



Result Briefing

for the 1st Half of the Fiscal Year Ending March 31, 2016

Relia, Inc.
November 11, 2015

Reliable Relation

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Overview of the 1st half

Results for the 1st Half Year Ended Sep. 15 (Consolidated)

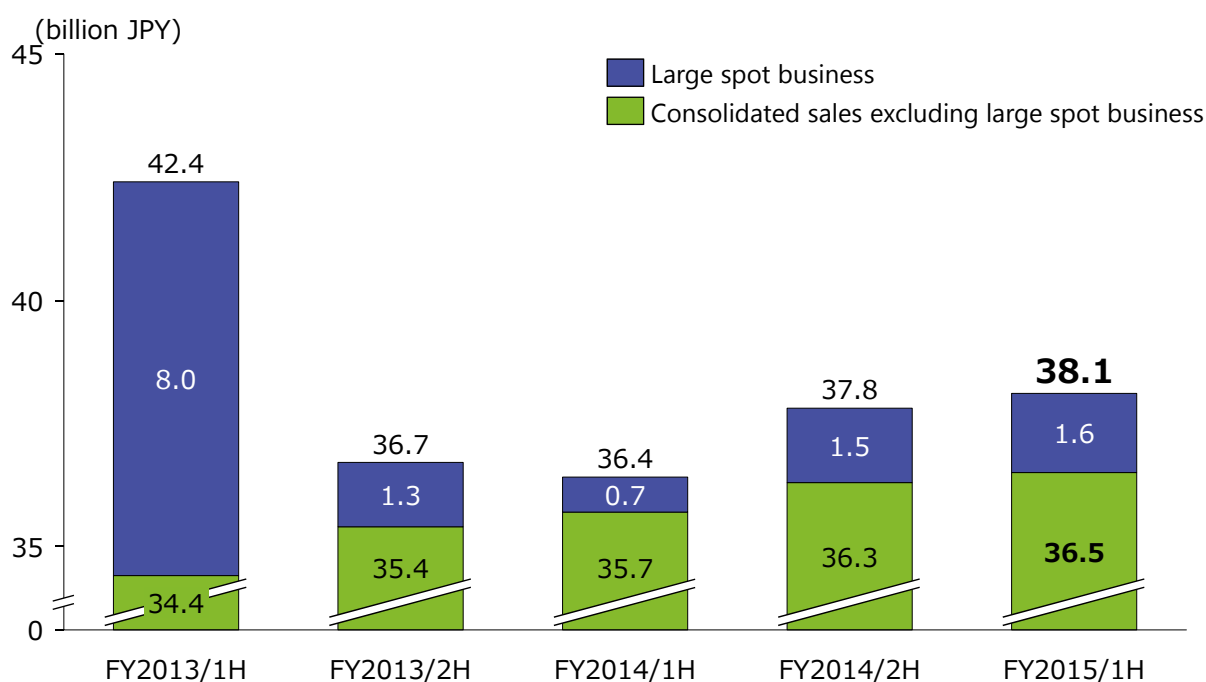
Increases in revenue and profits (year-on-year) in 1st half.
Net sales, OP and profit was in line with forecasts.

(million JPY)

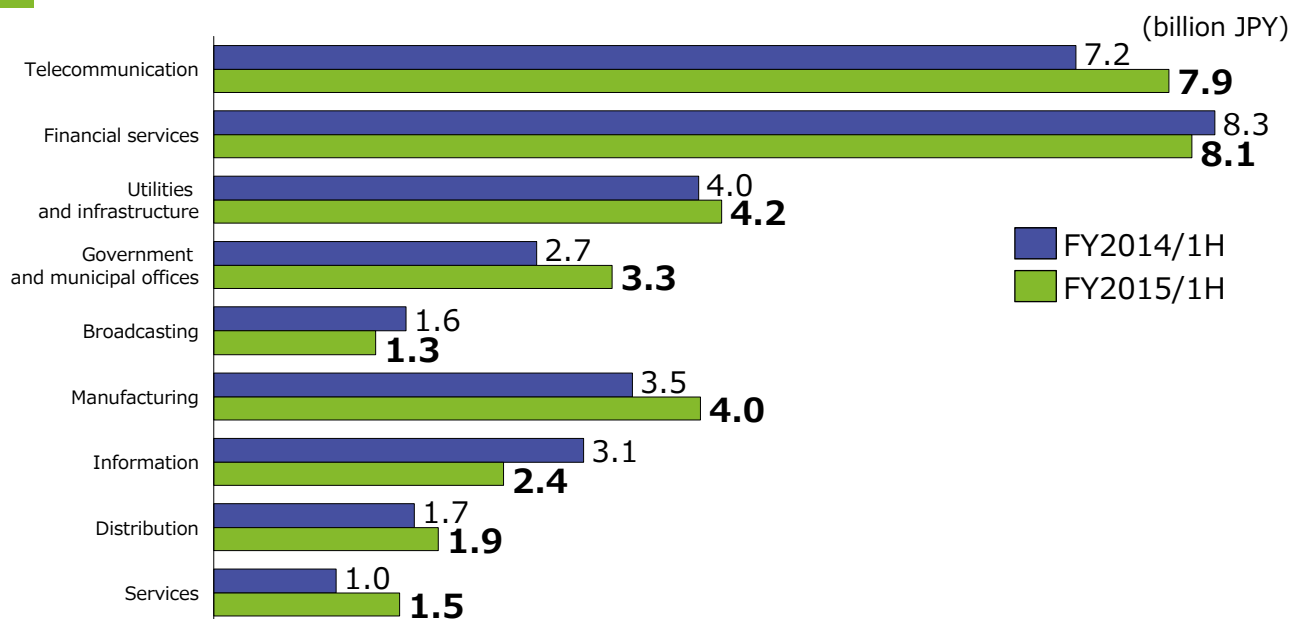
	Initial forecast	Results for the 1 st half year ended Sep./15	Achievement	Results for the 1 st half year ended Sep./14	% Change
Net Sales	37,450	38,133	102%	36,453	+5%
Gross profit	-	5,485	-	5,071	+8%
SG&A expenses	-	3,756	-	3,539	+6%
Operating income	1,670	1,728	103%	1,532	+13%
Ordinary income	1,670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

Transition of Consolidated Sales

Fundamental businesses continue to expand.

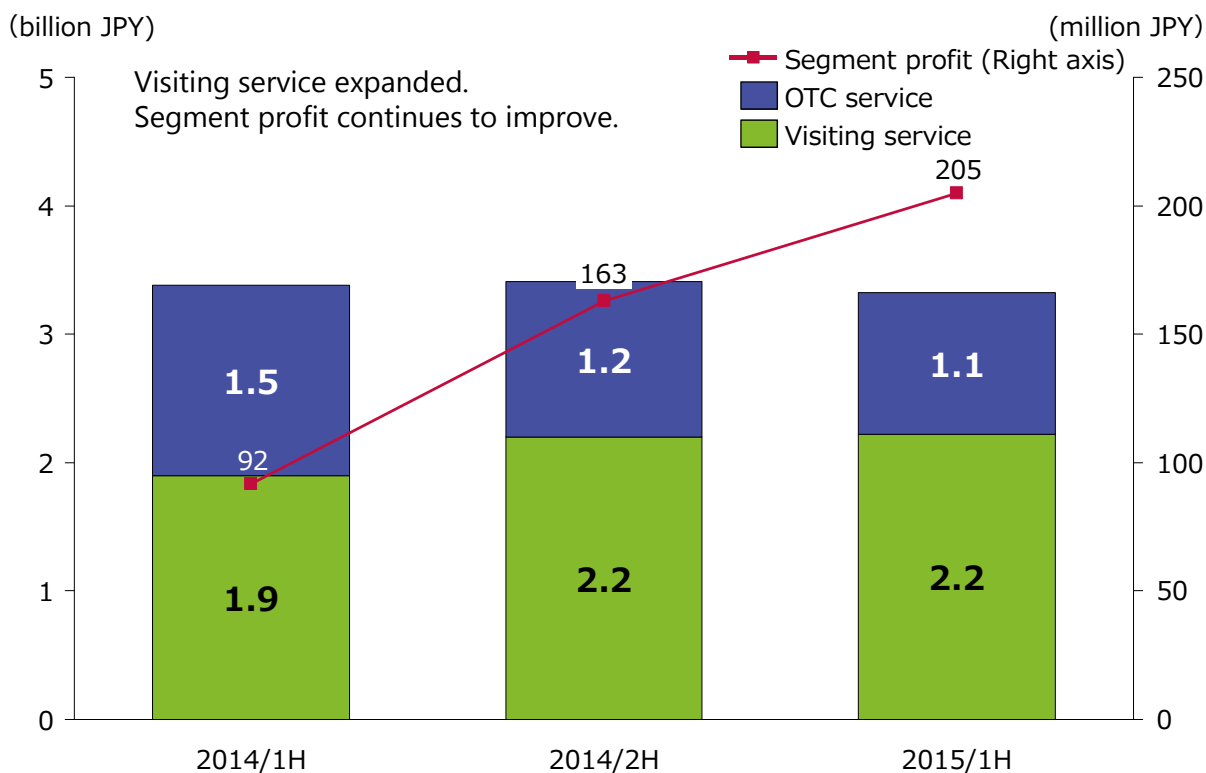


Consolidated Sales Classification by Industry on contact center business and back-office business



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

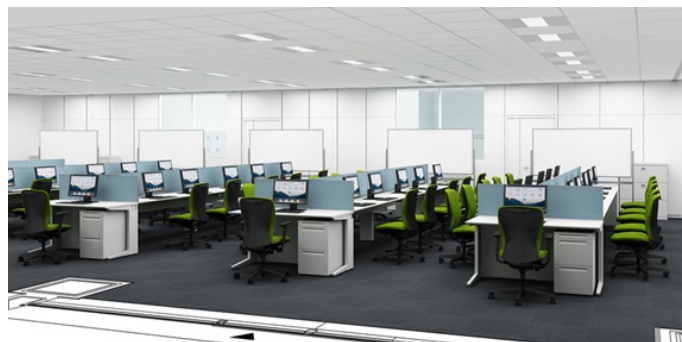
Consolidated Sales Classification by Services on field operation business



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

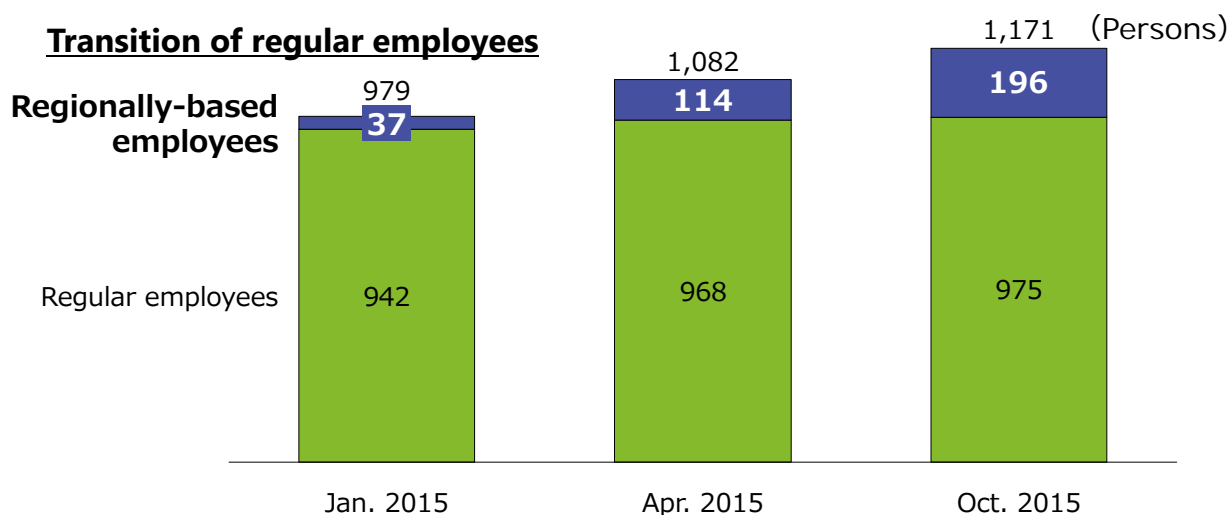
Jan. 2015 Started recruitment in Hokkaido and Okinawa area

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 st half year ended Sep./15
Net sales	74,235	81,000	+6,764	+9.1%	38,133
Operating income	3,669	4,560	+890	+24.3%	1,728
Ordinary income	3,862	4,600	+737	+19.1%	1,750
Profit attributable to owners of parent	2,479	3,050	+570	+23.0%	1,141

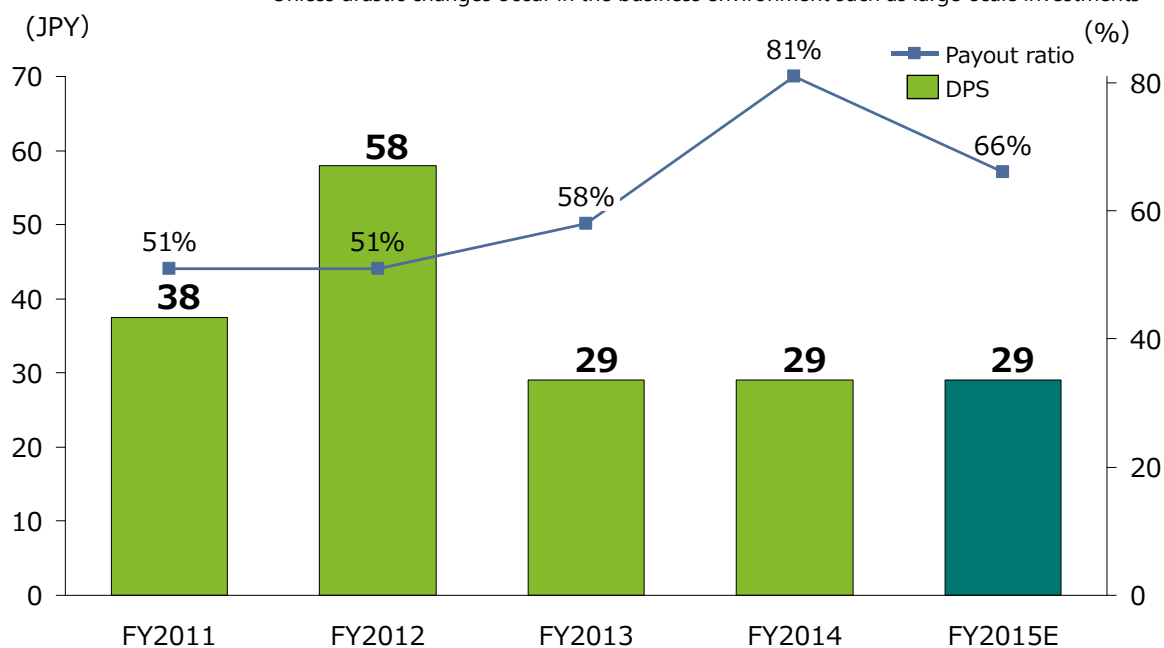
Return to Shareholders

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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