

Inbound Tech (7031-TSE Mothers) ----- December 22,2020**Providing BPO services including operation of multilingual contact centers and sales agencies**

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【 7031 Inbound Tech Sector : Services 】

Fiscal Year	Net sales (mn yen)	YoY (%)	Operating profit (mn yen)	YoY (%)	Ordinary profit (mn yen)	YoY (%)	Profit (mn yen)	YoY (%)	EPS (yen)	BPS (yen)	DPS (yen)
Mar. 2019	2,953	29.5	51	-	50	-66.2	19	-81.1	29.8	471.8	0.0
Mar. 2020	2,983	1.0	211	312.6	210	319.2	140	614.0	212.6	684.4	0.0
Mar. 2021 f	2,019	-32.3	250	18.5	258	22.9	155	10.7	216.9	-	0.0

Note: Non-consolidated basis. Figures for the fiscal year ending March 2021 are the company's forecasts.

Develops Two BPO Services

Inbound Tech is a business process outsourcing (BPO) service company that is entrusted with the operations of multilingual contact centers (multilingual CRM business) and sales agencies through sales calls and visits (sales outsourcing business) from clients.

The company responds not only to phone calls, but also to video communications using tablet terminals as well as websites, e-mails, SNS and other methods, and holds various points of contact with end users. The company conducts the multilingual CRM business, which centers on responding to inquiries from end users, etc. (inbound operations), and sales outsourcing business, which conducts sales agencies through sales calls and visits (outbound operations).

Net Sales by Business

Segment	Fiscal Year ended Mar. 2019		Fiscal Year ended Mar. 2020		
	Amount	Composition	Amount	Composition	Year-on-Year comparison
	(mn yen)	(%)	(mn yen)	(%)	(%)
Multilingual CRM	1,012	34.3	1,058	35.5	4.5
Sales outsourcing	1,941	65.7	1,925	64.5	-0.8
Total	2,953	100.0	2,983	100.0	1.0

Source: Prepared by Stock Research Center based on the notifiable prospectus.

Multilingual CRM Business

In the multilingual CRM business, the company is entrusted with support operations, which it develops by primarily targeting customers (end users) of its clients (companies, hospitals, fire stations, local governments, etc.) and provides a service in which it responds to inquiries from end users 24 hours a day, 365 days a year. As the company can respond in 12 languages at any time, the company named it the multilingual CRM business.

Sales Outsourcing Business

In the sales outsourcing business, the company mainly provides services to conduct marketing activities to potential customers on behalf of clients.

Inbound Tech (7031-TSE Mothers) ----- December 22,2020**Financial Statements**

Statement of income	Fiscal Year	Mar. 2019		Mar. 2020		Six months to Sep. 2020	
		(mn yen)	(%)	(mn yen)	(%)	(mn yen)	(%)
Net sales		2,953	100.0	2,983	100.0	912	100.0
Cost of sales		2,711	91.8	2,548	85.4	653	71.6
Gross profit		242	8.2	434	14.5	259	28.4
Selling, general and administrative expenses		190	6.4	222	7.5	99	10.9
Operating profit		51	1.7	211	7.1	160	17.6
Non-operating income		0	-	0	-	9	-
Non-operating expenses		1	-	1	-	0	-
Ordinary profit		50	1.7	210	7.0	169	18.5
Profit before income taxes		29	1.0	209	7.0	169	18.5
Net profit		19	0.6	140	4.7	111	12.2

Balance sheet	Fiscal Year	Mar. 2019		Mar. 2020		Six months to Sep. 2020	
		(mn yen)	(%)	(mn yen)	(%)	(mn yen)	(%)
Current assets		674	89.9	826	90.8	864	91.1
Cash and deposits		272	36.4	514	56.5	615	64.8
Accounts receivable-trade		345	46.0	304	33.4	240	25.3
Inventories		-	-	-	-	-	-
Non-current assets		75	10.1	83	9.1	84	8.9
Property, plant and equipment		19	2.5	20	2.2	22	2.4
Intangible assets		26	3.5	22	2.4	19	2.0
Investments and other assets		30	4.1	41	4.5	43	4.5
Total assets		750	100.0	910	100.0	949	100.0
Current liabilities		409	54.5	444	48.8	381	40.2
Accounts payable-trade		113	15.1	102	11.2	86	9.1
Short-term borrowings		180	24.0	170	18.7	170	17.9
Current portion of long-term borrowings		32	4.3	16	1.8	16	1.8
Non-current liabilities		27	3.7	10	1.2	2	0.3
Long-term borrowings		27	3.7	10	1.2	2	0.3
Net assets		313	41.7	454	49.9	565	59.6
Owners' equity		312	41.6	453	49.9	564	59.5

Statement of cash flows	Fiscal Year	Mar. 2019	Mar. 2020	Six months to Sep. 2020
		(mn yen)	(mn yen)	(mn yen)
Cash flows from operating activities		-123	291	122
Depreciation		5	8	4
Cash flows from investing activities		-38	-7	-12
Cash flows from financing activities		159	-42	-8
Dividends paid		-	-	-
Net increase in cash and cash equivalents		-3	241	101
Cash and cash equivalents		272	514	615

Note: Non-consolidated basis.

Source: Prepared by Stock Research Center based on the notifiable prospectus.

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