit of each segment will grow steadily.

■ Gross profit (consolidated) *3

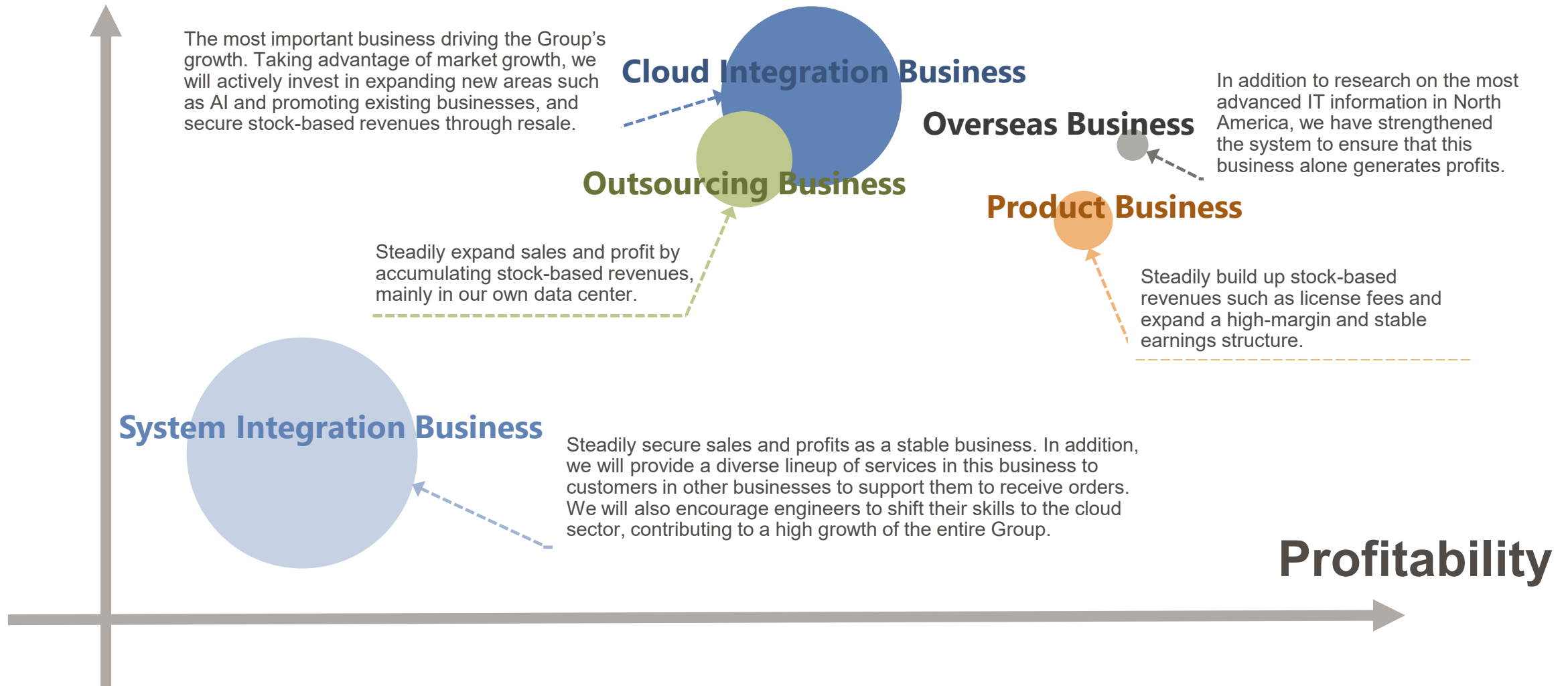


■ Cloud integration ■ System integration ■ Outsourcing ■ Product ■ Overseas — Operating profit ratio

Growth Strategy by Segment - Whole Picture

* The size of circle is the amount of sales.

Growth potential



Growth Strategy by Segment (Cloud Integration Business)(1)

Business outline: Technical support for migration and use of cloud services (ServiceNow, Microsoft Azure, AWS, Google Cloud, etc.) and resale of licenses, etc. (Resale)

◆ **In this business, a driving force of our Group, we will actively invest in expanding our scope of business and growing our existing businesses, while also expanding the virtuous cycle in which training engineers leads to increased orders.**

1 Expansion of the corresponding area

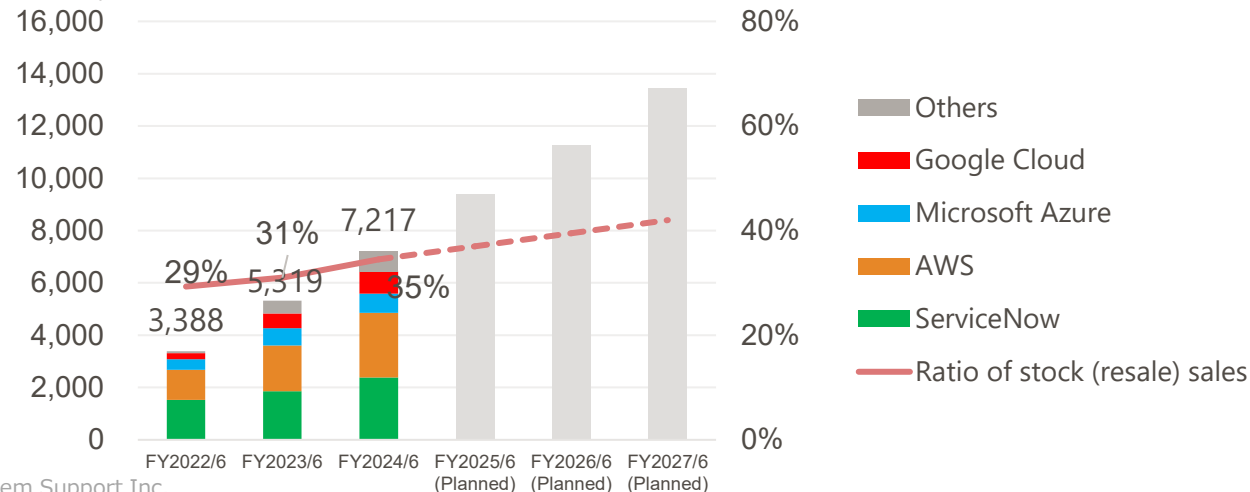
Expand the range of services by investing in AI-related services and new overseas services in order to be the first to deploy such services in the Japanese market.

2 Expansion of existing businesses

Focusing on AWS, Microsoft Azure, Google Cloud, and ServiceNow, which are the mainstays of this business, we will promote the recruitment and training of engineers and further enhance customer convenience as well as strengthen the development of unique services to improve the productivity of our Group, aiming to differentiate ourselves from other cloud integrators.

Net sales of Cloud Integration Business

Unit: 1 million yen



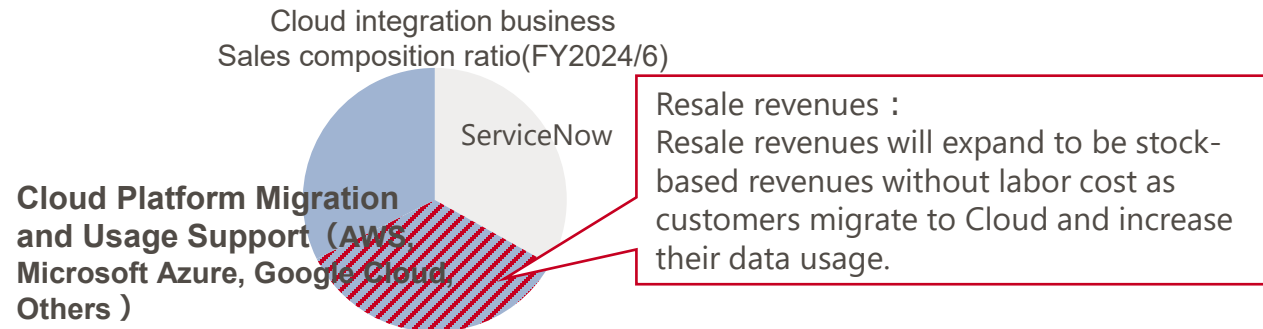
Training cloud-related engineers will lead to an increase in orders, and market growth will further grow our business.



Growth Strategy by Segment (Cloud Integration Business)(2)

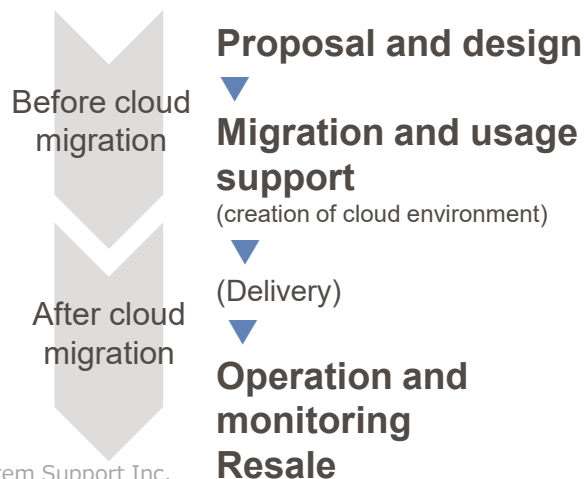
◆ Stock revenue (resale) accounted for 35% of net sales of Cloud Integration Business

The Company resells cloud accounts (pay-as-you-go or bulk purchases based on data usage) to customers when they use cloud infrastructure such as AWS, Microsoft Azure, and Google Cloud.

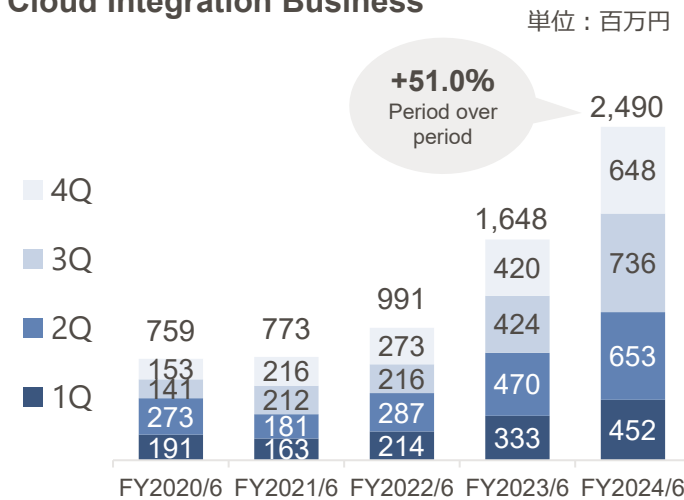


■ Flow of cloud platform migration and usage support

Our main services

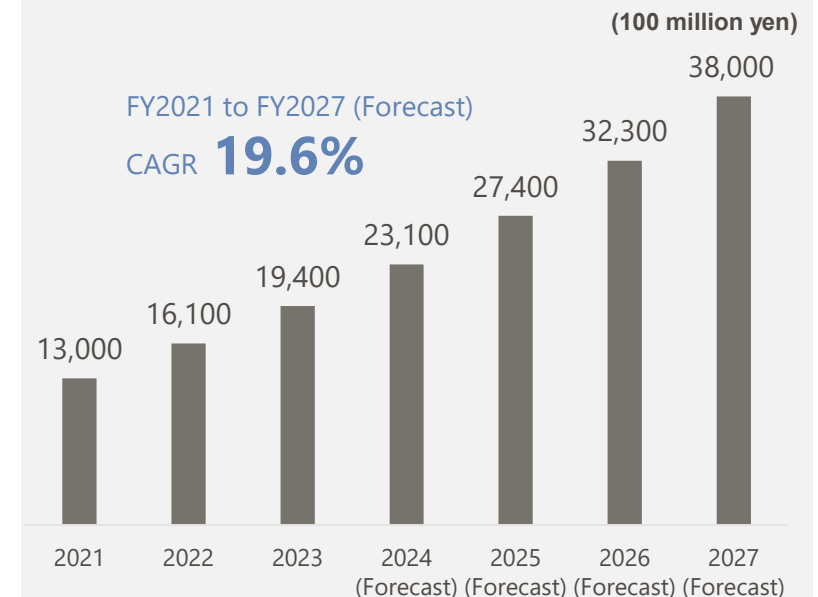


■ Changes in resale net sales in net sales for Cloud Integration Business



Expansion of the Cloud Market

■ Cloud platform services (IaaS/PaaS)
market trends and forecasts *



Growth Strategy by Segment

Business outline

Growth strategy

System Integration Business

Technical support for the introduction and use of ERP packages, construction of infrastructure such as Oracle database, and IT system consulting, design, development, operation, and maintenance

■ Expansion of existing businesses

Steadily recruit and train engineers and secure orders for ERP-related, database-related, RPA-related, and other IT system development, which are the mainstay of this business.

■ Provide customers with a variety of options

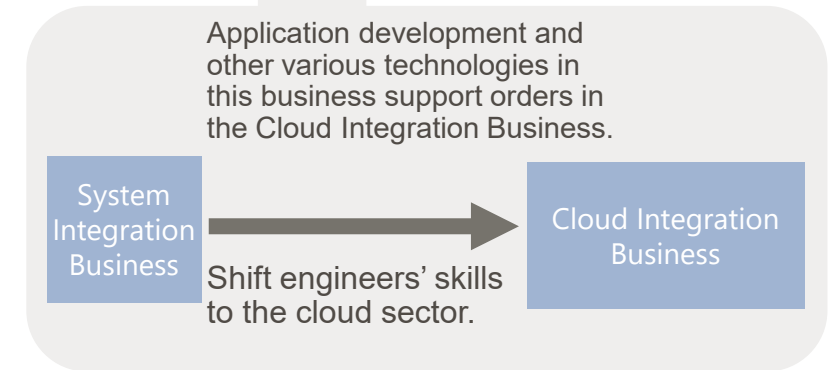
Provide a variety of services such as application development to customers in other businesses, including the Cloud Integration Business.

■ Strengthening project management

Continue project management from the perspective of quality, duration, cost, and risk control to curb the occurrence of unprofitable projects and improve service quality.

Client Companies

Percentage of direct transactions: 67.1%*1
Customer repeat rate: 85.1%*2



Outsourcing Business

Our Group's private cloud and other data center services, data analysis and input, and near-shore system operation and maintenance

■ Data center expansion

Target customers different from major cloud users, and use AI-related and other unique services as a hook tool to build up the numbers of customers and subscription fees per customer.

■ Continuous data center facility expansion

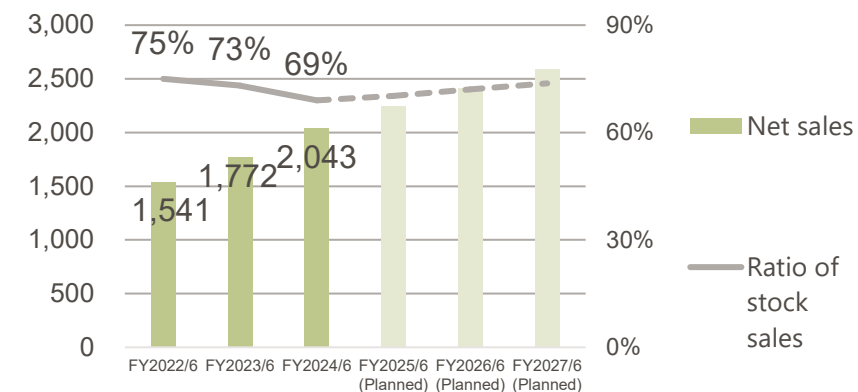
We will gradually increase equipment at our Group's data centers in Kanazawa and Tokyo according to operating status, achieving both quality improvement and profitability.

■ Expansion of ERP near-shore

With the need for maintenance of ERP products, centered on SAP ERP, expected to increase toward 2027, Our Company is strengthening its system by training near-shore personnel in the Kanazawa area.

■ Net sales of Outsourcing Business and ratio of stock sales (annual and monthly data center fees) against net sales

Unit: 1 million yen



Growth Strategy by Segment

Business outline

Growth Strategy

Product Business

Development, sales, and customization of products (software) by Our Group
Mainly cloud-based products (monthly billing system)

■ Maintaining and improving stable high profitability

By increasing non-customized sales, we will strengthen the structure in which increased sales lead to higher profits. We will accumulate stock-based sales such as monthly usage fees to ensure stable high profit margins.

■ Customer expansion

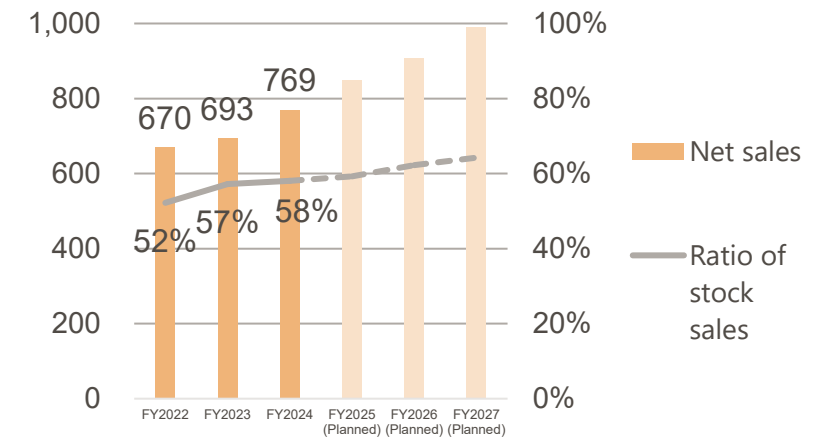
In order to increase new customers, Our Company will expand sales channels for agents and strengthen advertising and publicity.

■ Functional enhancement

Continue to enhance existing products to reduce lead time until introduction and improve competitiveness against other companies' products.

■ Net sales of Product Business and ratio of stock sales (monthly usage fees, etc.) against net sales

Unit: 1 million yen



Overseas Business

System integration overseas (in the U.S. and Canada), outsourcing of payroll and accounting services, recruitment services, and media management

■ Expansion of cutting-edge services in Japan

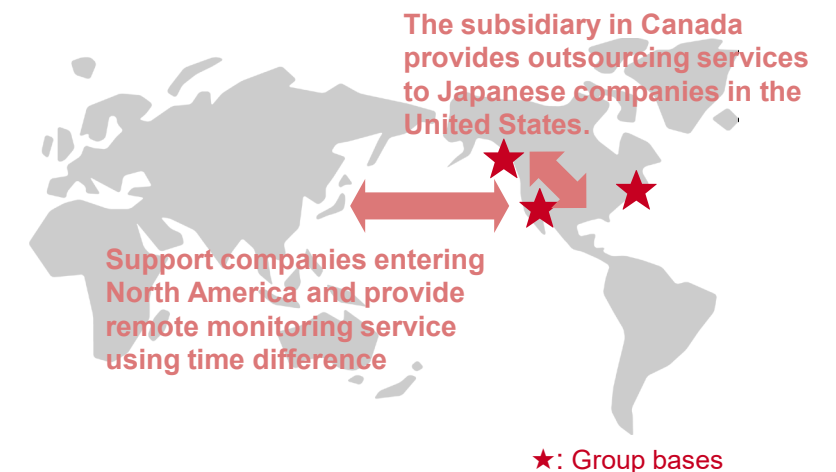
Collecting cutting-edge IT information to develop promising businesses in Japan.

■ Support for companies entering North America

Support for IT infrastructure, recruitment, and marketing of Japanese companies entering North America.

■ Strengthening outsourcing services

Strengthen remote monitoring services for Japanese companies using the time difference between Japan and North America and outsourcing services for Japanese companies in the U.S.



Human resources strategy

- ◆ Positioning human resources as the source of business growth, we aim to create new corporate value through “Active recruitment and promotion of diverse human resources,” “Human resource development,” and “Comfortable working environment.”

Recruitment and development measures

1 Active recruitment activities

Instead of recruiting all employees at the head office, we assign a recruiting manager to each location for flexible recruiting and to prevent mismatches between applicants.

2 Development of IT engineers

Investing to maintain and improve competitiveness, including acquisition of vendor qualifications mainly in the cloud field.

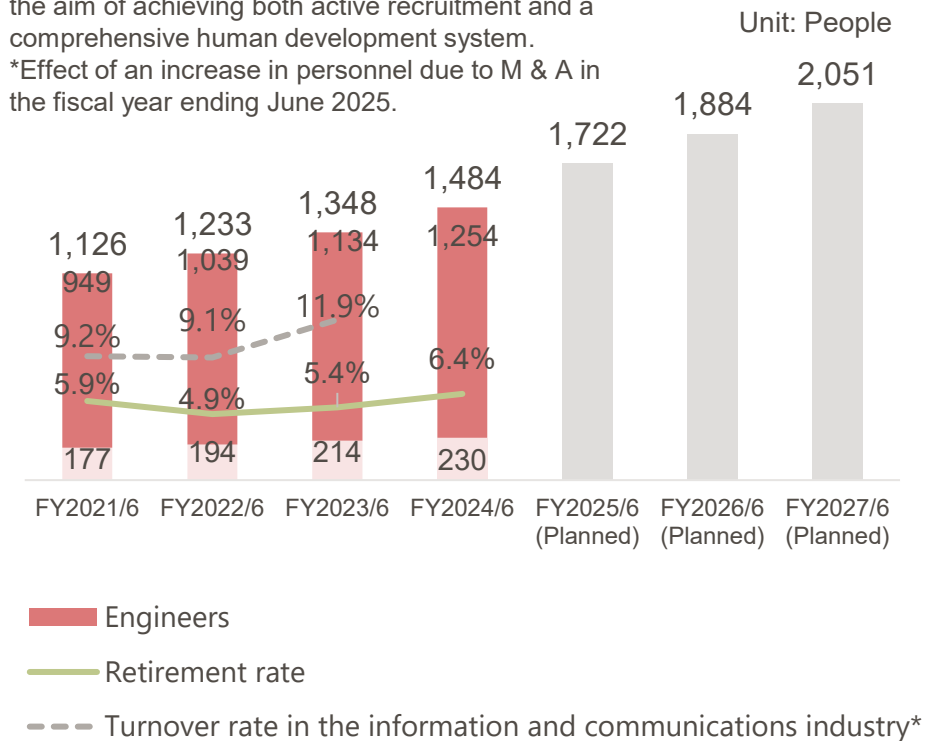
3 Raising salary levels and creating a comfortable working environment

Aiming to improve salary levels and to promote health management, diversity inclusion and equity, we set and achieve targets for the ratio of female employees, the ratio of employees taking paid leave, and the ratio of employees taking parental leave.

■ Personnel plan (consolidated)

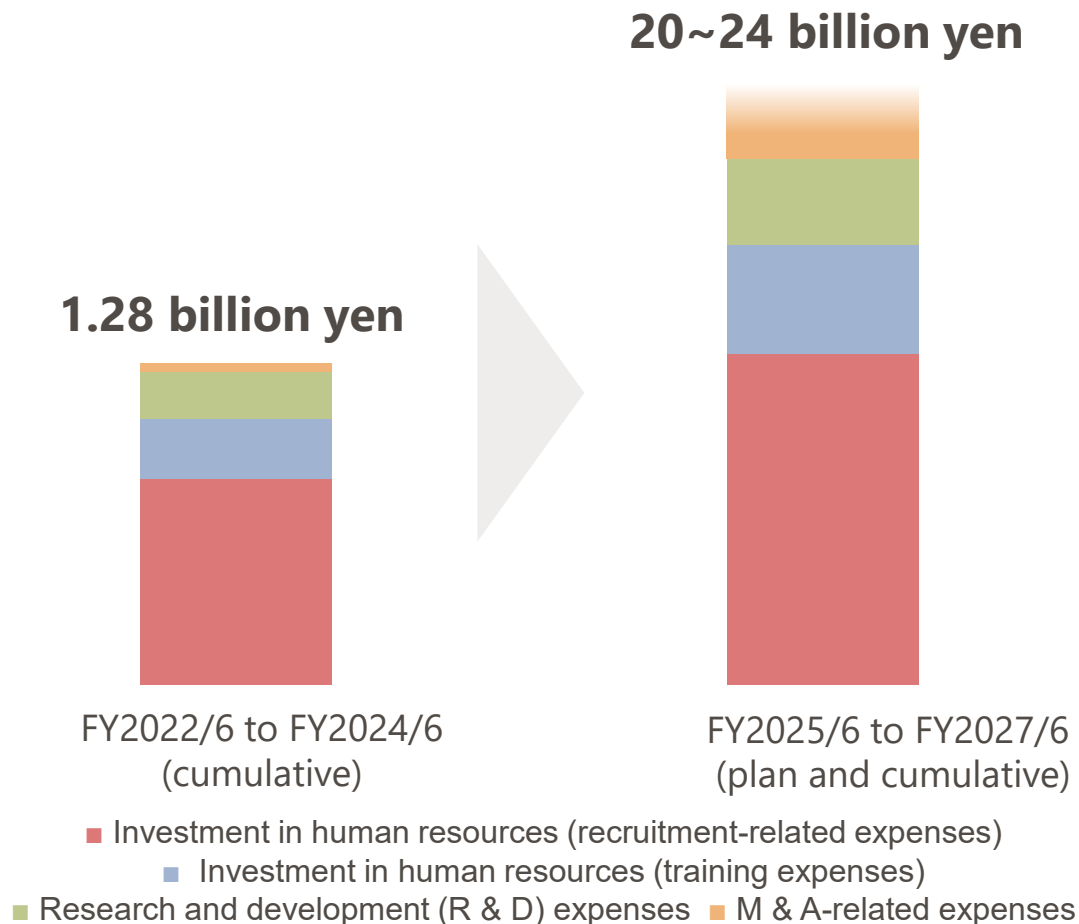
We plan to continue to increase the number of employees by approximately 10% every year with the aim of achieving both active recruitment and a comprehensive human development system.

*Effect of an increase in personnel due to M & A in the fiscal year ending June 2025.



Growth Investment Policy

- ◆ Accelerate growth by investing cash generated from business activities for developing new areas and strengthening business foundations.



Policies in each sector

■ Investment in human resources

Positioning human resources as a source of business growth, we will invest mainly in “active recruitment and appointment of diverse human resources” and “human resources development” (see page 14 for human resources strategy)

■ R & D investment

Focus on considering the development and strengthening of services, especially AI and cloud services.

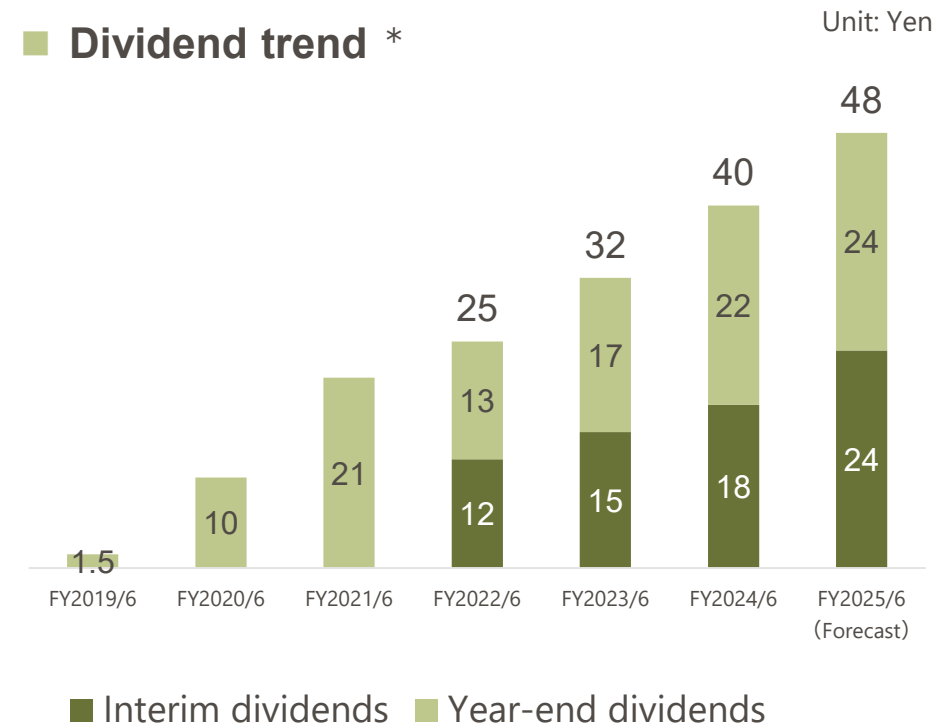
■ M & A investment

Dynamic implementation of M & A to expand the service lineup and resources in growth areas.

Shareholder Return Policy

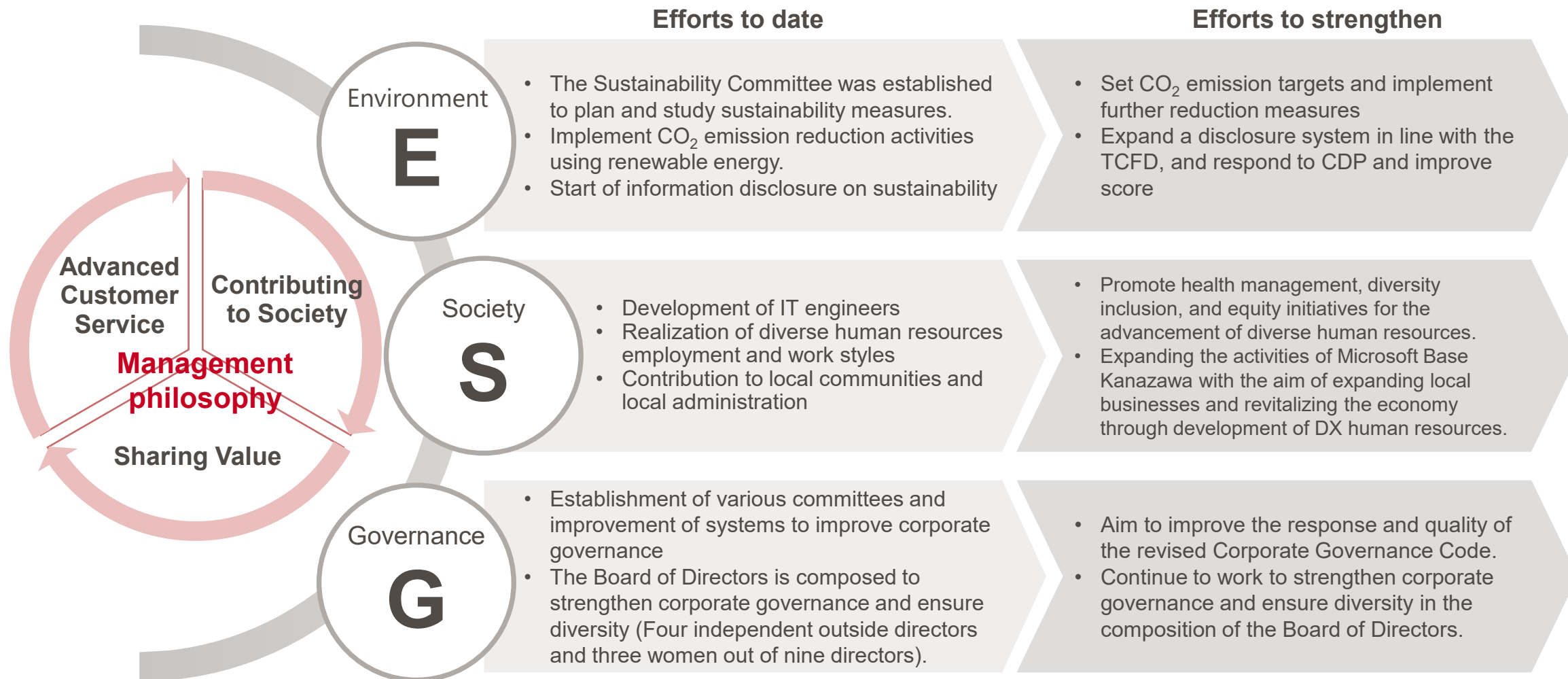
◆ Dividend policy

Our basic profit distribution policy is to continue to pay progressive dividends to shareholders and increase the level of dividends in accordance with our performance and profit level, while investing in future growth and strengthening our management structure.



Sustainability Policy

◆ Address social issues through sustainability management based on the management philosophy.



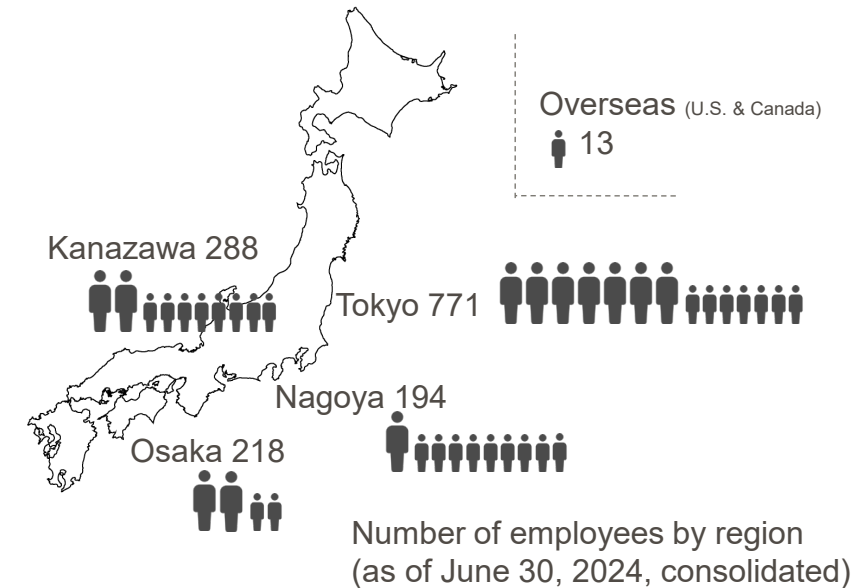
Reference Materials

Company Profile

Company name	System Support Inc. (STS)
Location	9F Rifare, 1-5-2 Honmachi, Kanazawa-shi, Ishikawa Prefecture
Founding	January 1980
Listed market	Tokyo Stock Exchange Prime Market (security code: 4396)
Capital	723 million yen
Net sales	22,029 million yen (FY2024/6, consolidated)
Representative	Ryoji Koshimizu, Representative Director
Number of employees	1,484 (as of June 30, 2024, consolidated)
Group bases	Tokyo, Nagoya, Osaka, and Kanazawa (headquarters), United States (Silicon Valley, LA), Canada (Vancouver)

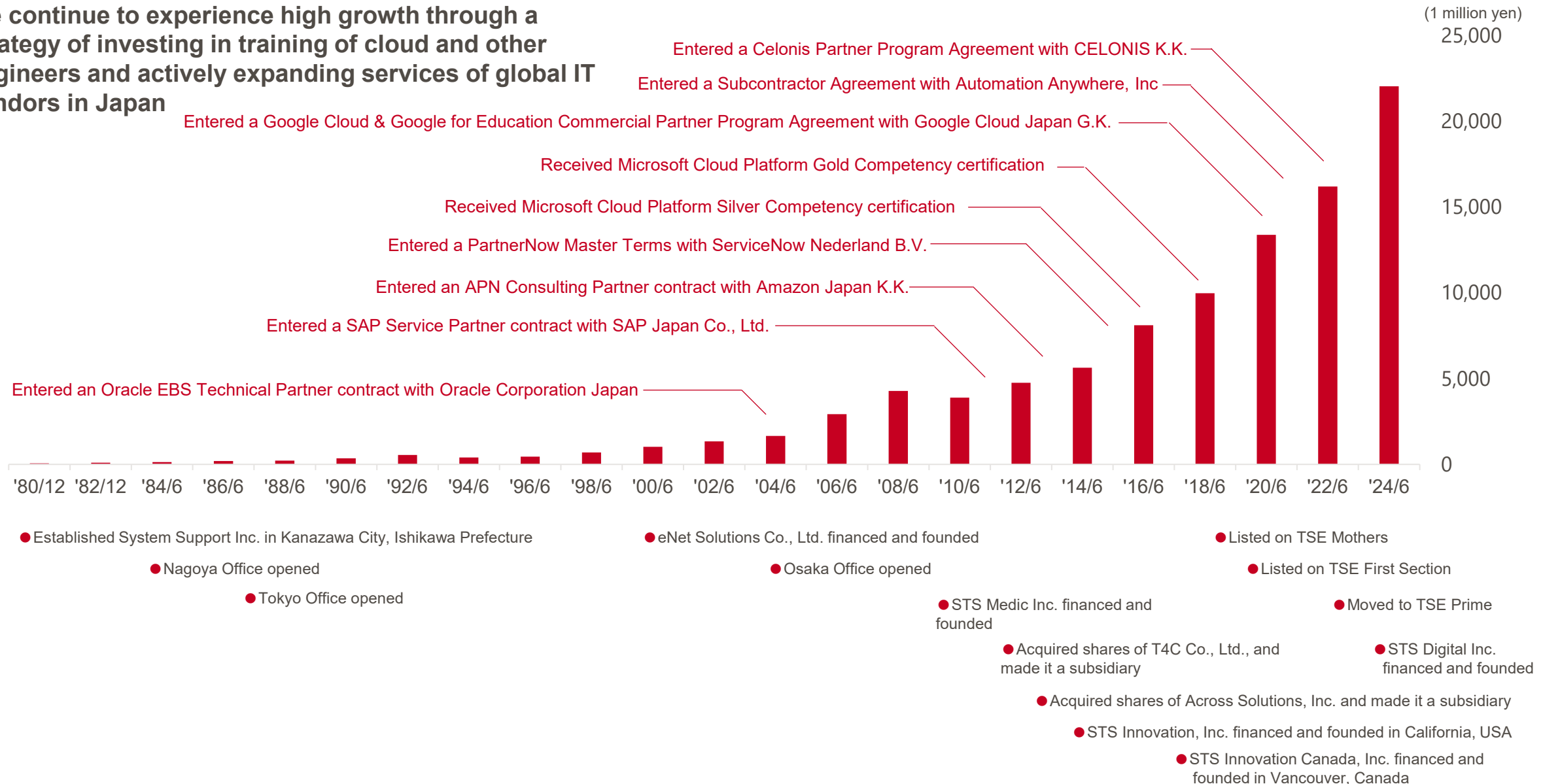
- The head office is located in Kanazawa City, and the center of business including employees and customers is Tokyo, Nagoya, and Osaka.
- 85% of employees are engineers

- Business outline**
- **Cloud Integration Business**
Technical support for migration and use of cloud services (ServiceNow, Microsoft Azure, AWS, Google Cloud, etc.) and resale of licenses, etc.
 - **System Integration Business**
Technical support for the introduction and use of ERP packages, construction of infrastructure such as Oracle database, and IT system consulting, design, development, operation, and maintenance
 - **Outsourcing Business**
Our Group's private cloud and other data center services, data analysis and input, and near-shore system operation and maintenance
 - **Product Business**
Development and sale of products (software) by Our Group, and customization according to user companies' applications
 - **Overseas Business**
Overseas system integration, outsourcing of payroll and accounting services, recruitment services, and media management



Company Profile – Net Sales Trends and History

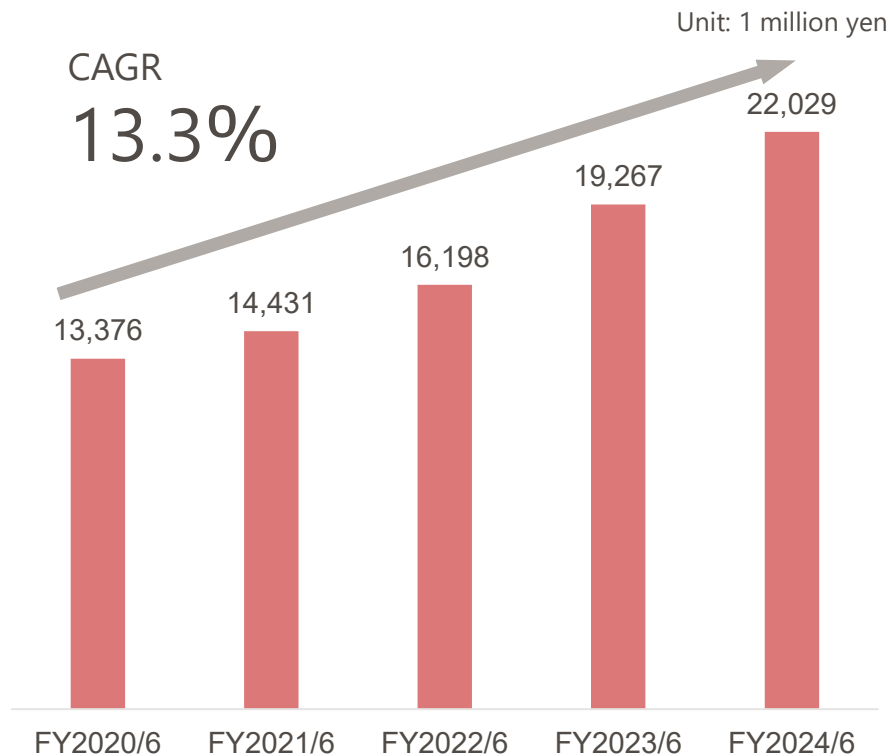
We continue to experience high growth through a strategy of investing in training of cloud and other engineers and actively expanding services of global IT vendors in Japan



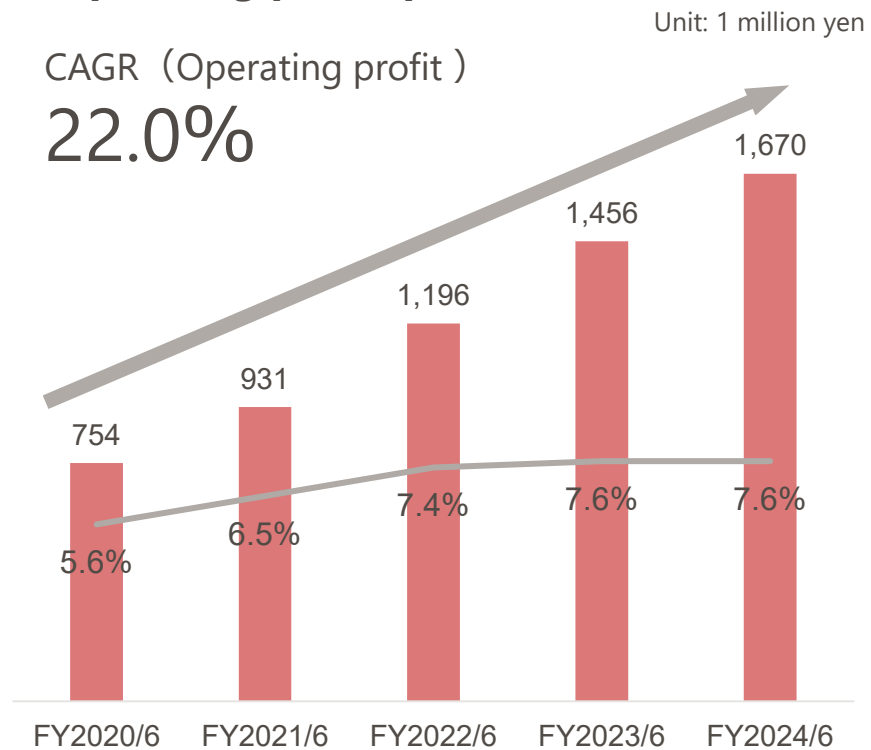
Review: FY2020/6 to FY2024/6 (1)

- ◆ Net sales were driven by Cloud-related business and CAGR was 13.3%.
- ◆ Operating profit grew at a CAGR of 22.0% and the operating profit rate increased by 2.0 percentage points due to the expansion of profitable businesses such as cloud-related businesses.

■ Net sales (consolidated)



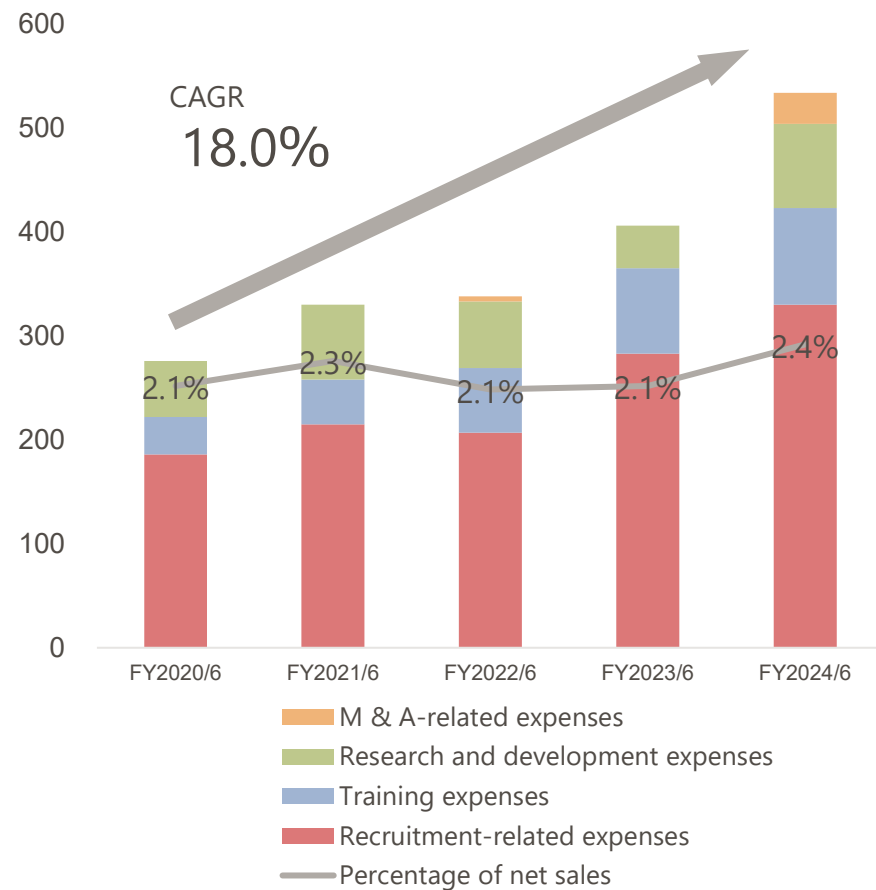
■ Operating profit/profit ratio (consolidated)



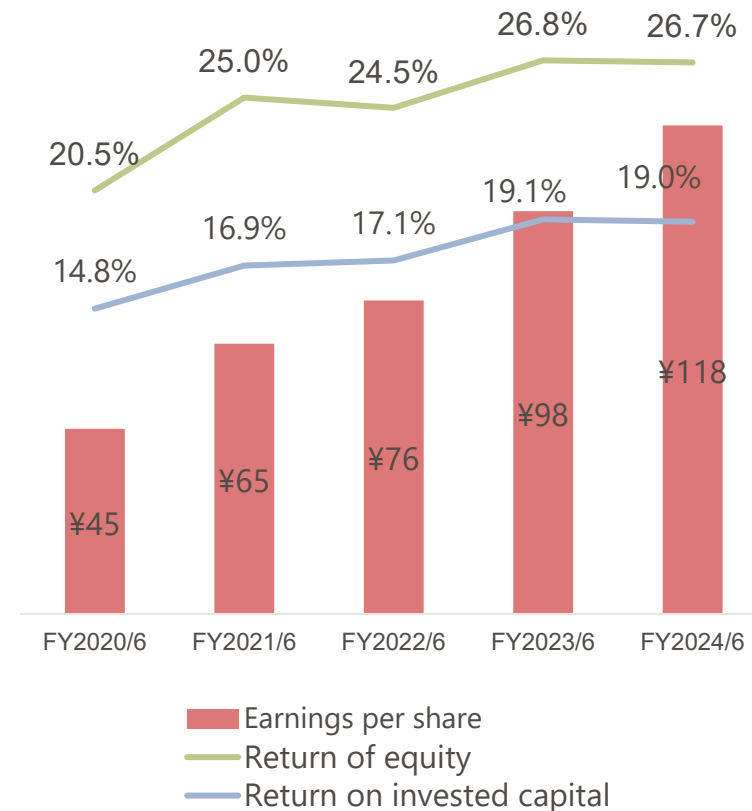
Review: FY2020/6 to FY2024/6 (2)

■ Investment-related expenses (consolidated)

Unit: 1 million yen



■ Management indicators (consolidated)



Disclaimer and Forward Looking Statements

- ◆ This document has been prepared by System Support Inc. (hereinafter referred to as “Our Company”) for the purpose of providing investors with an understanding of the current status of Our Company.
- ◆ The contents of this document are prepared based on economic, social, and other conditions generally recognized as prevailing at the time this report was prepared, as well as certain assumptions that we have judged to be reasonable, but may be subject to change without notice due to changes in the business environment or other reasons.
- ◆ The materials and information provided in this presentation include so-called “forward looking statements.” These statements are based on current expectations, projections, and assumptions with risks and involve uncertainties that could cause results to differ materially from those in the statements.
- ◆ Such risks and uncertainties include general industry and market conditions, and general domestic and international economic conditions such as interest rate and currency exchange rate fluctuations.

For further information, please contact:
Investor Relations, Administrative Planning Department, System Support Inc.
TEL: 076-265-5151 E-mail: ir@sts-inc.co.jp

Thank you

 システムサポート