

Supplementary Materials for Financial Results for the Fiscal Year Ended June 30, 2024

System Support Inc. (Security Code: 4396)

August 7, 2024



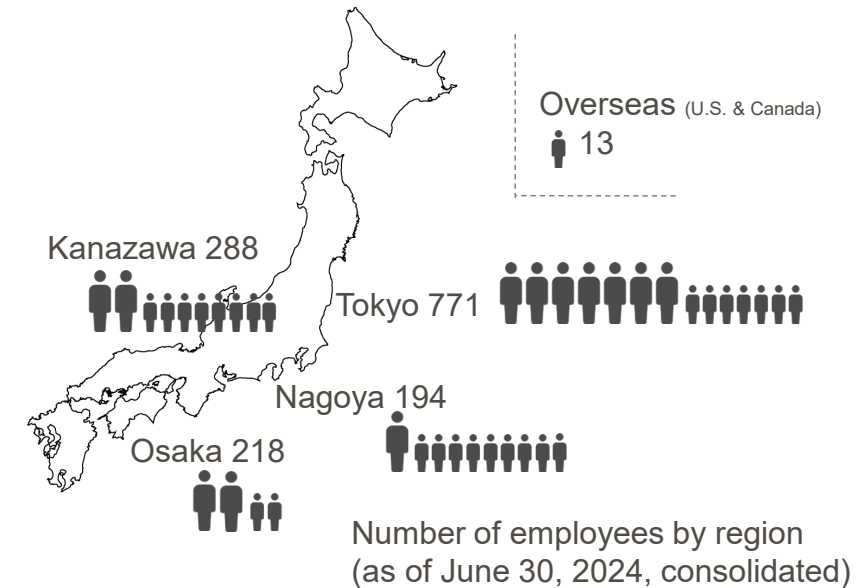
Notice: This document is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail.

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)

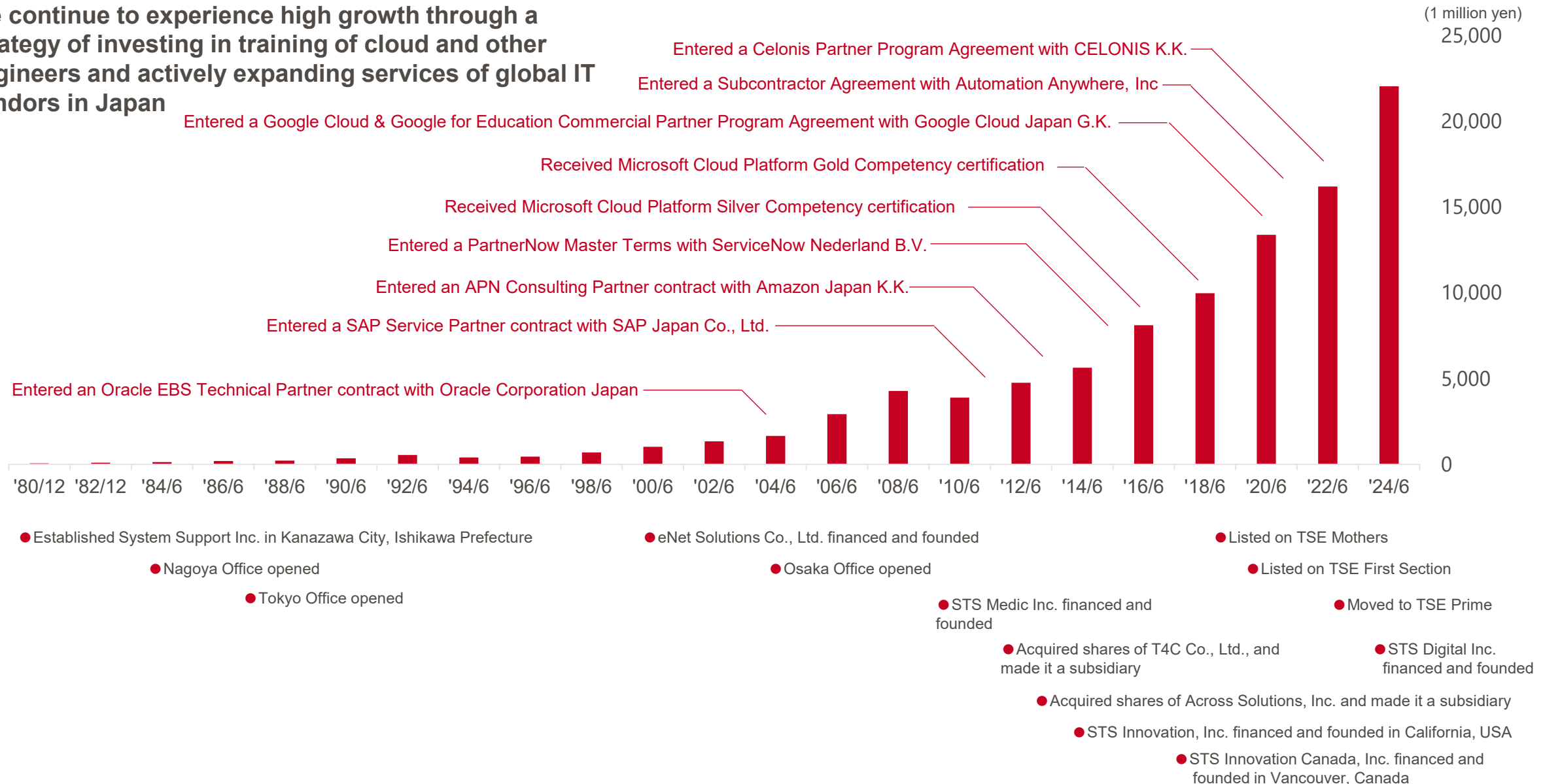
- The head office is located in Kanazawa City, and the center of business including employees and customers is Tokyo, Nagoya, and Osaka.
- 85% of employees are engineers

- 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



Summary of Financial Results of FY2024/6 and Earning Forecast of FY2025/6

Contents

- ▶ 1. Financial highlights
- ▶ 2. Forecast for full year earning of FY2025/6 (consolidated)
- ▶ 3. Business segments
- ▶ 4. Net sales and income by segment (consolidated)
- ▶ 5. Human resources strategy

Financial Highlights of FY2024/6

◆ **Net sales grew steadily, exceeding the initial forecast.**

In particular, the Cloud Integration Business is expected to remain in high demand and to continue to strongly drive overall sales and profits.

◆ **Operating profit not reach the initial plan mainly due to a temporary increase in SG & A expenses.**

Expenses related to two M & As (30 million yen) and bad debt losses and related provision of allowance for doubtful accounts (57 million yen) were incurred in the fourth quarter, and preparation expenses for transition to a holding company and travel and transportation expenses increased from the initial forecast.

◆ **Recruitment is generally progressing according to the plan.**

Annual net increase in the number of employees was 136, 10.1% year on year, steadily reinforcing the service provision system.

◆ **The impact of the Noto Peninsula earthquake that occurred on January 1, 2024 on our Group's performance is minor.**

Unit: 1 million yen

	FY2022/6	FY2023/6	FY2024/6	Difference (Period over period)	Percentage change (Period over period)	Progress rate against full-year forecast
Net sales	16,198	19,267	22,029	+2,762	+14.3%	101.1%
Gross profit	4,336 (26.8%)	5,227 (27.1%)	6,091 (27.7%)	+863	+16.5%	-
Operating profit	1,196 (7.4%)	1,456 (7.6%)	1,670 (7.6%)	+214	+14.7%	94.8%
Ordinary profit	1,190 (7.3%)	1,465 (7.6%)	1,743 (7.9%)	+277	+19.0%	99.3%
Profit attributable to owners of parent	785 (4.9%)	1,009 (5.2%)	1,224 (5.6%)	+214	+21.2%	104.9%

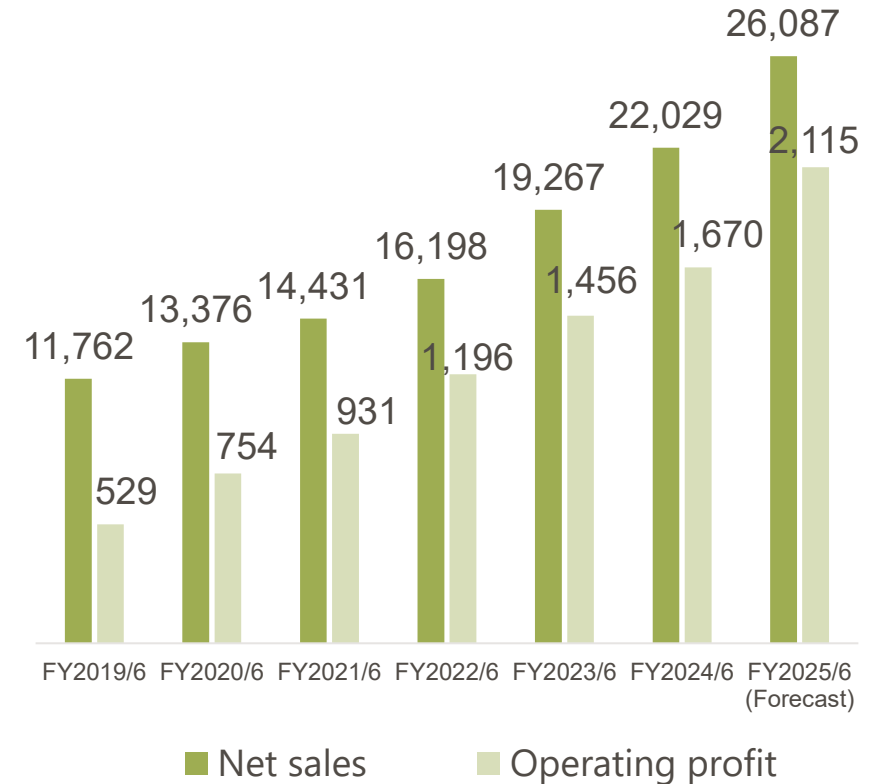
Forecast for Full Year Earning of FY2025/6 (Consolidated)

Unit: 1 million yen

	FY2023/6	FY2024/6	FY2025/6 (Forecast)	Percentage change (Period over period)	
Net sales	19,267	22,029	26,087	+ 18.4%	
Operating profit	1,456	1,670	2,115	+ 26.6%	
Ordinary profit	1,465	1,743	2,106	+20.8%	
Profit attributable to owners of parent	1,009	1,224	1,444	+18.0%	
Annual dividends	Interim dividends	15円	18円	24円	-
	Year-end dividends	17円	22円	24円	-
	Total	32円	40円	48円	-

Net sales/operating profit (consolidated)

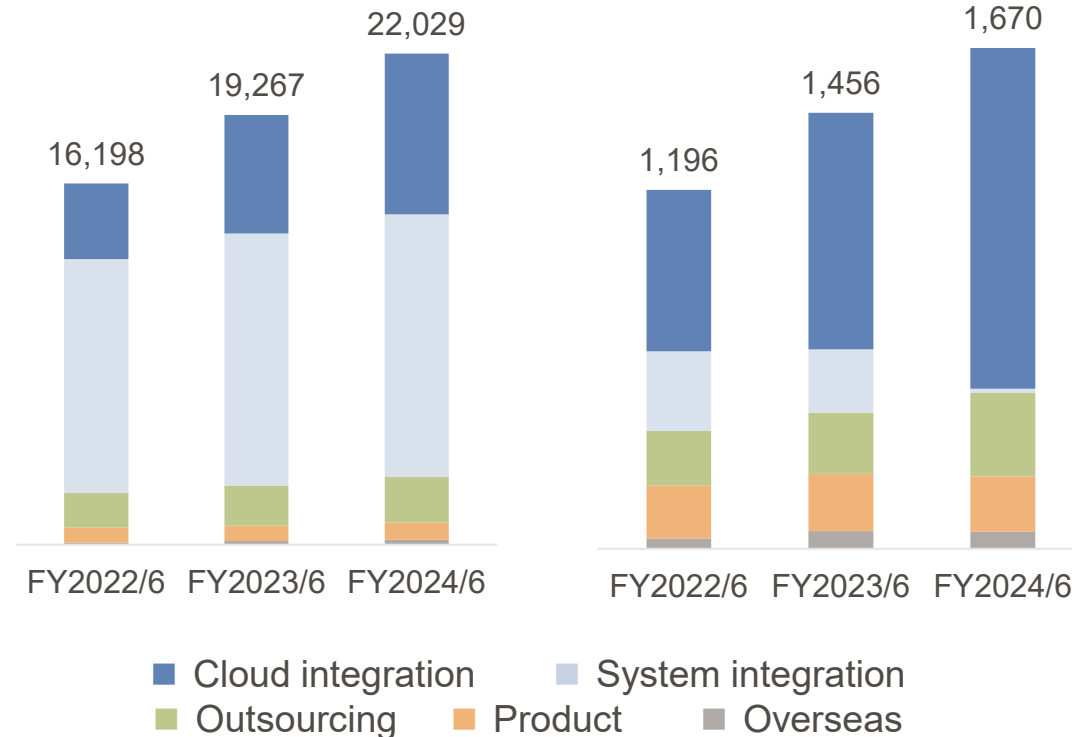
Unit: 1 million yen



Business segments

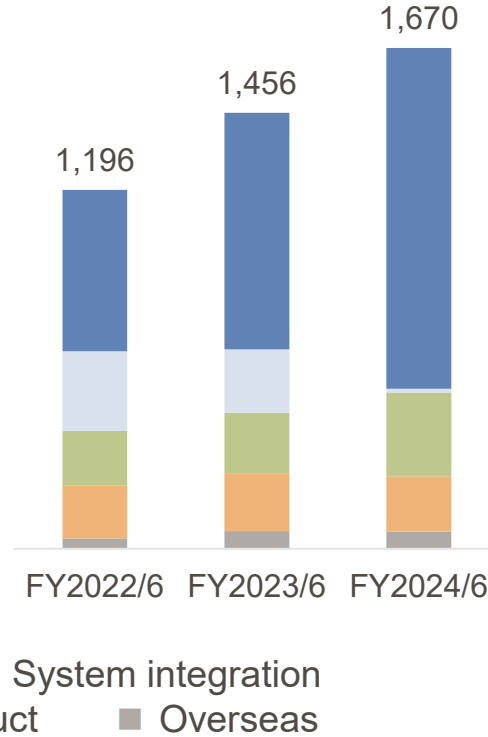
■ Net sales (Consolidated)*1

Unit: 1 million yen



■ Operating profit (Consolidated)*2

Unit: 1 million yen



Cloud integration Business

The most important business driving the Group's growth. Taking advantage of market growth, we will actively invest in expanding new areas such as AI and promoting existing businesses, and secure stock-based revenues through resale.

System integration Business

Steadily secure sales and profits as a stable business. In addition, we will provide a diverse lineup of services in this business to customers in other businesses to support them to receive orders. We will also encourage engineers to shift their skills to the cloud sector, contributing to a high growth of the entire Group.

Outsourcing Business

Steadily expand sales and profit by accumulating stock-based revenues, mainly in our own data center.

Product Business

Steadily build up stock-based revenues such as license fees and expand a high-margin and stable earnings structure.

Overseas Business

In addition to research on the most advanced IT information in North America, we have strengthened the system to ensure that this business alone generates profits.

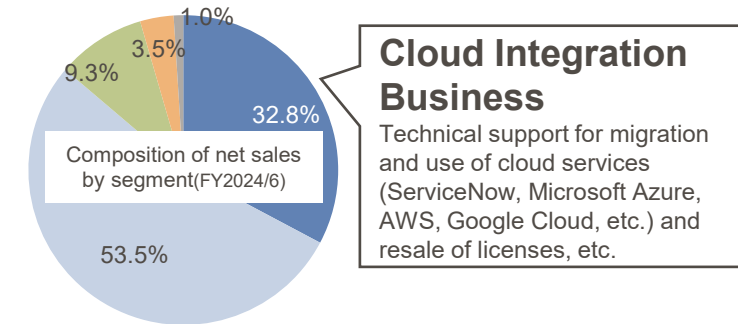
*1 Net sales are sales to external customers.

*2 Segment profit is the amount after adjustment for operating profit in the consolidated financial statements.

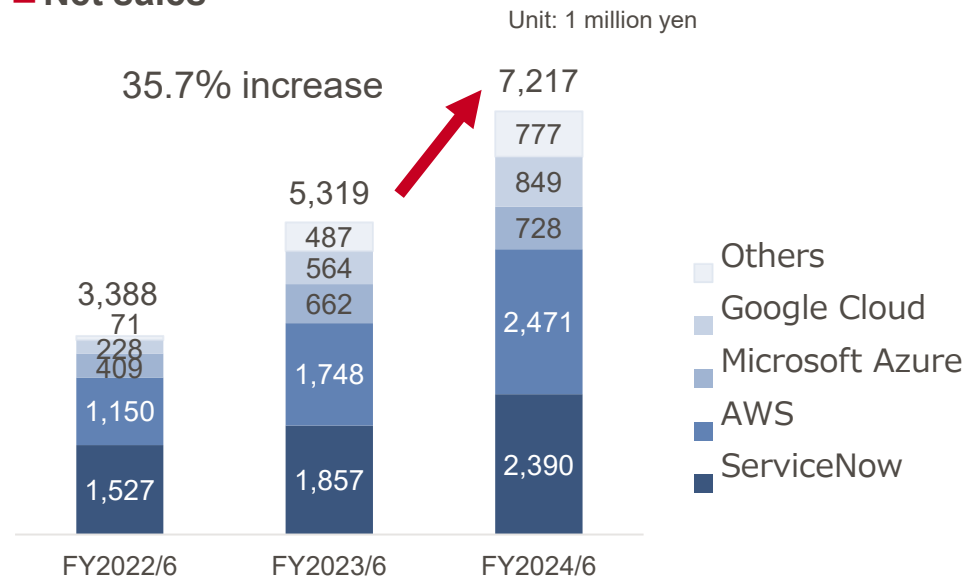
Consolidated Net Sales and Income by Segment of FY2024/6

◆ Cloud Integration Business

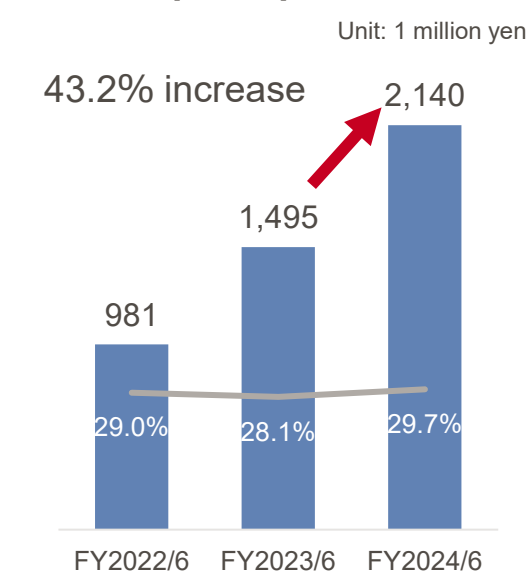
- Demand continues to be strong with DX as a tailwind, and we are steadily strengthening our service provision system through hiring and in-house training, so both sales and profits are progressing ahead of plan.
- ServiceNow and AWS achieved high growth, due to steady orders from end users and strengthened systems for ServiceNow, and due to steady accumulation of resales for AWS.
- Azure OpenAI, services related to Microsoft's generative AI, and Oracle Cloud Infrastructure have grown significantly, steadily expanding the scope of services.



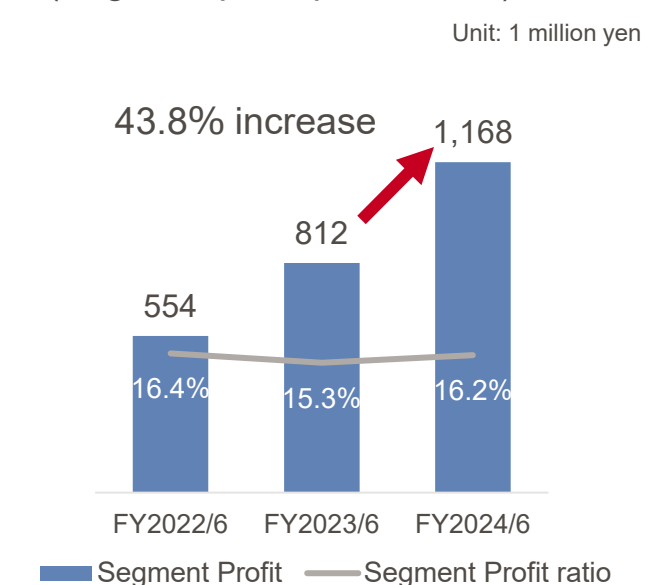
■ Net sales*1



■ Gross profit/profit ratio*2



■ Operating profit/profit ratio (Segment profit/profit ratio*3)



*1 Net sales are sales to external customers.

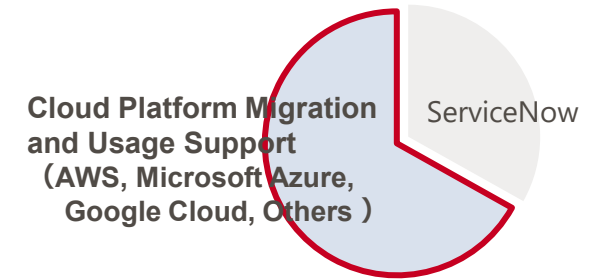
*2 Gross profit by segment is the amount before adjustment for gross profit in the consolidated financial statements.

*3 Segment profit is the amount before adjustment for operating profit in the consolidated financial statements.

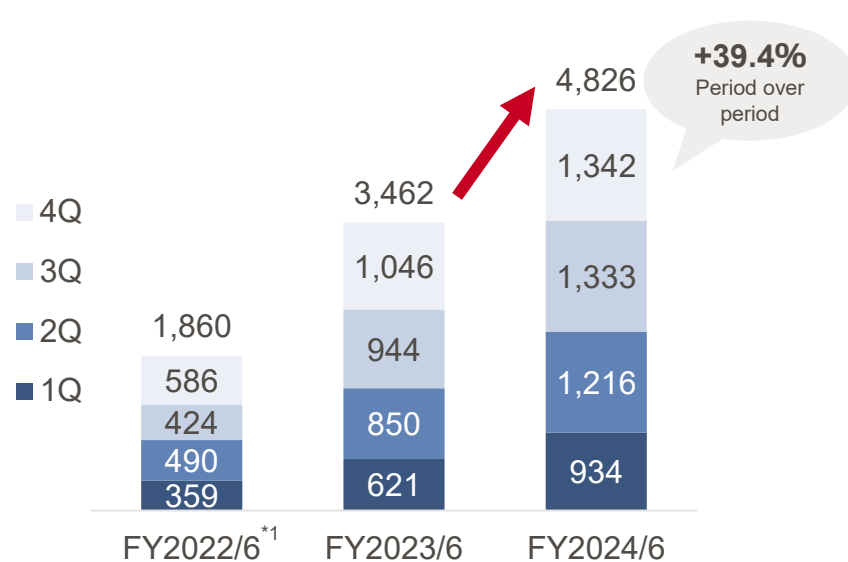
Cloud Integration Business Details (1) Cloud platform migration (Microsoft Azure, AWS, Google Cloud, Others) and usage support

- ◆ We provide cloud migration and usage support, leveraging our strengths in the area of using cloud databases and data analysis platforms.
- ◆ After migration, we secure stock-type revenue without requiring human labor by reselling cloud accounts.
- ◆ Structure that supports high growth through steady accumulation of resales

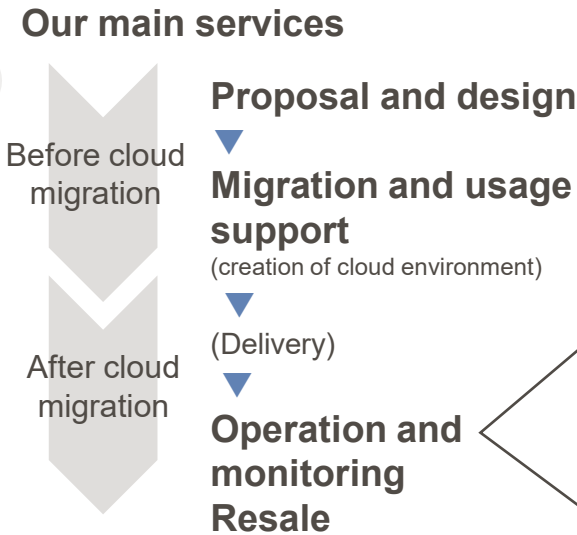
Cloud integration business
Sales composition ratio



■ Net sales for cloud platform migration, usage support, etc. Unit: 1 million yen

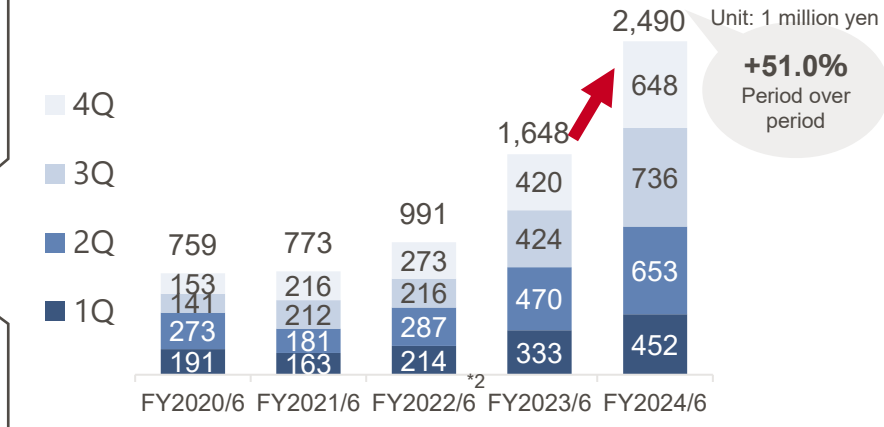


■ Flow of cloud platform migration and usage support



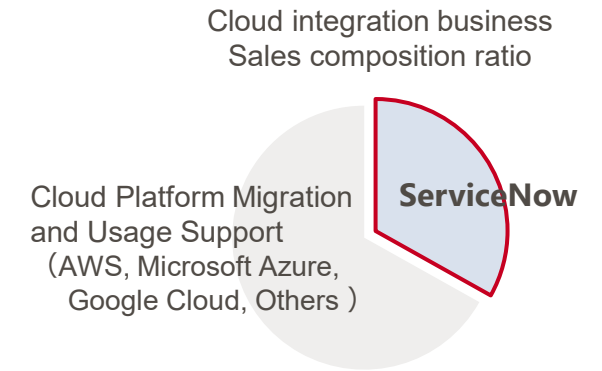
Reselling cloud accounts (pay-as-you-go or bulk purchases based on data usage) from Our Company to customers to ensure stock revenue

■ Changes in resale net sales in net sales for cloud platform migration, usage support, etc. Unit: 1 million yen

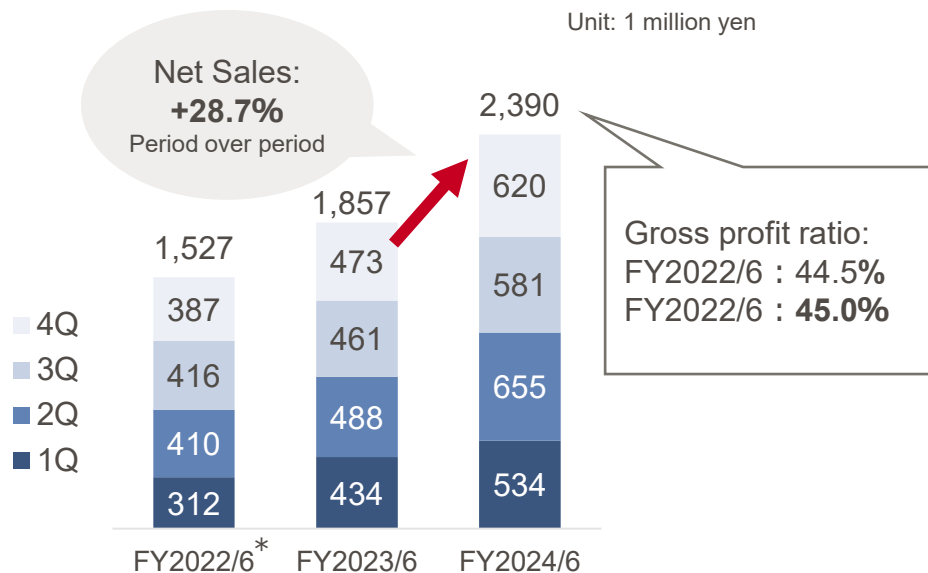


Cloud Integration Business Details (2) Support for the Introduction and Use of ServiceNow

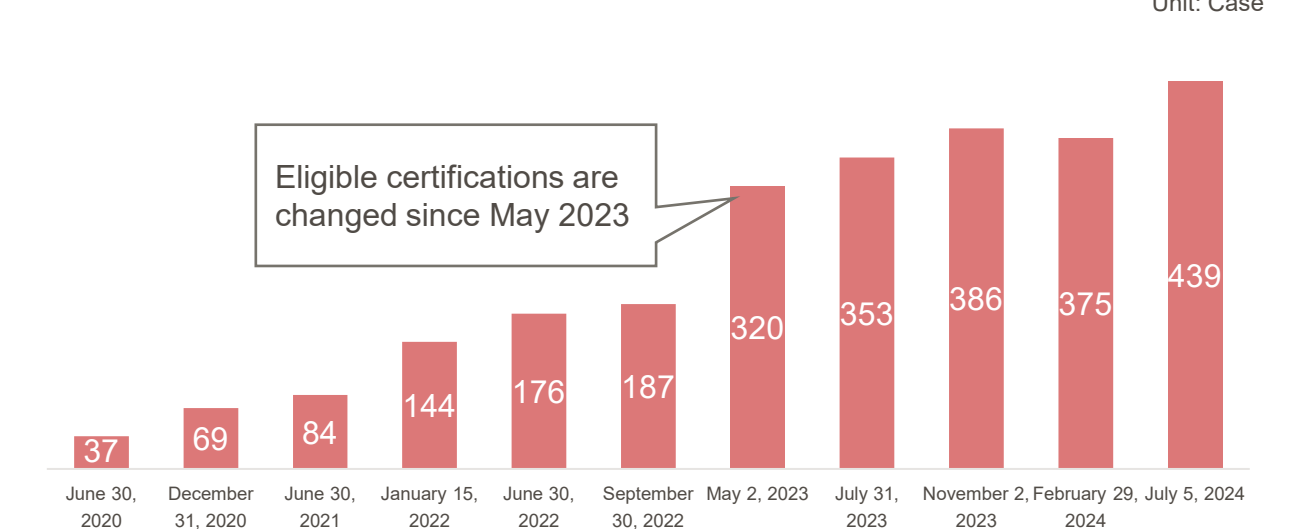
- ◆ We have achieved high growth through a system that ranks 3rd in Japan in the number of ServiceNow certified build certifications acquired*1 and the know-how accumulated over the approximately 10 years since the start of service provision within our group.
- ◆ First domestic company certified as a Bronze Services Partner in 2017*2; currently the Elite Partner.
- ◆ We maintain high profit margins because engineers are rare in this field.



Net sales of ServiceNow



Number of our ServiceNow certified build certifications*3



*There have been minor revisions to the sales figures for each quarter of the fiscal year ended June 30, 2022, as compared to the figures shown in the supplementary materials for the 1Q of the fiscal year ending June 30, 2023, but the full-year total figures remain unchanged.

*1 From the ServiceNow Japan website (As of July 5, 2024 Eligible certifications: CTA, CSA, CAD, CAS-PA, CIS, Developer Core Skills, Suite (Pro))

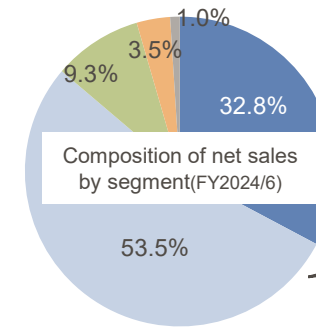
*2 From the ServiceNow partner program of ServiceNow, Inc. in the U.S.

*3 Eligible certifications: CIS, CAD, CAS, CTA until the end of September 2022, CTA, CSA, CAD, CAS-PA, CIS, Developer Core Skills, Suite (Pro) from May 2023

Consolidated Net Sales and Income by Segment of FY2024/6

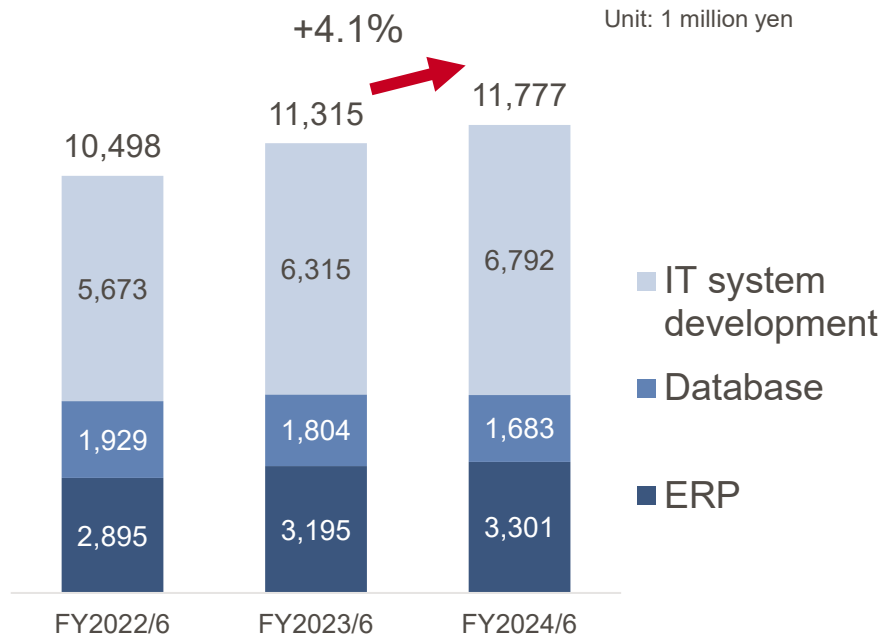
◆ System Integration Business

- Fields where our Group has strengths, such as ERP (SAP)-related fields, are performing well.
- Both sales and profit were lower than planned due to the increasing shift of engineers from this business to the Cloud Integration Business.
- The decrease in segment profit was mainly due to the effect of the allocation of SG & A expenses, and it was concluded that there was no significant decrease in the profitability of the business.

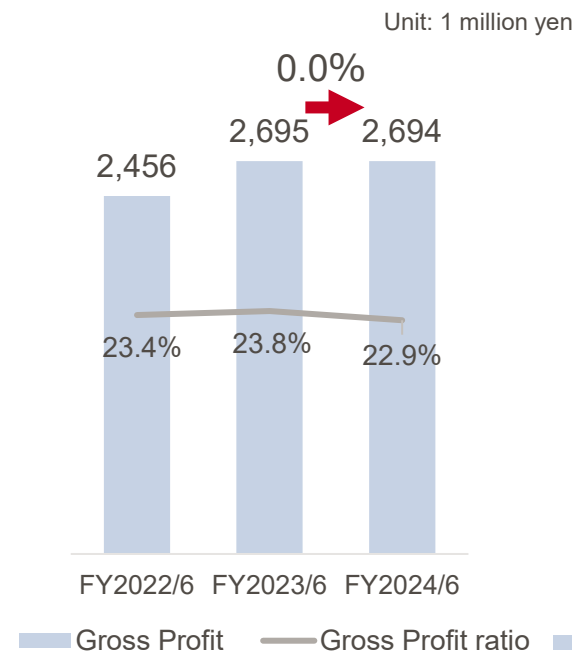


System Integration Business
 Technical support for the introduction and use of ERP packages, construction of infrastructure such as Oracle database, and IT system consulting, design, development, operation, and maintenance

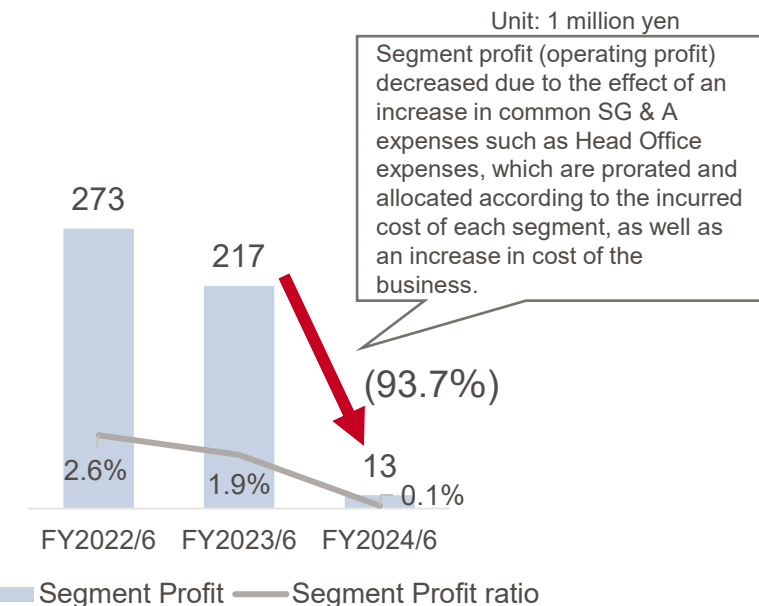
■ Net sales*1



■ Gross profit/profit ratio*2



■ Operating profit/profit ratio (Segment profit/profit ratio*3)



Segment profit (operating profit) decreased due to the effect of an increase in common SG & A expenses such as Head Office expenses, which are prorated and allocated according to the incurred cost of each segment, as well as an increase in cost of the business.

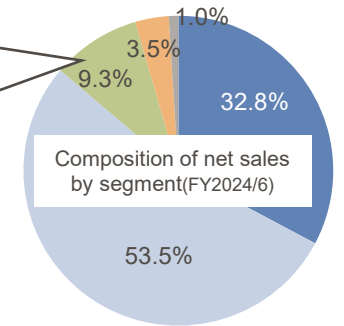
Consolidated Net Sales and Income by Segment of FY2024/6

◆ Outsourcing Business

- In the data center business, Net sales steadily increased due to the accumulation of stock-type revenues such as monthly subscription fees and the rise in user fees per company due to the expansion of customer usage, and gross profit increased due to the introduction of high profit margins.
- Near-shore sales (SAP ERP maintenance, etc.) in Kanazawa expanded due to system reinforcement.

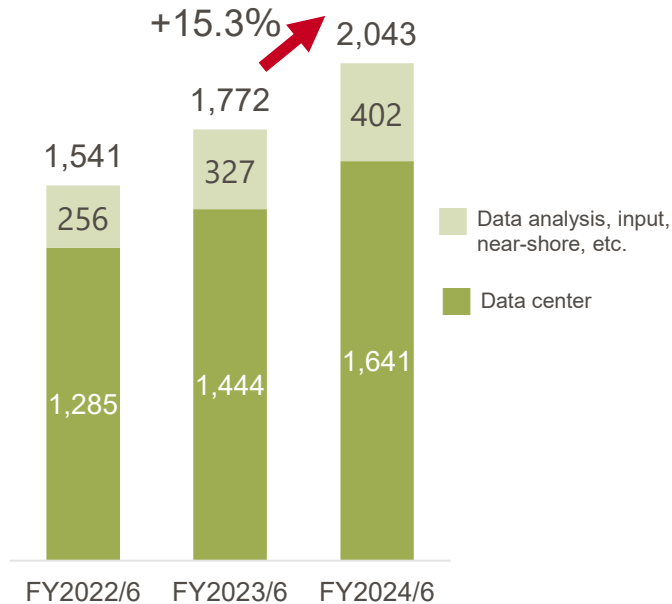
Outsourcing Business

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



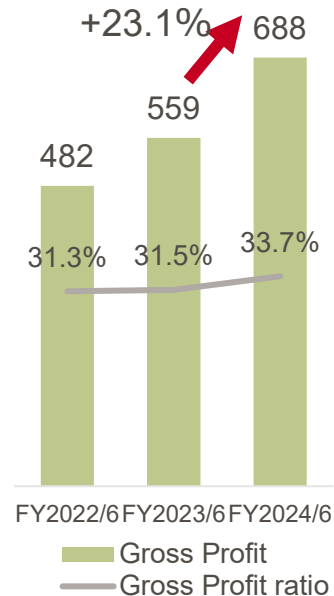
■ Net sales*1

Unit: 1 million yen



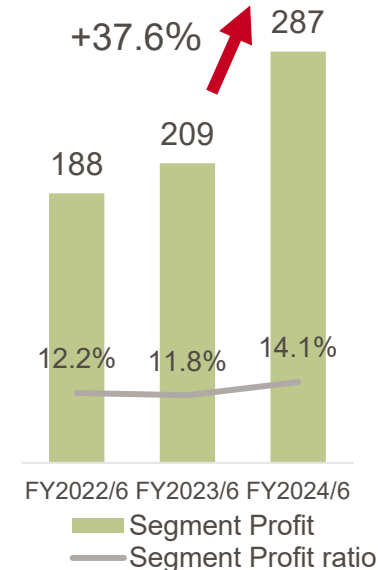
■ Gross profit/profit ratio*2

Unit: 1 million yen



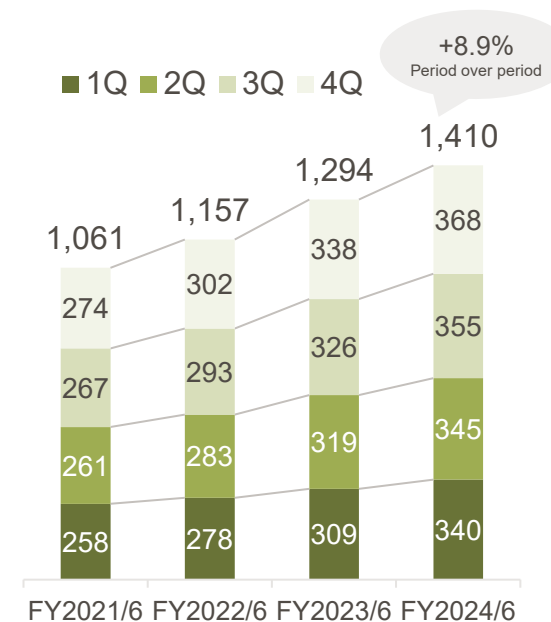
■ Operating profit/profit ratio (Segment profit/profit ratio*3)

Unit: 1 million yen



■ Changes in stock sales in net sales of Outsourcing Business

Unit: 1 million yen

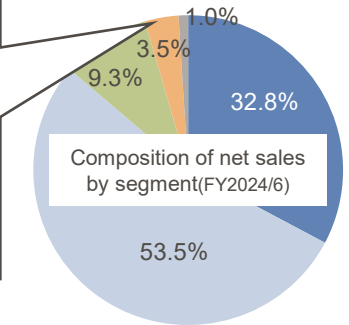


Consolidated Net Sales and Income by Segment of FY2024/6

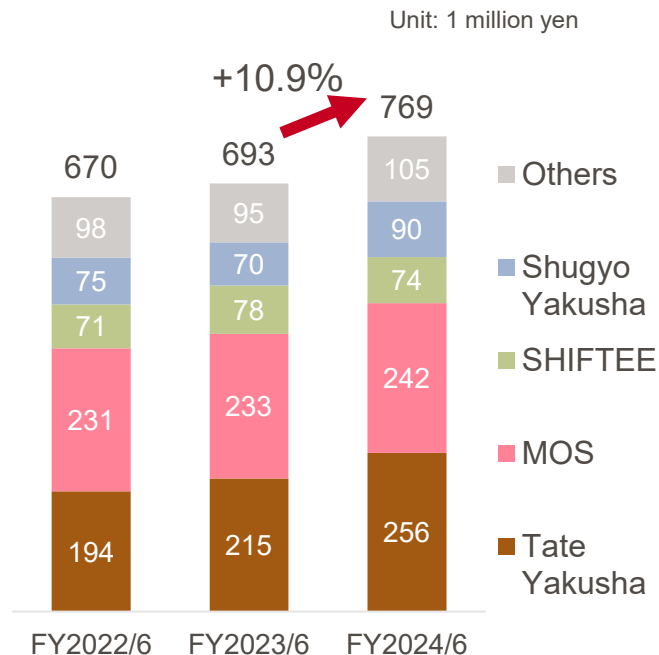
◆ Product Business

- Stock-type revenues such as license fees are steadily accumulating and are expected to continue to increase in the future.
- SHIFTEE's sales decreased due to a decrease in customization at the time of introduction, but stock sales increased.
- Although gross profit increased due to the acquisition of new high-margin installation projects and an increase in the ratio of stock sales, the operating profit was affected by an increase in selling, general and administrative expenses due to exhibitions and sales activities.

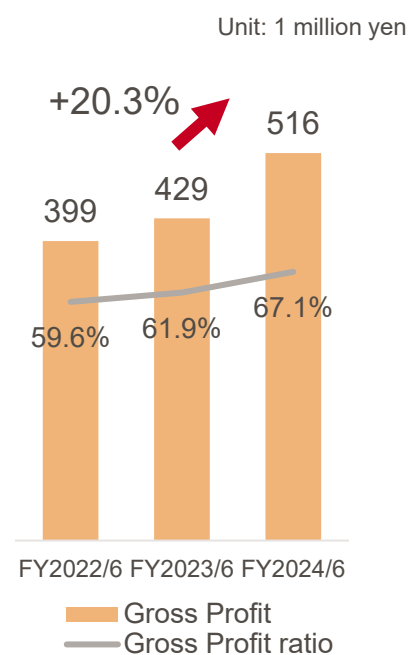
Product Business
Development and sale of products (software) by Our Group, and customization according to user companies' applications



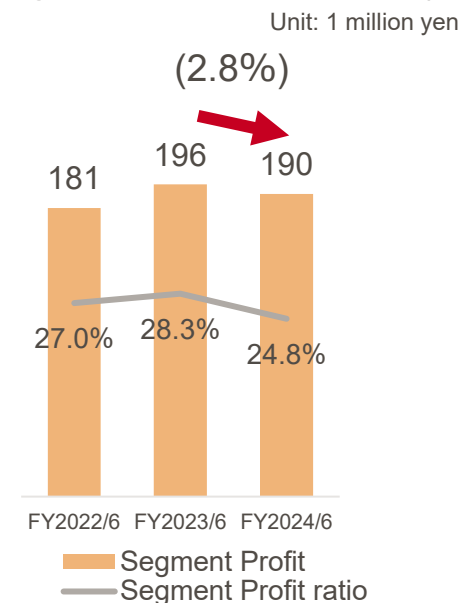
■ Net sales*1



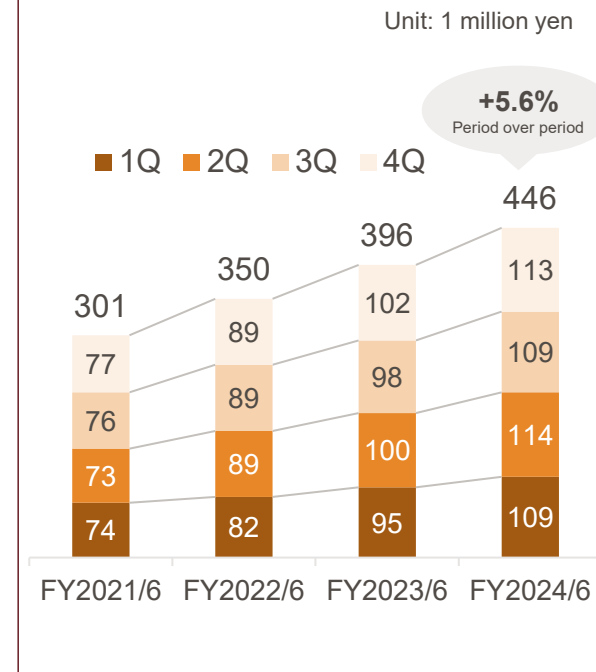
■ Gross profit/profit ratio*2



■ Operating profit/profit ratio (Segment profit/profit ratio*3)



■ Changes in stock sales in net sales of Product Business



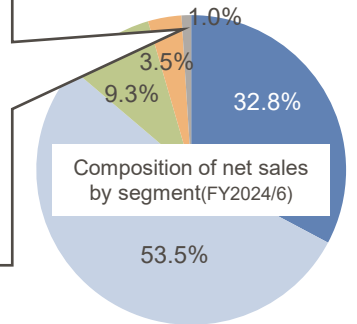
Consolidated Net Sales and Income by Segment of FY2024/6

◆ Overseas Business

- System integration, recruitment services, and outsourcing of payroll and accounting services in North America are performing well.
- System integration project status affects gross profit margin.
- We are steadily expanding a system that allows this business to generate profits independently.

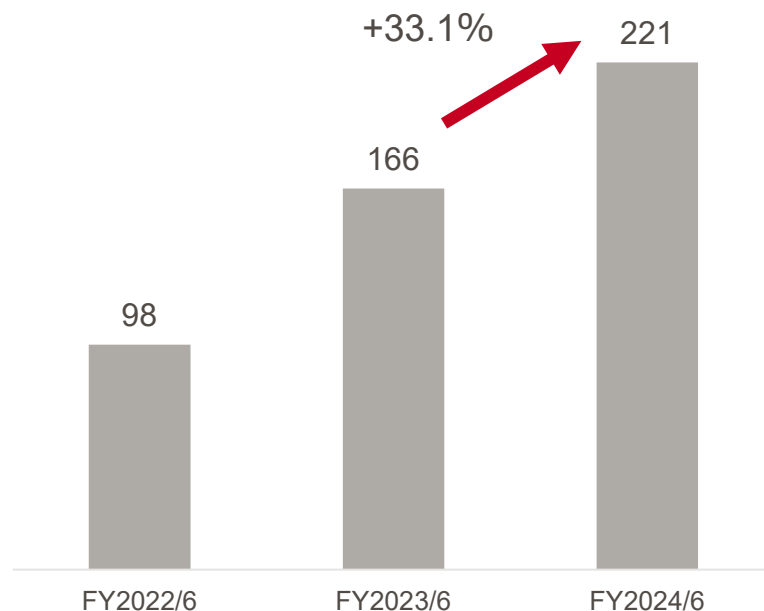
Overseas Business

Overseas system integration, outsourcing of payroll and accounting services, recruitment services, and media management



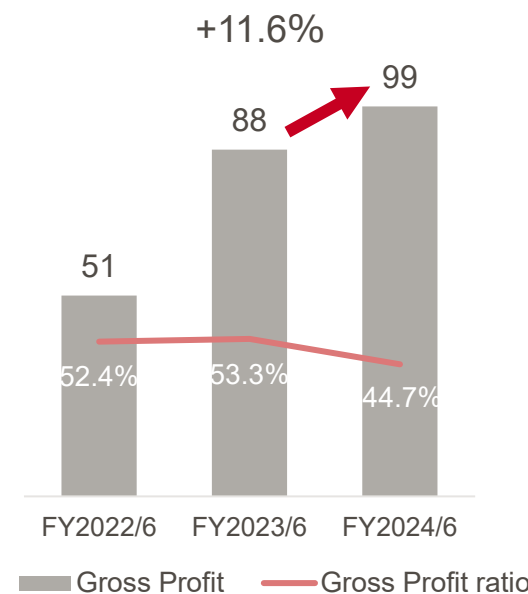
■ Net sales*¹

Unit: 1 million yen



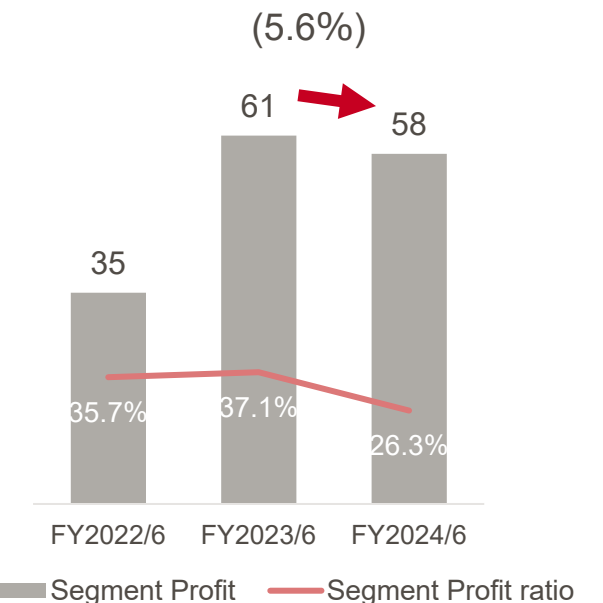
■ Gross profit/profit ratio*²

Unit: 1 million yen



■ Operating profit/profit ratio (Segment profit/profit ratio)*³

Unit: 1 million yen

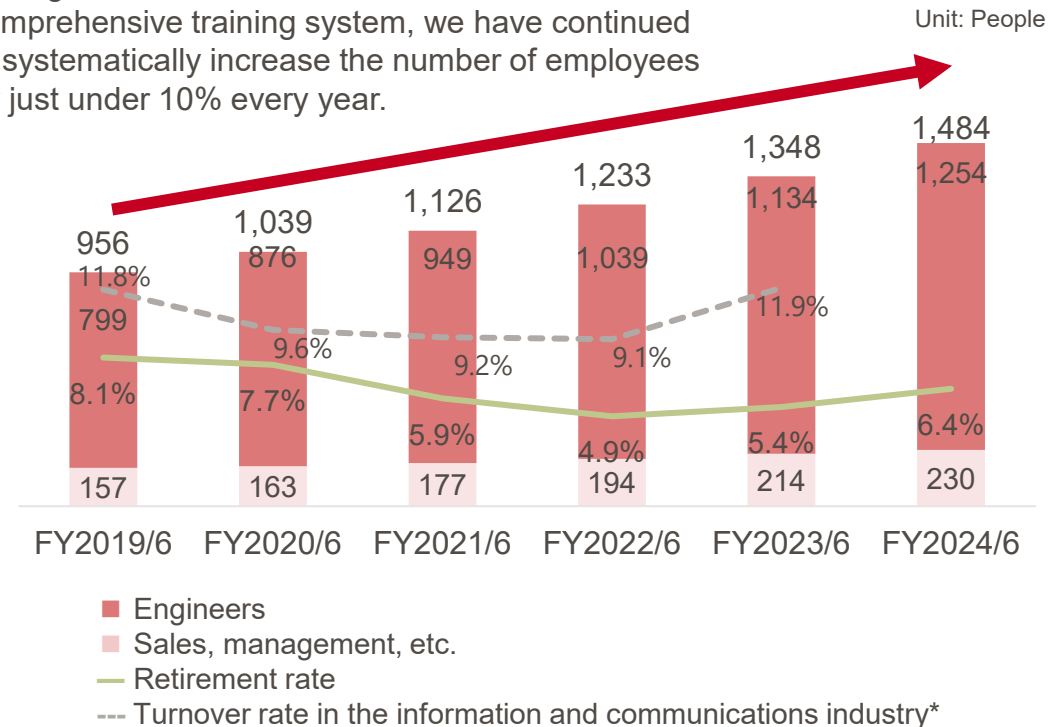


Human Resources Strategy

Our Group regards human resources as a source of business growth, and is actively engaged in the expansion of its education system and recruitment activities.

◆ Number of employees (consolidated)

Aiming to achieve both active recruitment and a comprehensive training system, we have continued to systematically increase the number of employees by just under 10% every year.



Unit: People

	FY2022/6	FY2023/6	FY2024/6	FY2025/6 (Planned)
New graduate recruitment (consolidated)	70	85	106	133
Mid-career recruitment (consolidated)	83	100	120	122
Retirement rate (consolidated)	4.9%	5.4%	6.4%	-
Average age (unconsolidated)	35.4 years old	35.1 years old	34.8 years old	-

Reference Materials

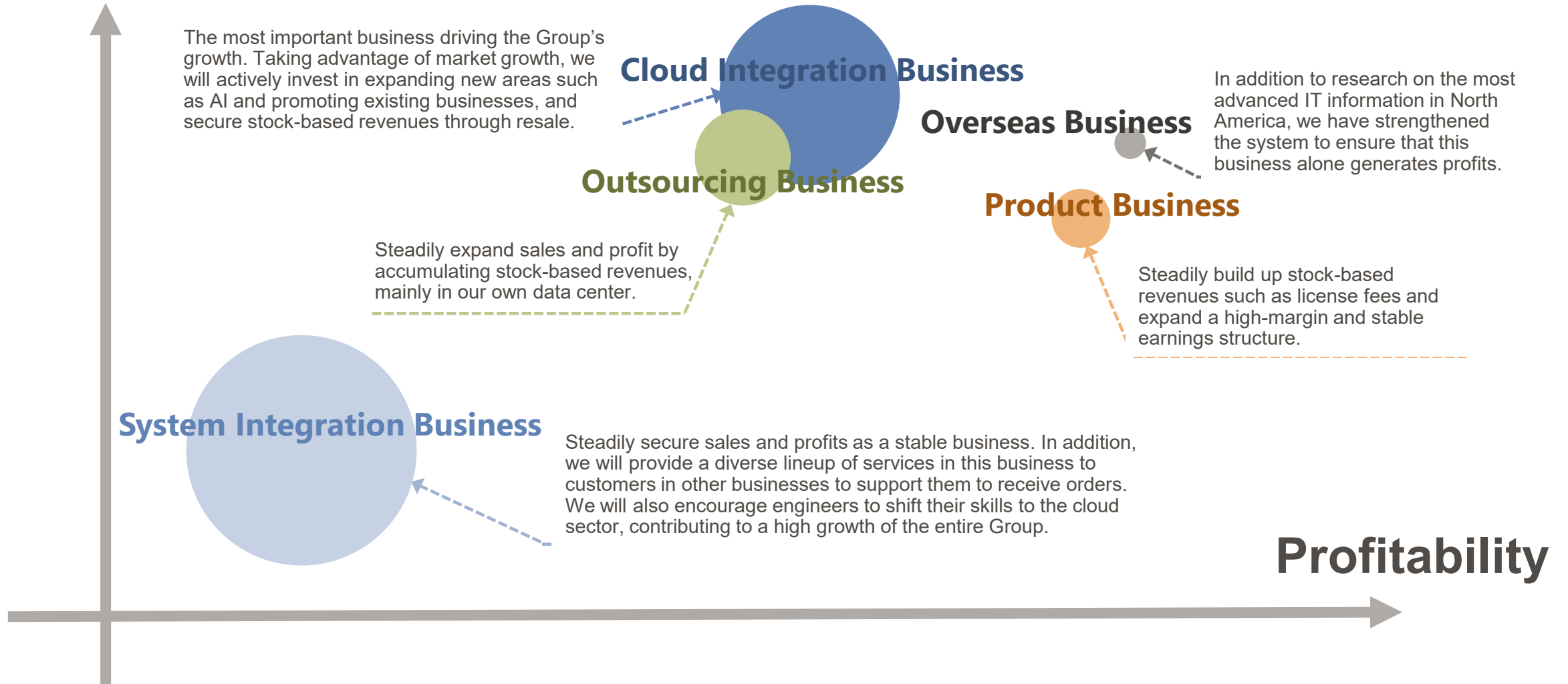
Contents

- ▶ 1. Growth strategy by segment
- ▶ 2. Growth Investment Policy
- ▶ 3. Shareholder Return Policy
- ▶ 4. Sustainability Policy
- ▶ 5. Our Company topics

Growth Strategy by Segment - Whole Picture

* The size of circle is the amount of sales.

Growth potential



Growth Strategy by Segment (Cloud Integration Business)

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

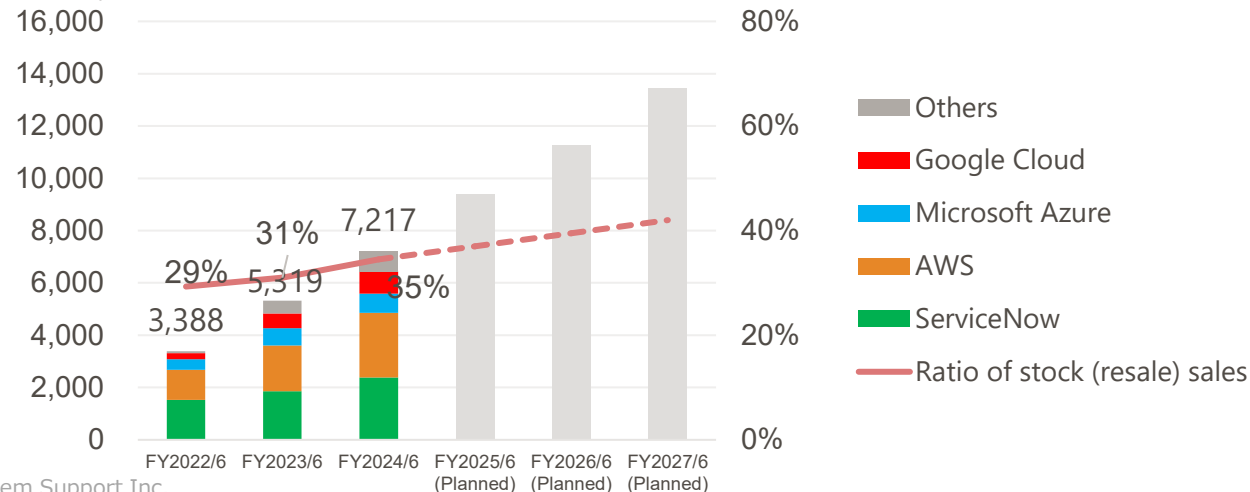
Expand the range of services by investing in AI-related services and new overseas services in order to be the first to deploy such services in the Japanese market.

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



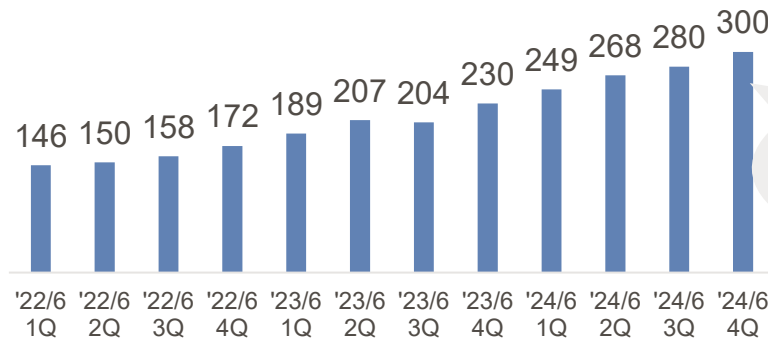
Training cloud-related engineers will lead to an increase in orders, and market growth will further grow our business.



Growth Strategy by Segment (Cloud Integration Business)

Changes in number of customers in this business

Unit: Company



Compared to '23/6 4Q, the number of customer companies increases by 70. Customer unit price is also on the rise.

These certifications and awards will strengthen relationships with each vendor and lead to customer introductions and orders.

History of major certification and awards in this business

Microsoft Azure

- **Obtained Gold Cloud Platform competency certification**
Recognized as a partner with an outstanding track record in Microsoft Azure deployments
- **Obtained Advanced Specialization^{*2}**
Obtained highly specialized partner certifications in specific solution areas
- **Won the MVP Award five times in a row**
Received consecutive awards in the field of data platforms since 2017^{*3}
- **Received Microsoft Top Partner Engineer Award**
Received the Award in Azure Field in 2023^{*3}

AWS

- **Obtained Oracle competency** in the AWS competency program^{*4}
- **Received APN partner award "Rising Star of the Year 2014"**

Google Cloud

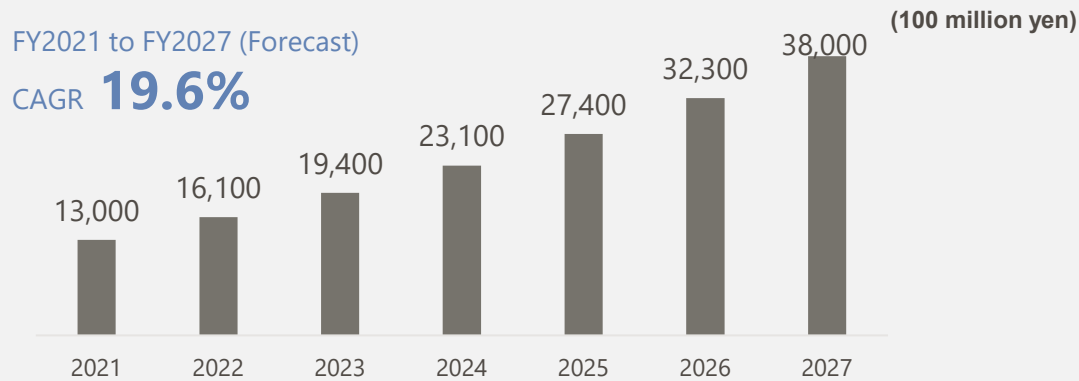
- **Acquire Data Analytics Specialization and Application Development Specialization by the Partner Advantage Program**
- **Attained Premier Partner badges for Google Cloud in the Sell & Service Engagement Models**

Oracle

- **Received 14 consecutive awards for Oracle Database^{*5}**
Received awards including Oracle Certification Award 2020 from Oracle Japan

Expansion of the Cloud Market

Cloud platform services (IaaS/PaaS) market trends and forecasts^{*1}



Note 1: Business operator's net sales base Note 2: Forecasts for 2024 and subsequent years
Note 3: Market size does not include Software as a Service (SaaS)

^{*1} "Survey on the Cloud Platform (IaaS/PaaS) Services Market (2024)," by Yano Research Institute, Inc., announced on April 23, 2024

^{*2} Acquired in the "Migrating Windows Server and SQL Server to Microsoft Azure" field

^{*3} Awarded by Our Company employees

^{*4} Program to identify, validate, and recommend AWS Partner Network (APN) advanced and premium tier partners that have demonstrated technical expertise and customer success for AWS

^{*5} Awards from 2007 to 2020

Growth Strategy by Segment

Business outline

Growth strategy

<h3>System Integration Business</h3>	<p>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</p>	<ul style="list-style-type: none"> 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. 	<h3>Client Companies</h3> <p>Percentage of direct transactions: 67.1%*1 Customer repeat rate: 85.1%*2</p> <p>Application development and other various technologies in this business support orders in the Cloud Integration Business.</p> <p>System Integration Business → Cloud Integration Business Shift engineers' skills to the cloud sector.</p>																					
<h3>Outsourcing Business</h3>	<p>Our Group's private cloud and other data center services, data analysis and input, and near-shore system operation and maintenance</p>	<ul style="list-style-type: none"> 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. 	<h3>Net sales of Outsourcing Business and ratio of stock sales (annual and monthly data center fees) against net sales</h3> <p>Unit: 1 million yen</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Net sales (1 million yen)</th> <th>Ratio of stock sales (%)</th> </tr> </thead> <tbody> <tr> <td>FY2022/6</td> <td>1,541</td> <td>75%</td> </tr> <tr> <td>FY2023/6</td> <td>1,772</td> <td>73%</td> </tr> <tr> <td>FY2024/6</td> <td>2,043</td> <td>69%</td> </tr> <tr> <td>FY2025/6 (Planned)</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY2026/6 (Planned)</td> <td>-</td> <td>-</td> </tr> <tr> <td>FY2027/6 (Planned)</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Fiscal Year	Net sales (1 million yen)	Ratio of stock sales (%)	FY2022/6	1,541	75%	FY2023/6	1,772	73%	FY2024/6	2,043	69%	FY2025/6 (Planned)	-	-	FY2026/6 (Planned)	-	-	FY2027/6 (Planned)	-	-
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FY2027/6 (Planned)	-	-																						

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

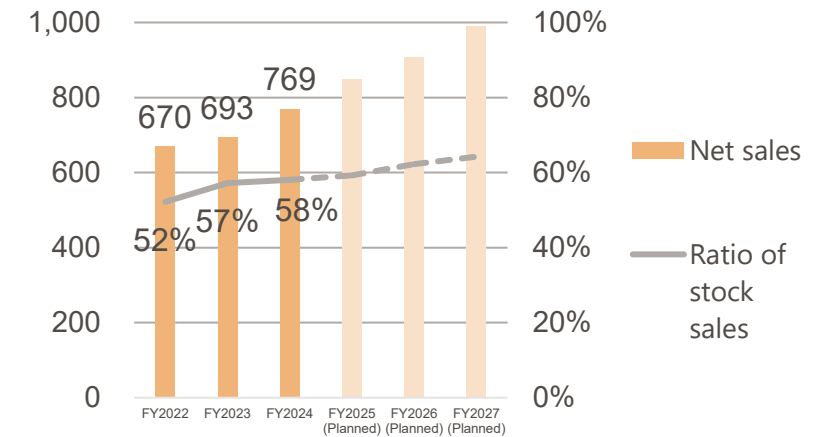
In order to increase new customers, Our Company will expand sales channels for agents and strengthen advertising and publicity.

■ 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

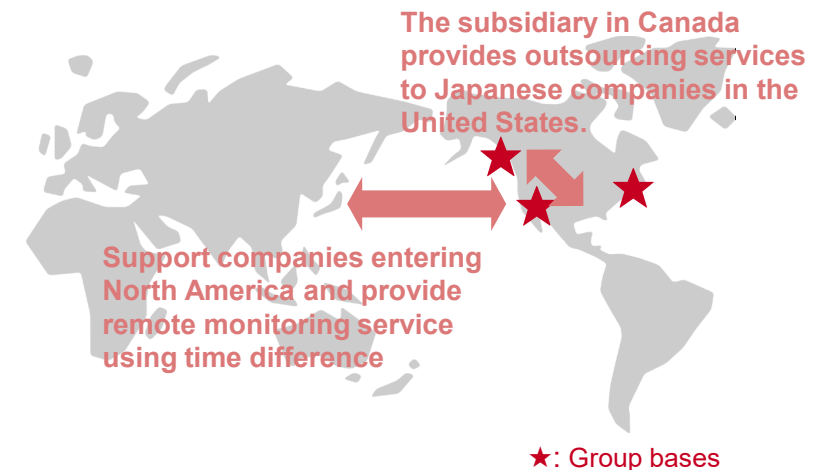
Collecting cutting-edge IT information to develop promising businesses in Japan.

■ Support for companies entering North America

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

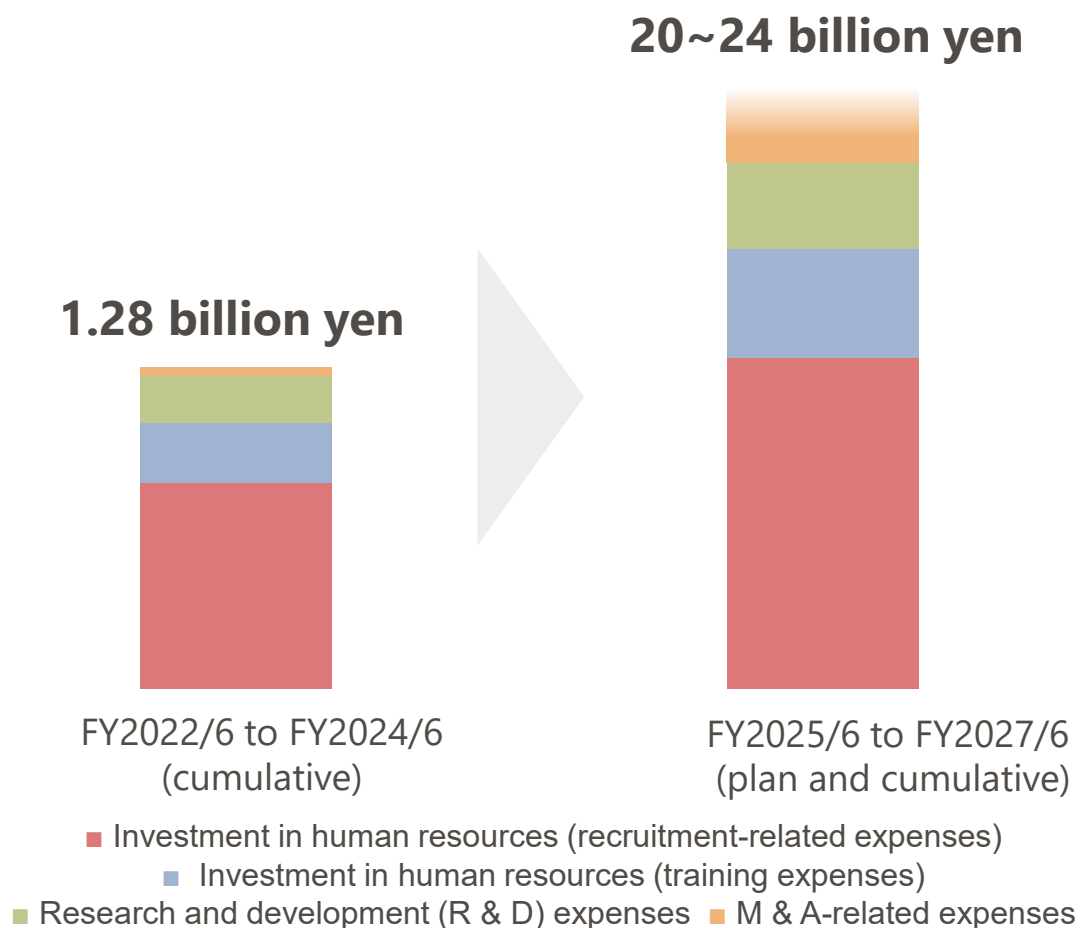
■ Strengthening outsourcing services

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.



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

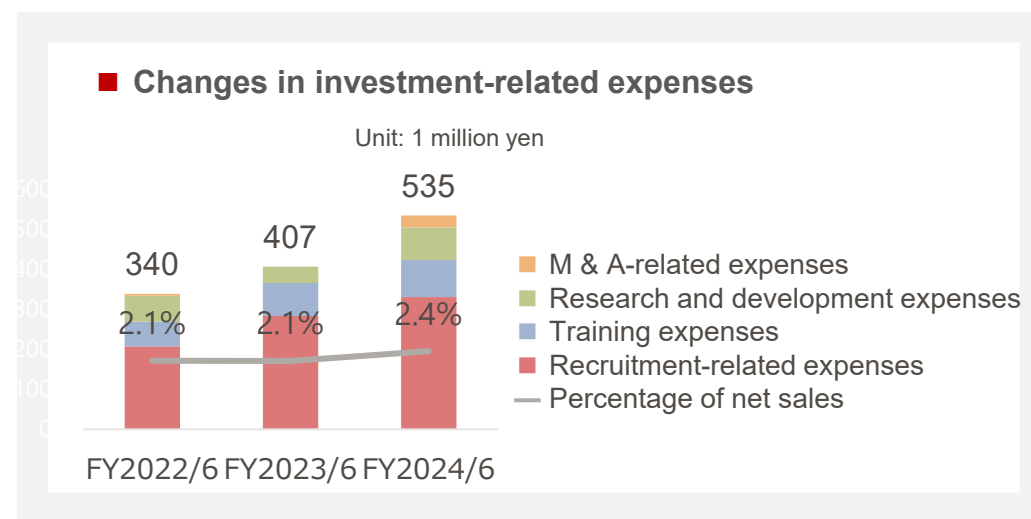
Positioning human resources as a source of business growth, we will invest mainly in “active recruitment and appointment of diverse human resources” and “human resources development” (see page 14 for human resources strategy)

■ R & D investment

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

■ M & A investment

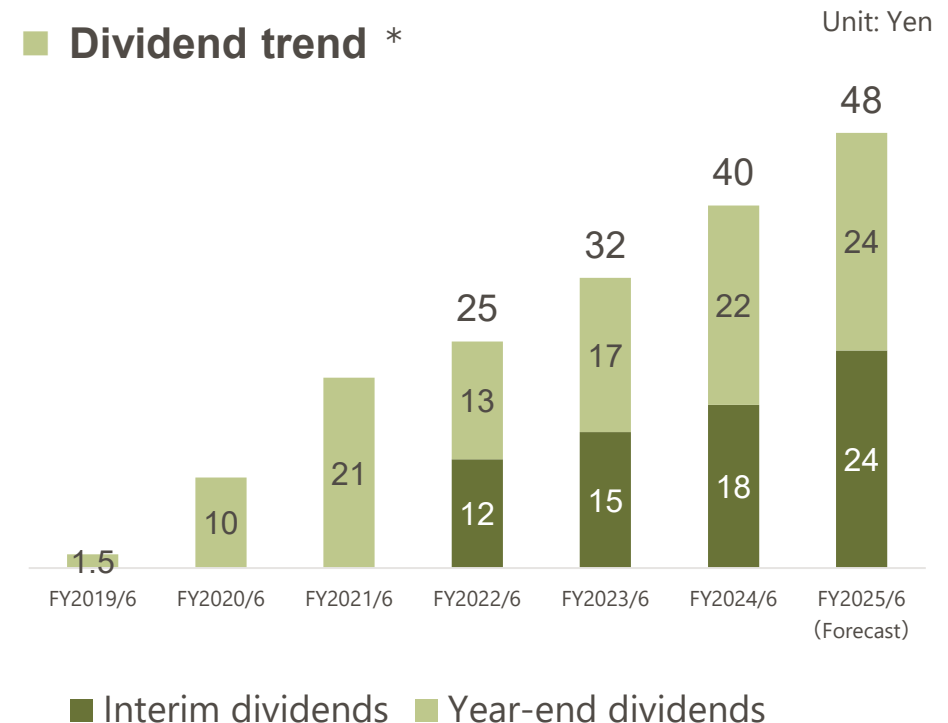
Dynamic implementation of M & A to expand the service lineup and resources in growth areas.



Shareholder Return Policy

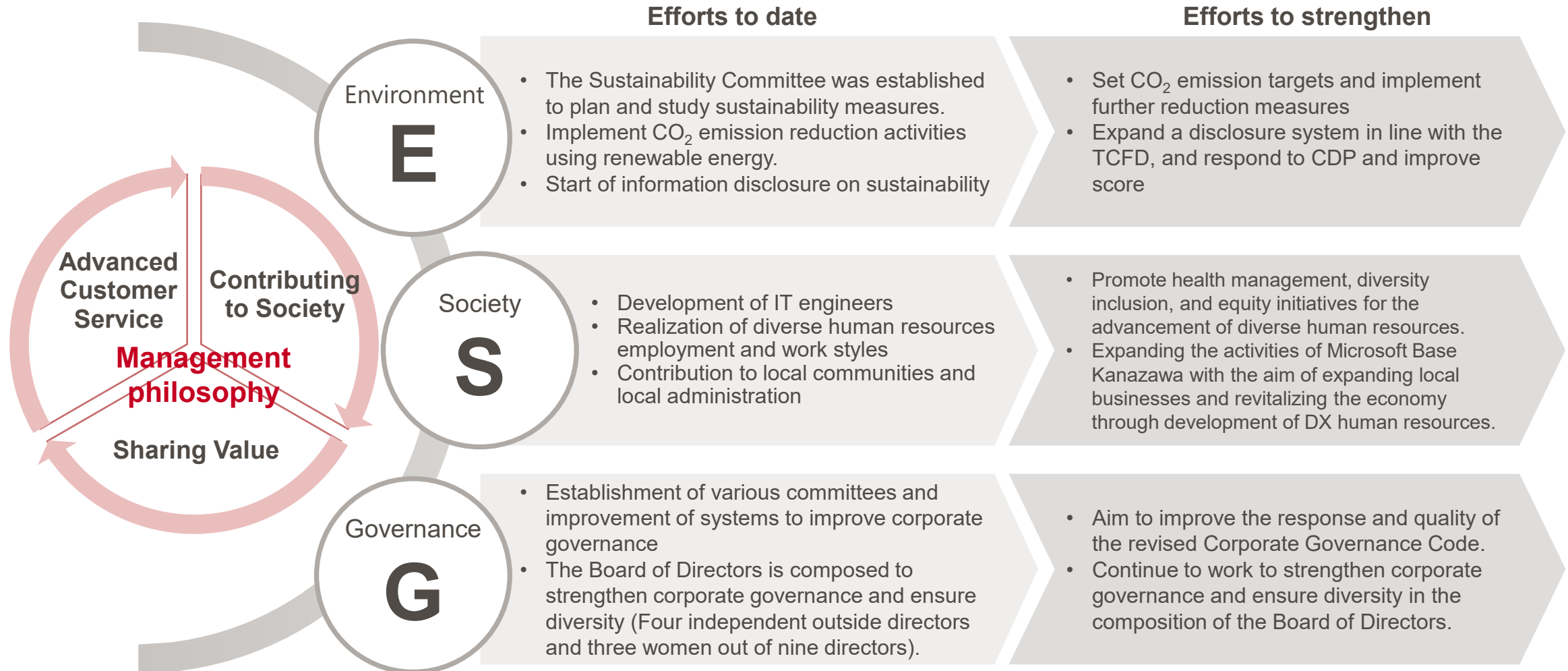
◆ Dividend policy

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.



Our Company Topics for FY2024/6 (July 2023 to June 2024)

Date	Subject
July 6, 2023	System Support announced the new price plan of Introduction Support Service for ChatGPT for Businesses using Azure OpenAI Service Support for corporate use of ChatGPT in a secure environment with 0 initial cost and 50,000 yen per month
July 20, 2023	Our employees received Microsoft Top Partner Engineer Award.
July 25, 2023	System Support started offering Smart Rabbit, a food inventory forecast system for restaurants. Joint development with Bay Cruise to improve efficiency in ordering and reduce food loss and opportunity loss Ideal for restaurants with a wide variety of menus without the need to disassemble recipes.
August 29, 2023	System Support introduced SHIFTEE, a cloud-based shift management system, to Suntory Publicity Service Limited. Integral management of shift creation and attendance record by customizing and linking with Shugyo Yakusha, an attendance and work management system
September 7, 2023	Certified as Select, a service partner of Snowflake More than 20 staff who gained Snowflake SnowPro Core certification will offer consistent services from sales to building and data migration support.
September 21, 2023	Received Oracle Certification Award 2023.
September 22, 2023	System Support introduced Dbvisit Standby, a solution for disaster recovery (disaster preparedness) for Oracle database, to Right Co.,Ltd.
September 26, 2023	System Support started to train XR (Cross Reality) engineers using Kanazawa Institute of Technology's KIT Cooperation Education Program (academic-industry partnership education). Aiming to revitalize local businesses, create opportunities for talented engineers, and promote their retention in local communities
October 24, 2023	System Support held a Halloween event "Futuristic Halloween 2023 -Another world when you wear glasses-" at Microsoft Base Kanazawa where visitors could experience cutting-edge MR (mixed reality) technology
October 25, 2023	"System Support presents FY2023 National Selected Elementary School Programming Ishikawa Prefecture Tournament" held

Our Company Topics for FY2024/6 (July 2023 to June 2024)

Date	Subject
October 26, 2023	System Support launched a support service for introducing “Amazon Bedrock” that allows you to easily create generative AI applications. In addition to providing consistent support from consulting, development, and operation and maintenance for basic model utilization, System Support also provides an AI assistant chat system compatible with Amazon Bedrock.
November 14, 2023	System Support released Azure OpenAI Service reference architecture “Smart Generative Chat,” certified as an Advanced Partner in the reference architecture endorsement program.
November 16, 2023	System Support supported a transition of BIGLOBE’s core system to AWS, transiting from on-premises Oracle Database to Amazon RDS for Oracle.
November 21, 2023	System Support introduced “Smart Generative Chat,” an in-house AI assistant chat system using Azure OpenAI Service, to Confex Group company, supporting business utilization of interactive generative AI in a secure environment
December 5, 2023	System Support held a free Christmas Week event at Microsoft Base Kanazawa, offering a Christmas experience with MR (Mixed Reality) and a social media usage seminar by a Hokuriku’s leading influencer.
December 20, 2023	Signed official partner agreement with professional soccer club “Zweigen Kanazawa”
December 22, 2023	Our employee was awarded “Google Cloud Partner Top Engineer 2024”
December 22, 2023	Our employee was awarded “Google Cloud Partner All-stars 2023”
January 5, 2024	B2B Mobile Order Reception System “MOS” marked 10th anniversary.
January 9, 2024	Launched "MOS Invoice," a cloud-based electronic invoice solution compliant with the invoice system and the Act concerning Preservation of Electronic Books.
January 9, 2024	Launched "MOS Payment," a B2B online payment solution for accounts receivable and payable.
January 25, 2024	System Support earned the Application Development Specialization in the Google Cloud Partner Advantage program. Proved our proficiency and successful track record in application development.

Our Company Topics for FY2024/6 (July 2023 to June 2024)

Date	Subject
January 30, 2024	System Support launched two services utilizing Google Cloud AI technology: "Generative AI Deployment Support Service for Google Cloud" and "Discovery AI Deployment Support Service for Google Cloud for Retailers."
January 31, 2024	Support for damage from the 2024 Noto Peninsula Earthquake
February 15, 2024	System Support Introduced Oracle Database SE RAC to JFE Galvanizing & Coating Co., Ltd.'s "unstoppable" production management systems. Achieved availability for systems operating 24 hours a day, 365 days a year.
February 16, 2024	System Support was recognized as Gold Partner by Celonis Japan, a pioneer and one of world's largest process mining companies.
February 20, 2024	System Support attained Premier Partner badges for Google Cloud in the Sell & Service Engagement Models.
February 28, 2024	T4C signed a sales partner agreement with Techtouch. — Strong support for corporate DX promotion through advanced system utilization —
March 11, 2024	System Support was honored with Creator Workflow Partner of the Year at the ServiceNow 2024 Partner Awards.
March 22, 2024	Presentation of the results of the training of XR engineers through the KIT Co-op Education Program, an industry–university cooperative education program at Kanazawa Institute of Technology. Presentation of MR content for Microsoft HoloLens 2 that students researched and developed during the program.
March 22, 2024	Signed a distributorship agreement with Snowflake.
March 26, 2024	System Support won first place in Snowflake's Partner Recognition Awards "The 1st SnowPro Award."
March 26, 2024	Organized "System Support presents 'Toshiie-to-Matsu' Kanazawa Castle Relay Marathon 2024 – Haru-no-Jin –"

Our Company Topics for FY2024/6 (July 2023 to June 2024)

Date	Subject
April 9, 2024	Sponsored the Gargantua Music Festival 2024.
April 19, 2024	Transitioned to a holding company structure through a company split and established a subsidiary (successor preparatory company).
April 19, 2024	STS Innovation, a consolidated subsidiary of the Company, acquired all businesses of MultiNet International Inc.
April 24, 2024	System Support supported San-in Godo Bank by introducing Microsoft Azure for its common cloud infrastructure, and Azure Data Factory and Azure Synapse Analytics for its data analytics infrastructure. Achieved significant improvement in business agility and data-driven management.
April 25, 2024	Smart Generative Chat, an in-house AI assistant chat system developed by System Support, responded to Anthropic Claude 3 of Amazon Bedrock.
May 20, 2024	System Support started provision of Automation 360 Managed Service. Automation 360, an RPA platform of Automation Anywhere is readily available for users who work together with RPA and a generative AI to enable automated business processes.
May 27, 2024	Accredited as an “Ishikawa Health Management Declaration Company” certified by Ishikawa Prefecture and a “Healthy Company” certified by Ishikawa Federation of the National Federation of Health Insurance Societies.
June 20, 2024	Acquired the shares of Communication Planning Corporation and made it a subsidiary.

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:
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Thank you

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