



# Result Briefing

for the 1<sup>st</sup> Half of the Fiscal Year Ending March 31, 2016

**Relia, Inc.**  
November 11, 2015

Reliable Relation

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## Overview of the 1<sup>st</sup> half

## Results for the 1<sup>st</sup> Half Year Ended Sep. 15 (Consolidated)

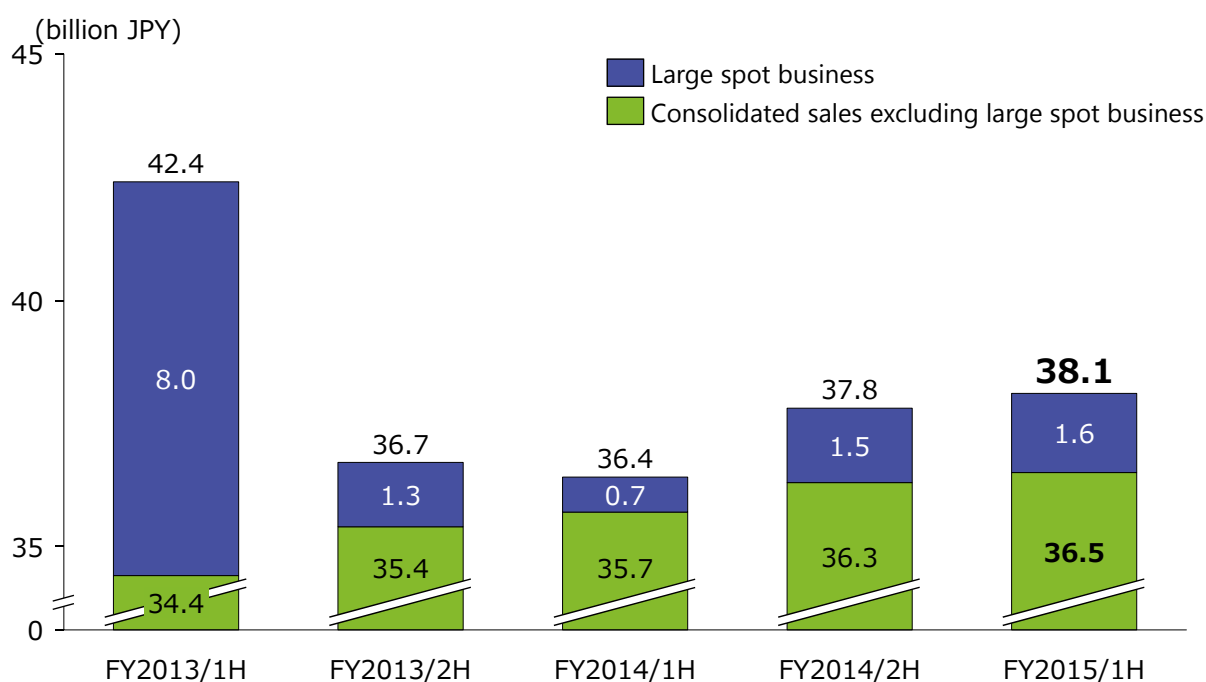
Increases in revenue and profits (year-on-year) in 1<sup>st</sup> half.  
Net sales, OP and profit was in line with forecasts.

(million JPY)

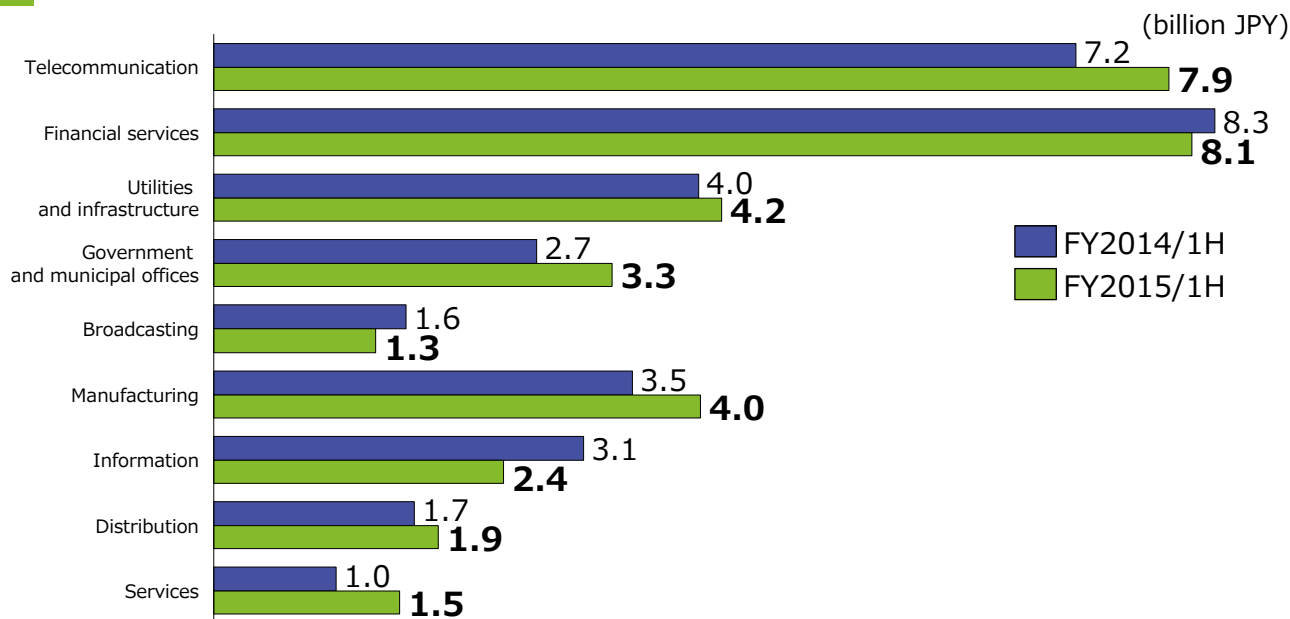
|  | Initial forecast | Results for the 1 <sup>st</sup> half year ended Sep./15 | Achievement | Results for the 1 <sup>st</sup> half year ended Sep./14 | % Change |
|--|------------------|---|-------------|---|----------|
| <b>Net Sales</b>                               | 37,450           | 38,133  | 102%        | 36,453  | +5%      |
| <b>Gross profit</b>                            | -                | 5,485   | -           | 5,071   | +8%      |
| <b>SG&amp;A expenses</b>                       | -                | 3,756   | -           | 3,539   | +6%      |
| <b>Operating income</b>                        | 1,670            | 1,728   | 103%        | 1,532   | +13%     |
| <b>Ordinary income</b>                         | 1,670            | 1,750   | 105%        | 1,614   | +8%      |
| <b>Profit attributable to owners of parent</b> | 1,130            | 1,141   | 101%        | 1,030   | +11%     |

## Transition of Consolidated Sales

Fundamental businesses continue to expand.

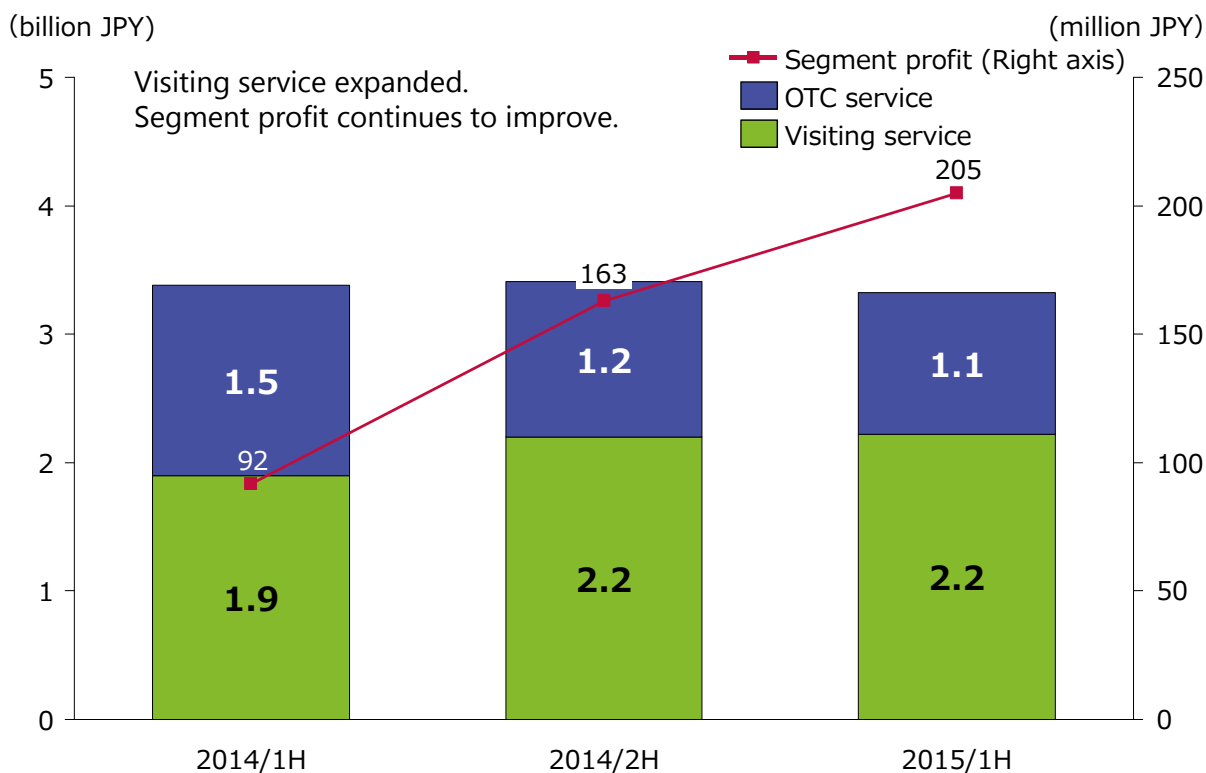


## Consolidated Sales Classification by Industry on contact center business and back-office business



Fundamental businesses in manufacturing and distribution sector expanded.  
Sales increased in telecommunication and government sector due to acquisition of spot business.

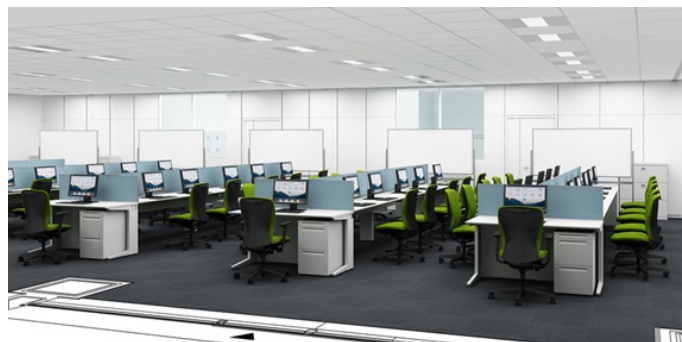
## Consolidated Sales Classification by Services on field operation business



# Progress of Mid-term Business Plan for 2020

## Initiatives to Enhance our Functions to Offer Various Customer Experiences 1. "Shinjuku front place center" was opened (November, 2015)

- Located three minutes walk from JR Shinjuku station
- Over 800 seats
- Most-advanced operation system (CIC)
- This center provides services that satisfy needs for greater sophistication and diversity, which is key-point in mid-term management plan



## Initiatives to Enhance our Function to Offer Various Customer Experiences

### 2. Developed service utilizing voice recognition technology

#### Strategic partnership with Nuance Communications, Inc. (Oct. 2014)

##### → **Mobile Select®**

-Provide call center support services through a smartphone app

Apr. 2015 Establishment of a Joint Venture with Sony Mobile Communications Inc.

Jun. 2015 Started distribution of a smartphone app  
Pre-installed in Xperia™ and AQUOS™ phone

Sep. 2015 Started service for Sony Group (So-net Corporation, Sony Marketing (Japan) Inc. and Sony Life Insurance Co., Ltd.)

##### → **Relia voice cloud**

-IVR services utilizing voice recognition technology

-Provided on cloud basis (pay-per-use)

Winter 2015 Start of commercial distribution

## Initiatives to Strengthen Core Competence

### 3. Introduction of integrated contact center system

#### Introduction of CIC for our contact center

- Introduction of integrated platform "Customer Interaction Center (CIC)" including PBX, IVR, ACD, voice logging system and CTI server
- Completed introduction of CIC in our 11 centers with 2,000 seats by Sep.2015

#### Feature point of CIC

**Multi-channel  
Multi-skill**

**Service on cloud basis**

## Initiatives to Strengthen Core Competence

### 4. Increased number of regionally-based employees

Aim to secure excellent human resources under changing employment situation or improvement in labor law

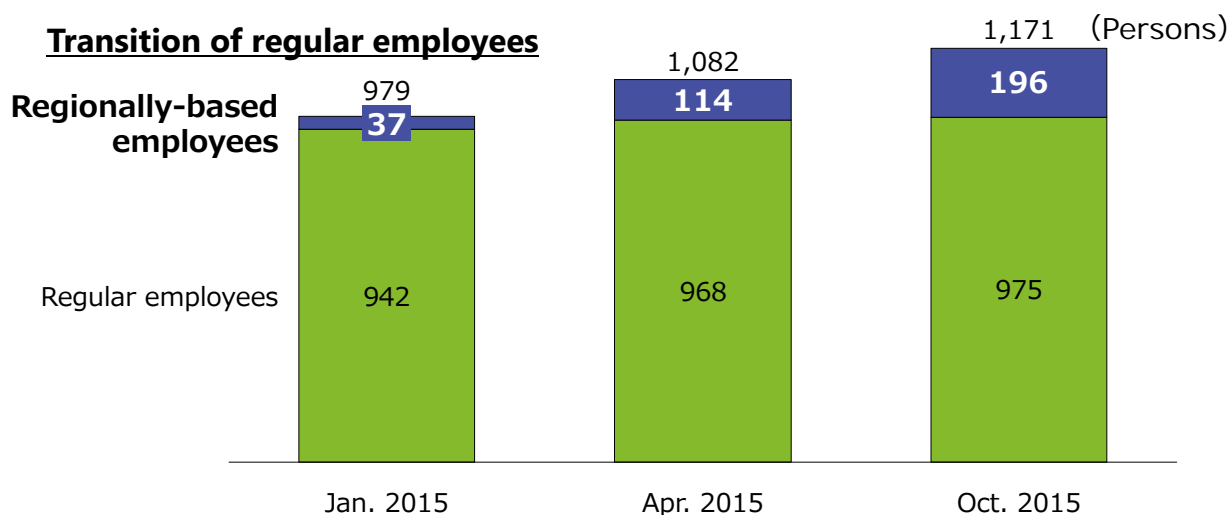
Jan. 2015 Started recruitment in Hokkaido and Okinawa area

Apr. 2015 Started recruitment in Tokyo and Osaka area

Oct. 2015 Started recruitment in all areas of Japan

Plan to increase number of regionally-based employees as core operation staff

#### Transition of regular employees



# Business Plan for FY2015

## Budget for Fiscal Year 2015 (Consolidated)

- No changes from full-year forecast of financial results
- Increase in revenue and profit expected due to increasing demand for deregulation and system reform

(million JPY)

|  | Results for the year ended Mar./15 | Annual Forecast | Change | % change | Results for the 1 <sup>st</sup> half year ended Sep./15 |
|--|------------------------------------|-----------------|--------|----------|---|
| <b>Net sales</b>                               | 74,235                             | 81,000          | +6,764 | +9.1%    | 38,133  |
| <b>Operating income</b>                        | 3,669                              | 4,560           | +890   | +24.3%   | 1,728   |
| <b>Ordinary income</b>                         | 3,862                              | 4,600           | +737   | +19.1%   | 1,750   |
| <b>Profit attributable to owners of parent</b> | 2,479                              | 3,050           | +570   | +23.0%   | 1,141   |

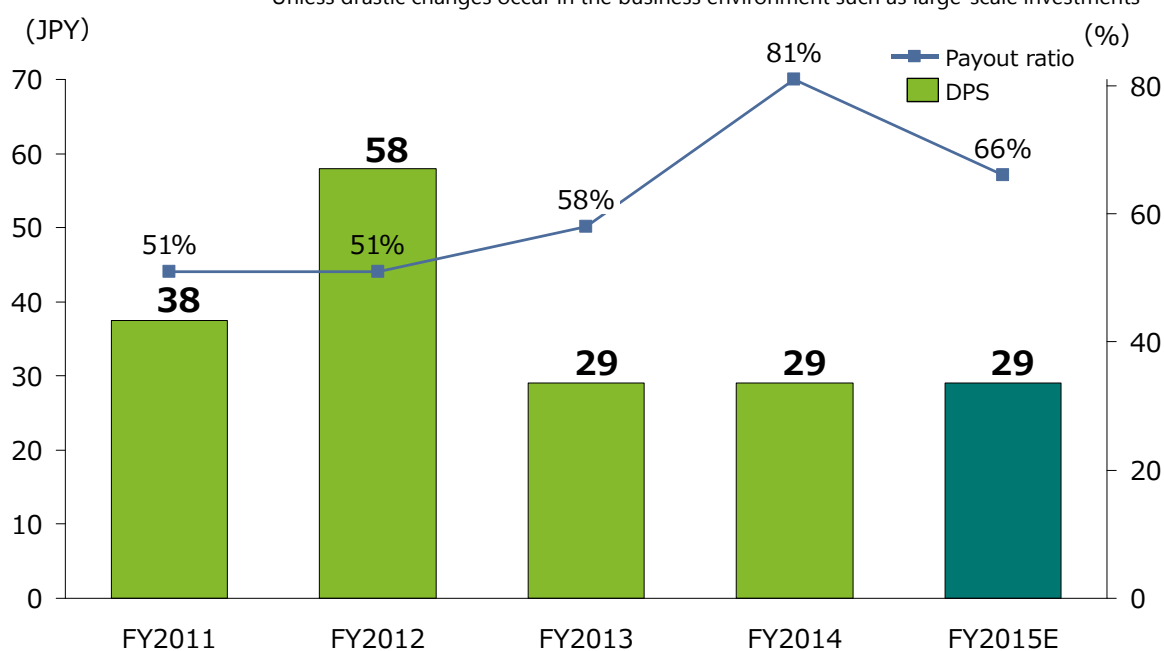
## Return to Shareholders

Dividend Forecast : Annual : JPY 29 per share

Interim : JPY 14 per share, year-end: JPY 15 per share

Dividend Policy : 50% dividend payout ratio

Unless drastic changes occur in the business environment such as large-scale investments



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