



# Results Briefing

For the Year Ended March 31, 2016

**Relia, Inc.**

May 18, 2016

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Reliable Relation

## Overview of FY2015

## Results for the Year Ended Mar./16 (Consolidated)

Increases in both revenue and profits continued throughout FY2016. Initial targets were achieved as demand caused by regulatory and institutional reform increased.

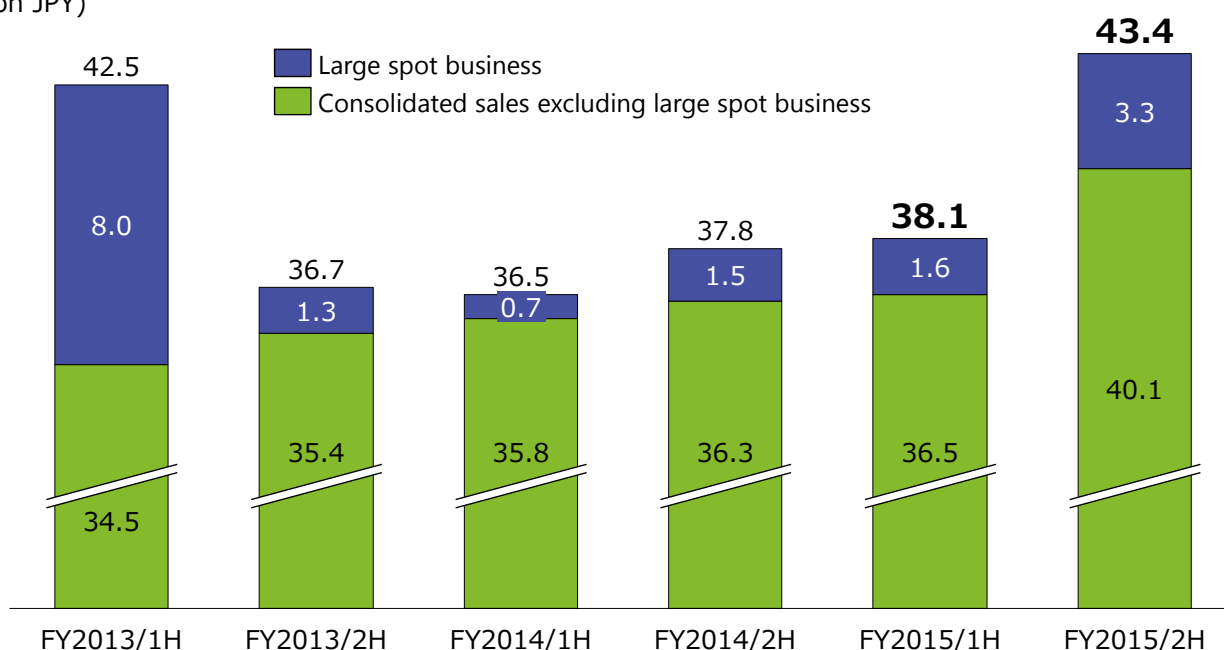
(million JPY)

	Initial forecast	Results for the year ended Mar./16	Achievement rate	Results for the year ended Mar./15	% Change
<b>Net Sales</b>	81,000	81,500	100.6%	74,235	+9.8%
<b>Gross profit</b>	-	12,141	-	10,641	+14.1%
<b>SG&amp;A expenses</b>	-	7,519	-	6,972	+7.9%
<b>Operating income</b>	4,560	4,621	101.3%	3,669	+25.9%
<b>Ordinary income</b>	4,600	4,685	101.8%	3,862	+21.3%
<b>Profit attributable to owners of parent</b>	3,050	3,101	101.7%	2,479	+25.1%

## Transition of Consolidated Sales

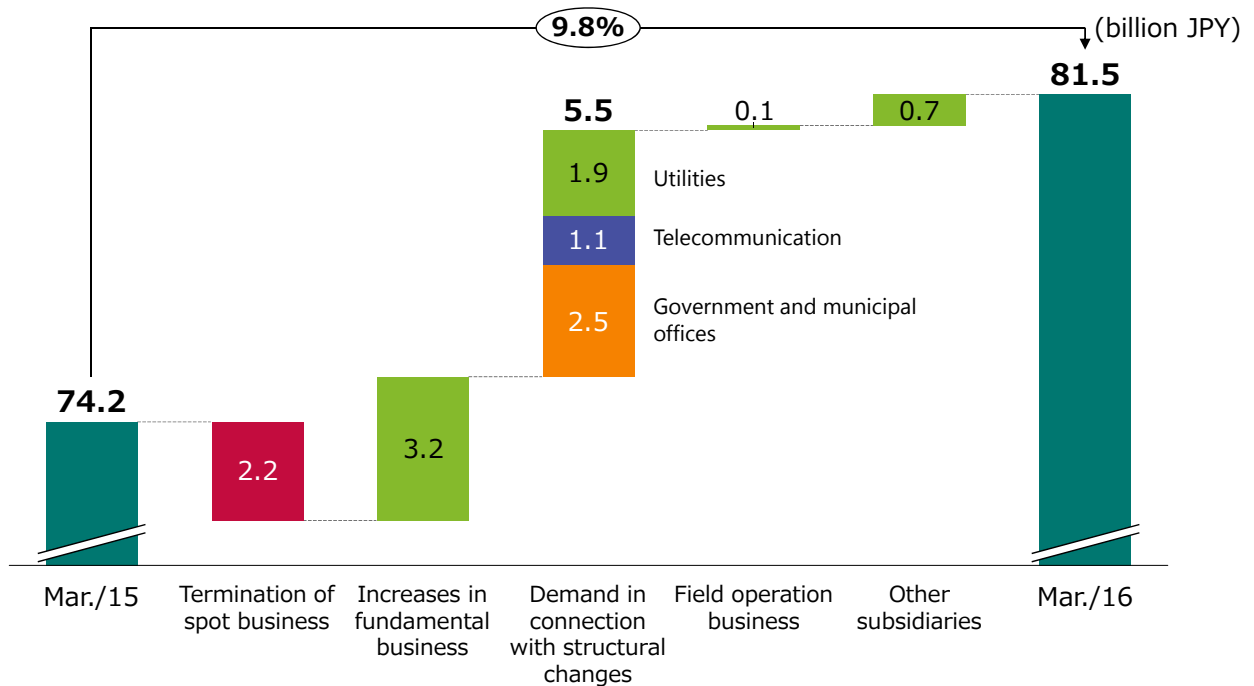
Fundamental businesses continue to expand.

(billion JPY)

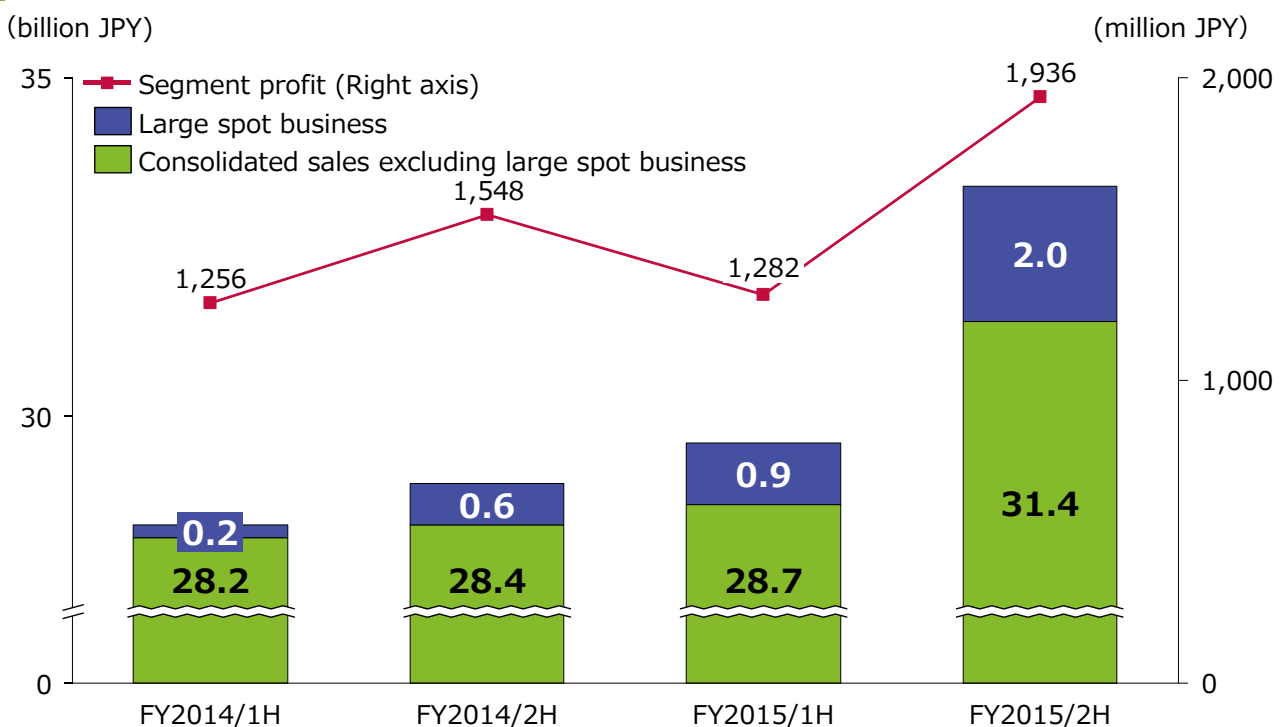


## Main Fluctuation Factors of Sales

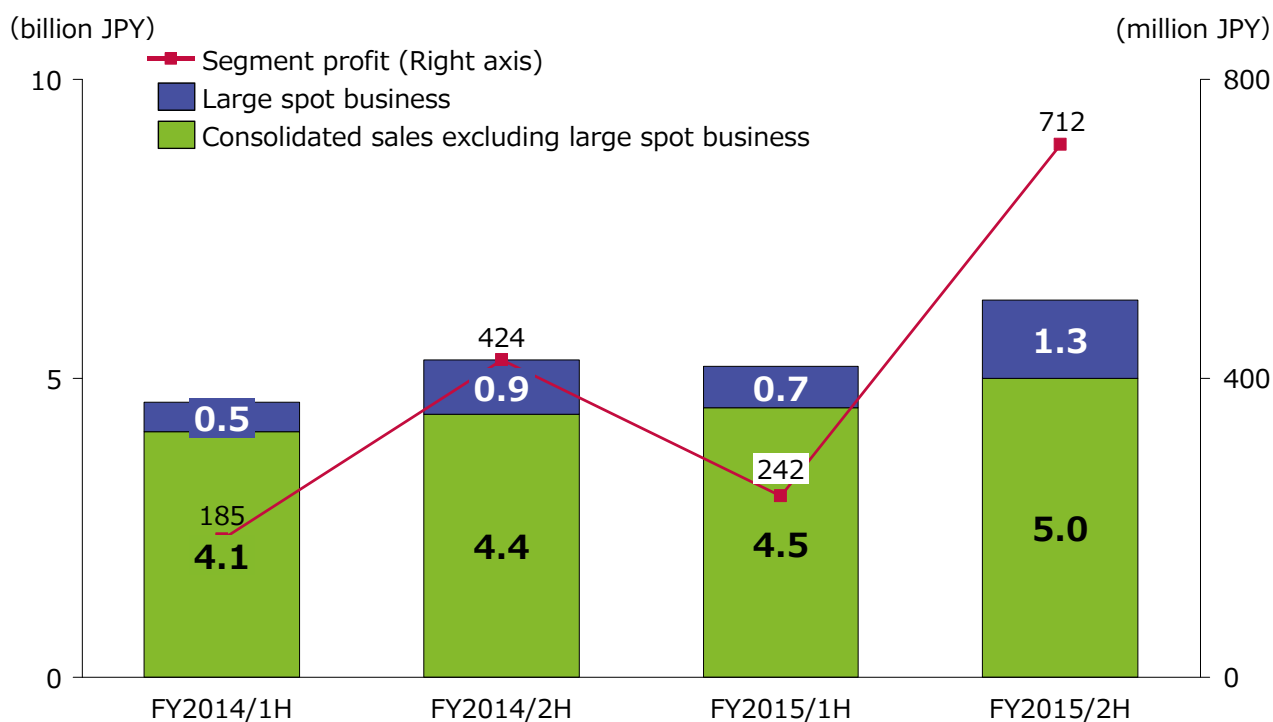
Fundamental businesses continued to grow.  
Acquisition of demand accompanying regulatory and institutional reform.



## Transition of Consolidated Sales For Contact Center Business



## Transition of Consolidated Sales For Back Office Business

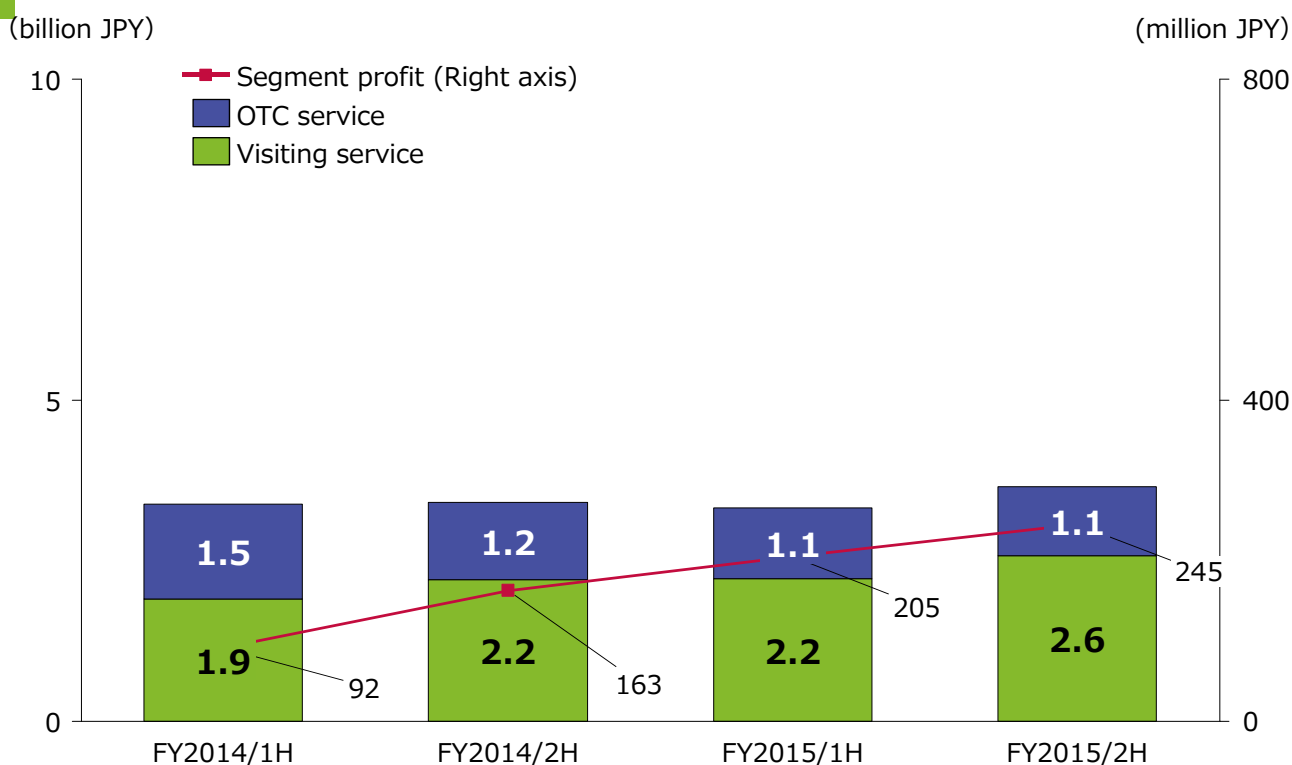


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## Consolidated Sales by Service For Field Operation Business



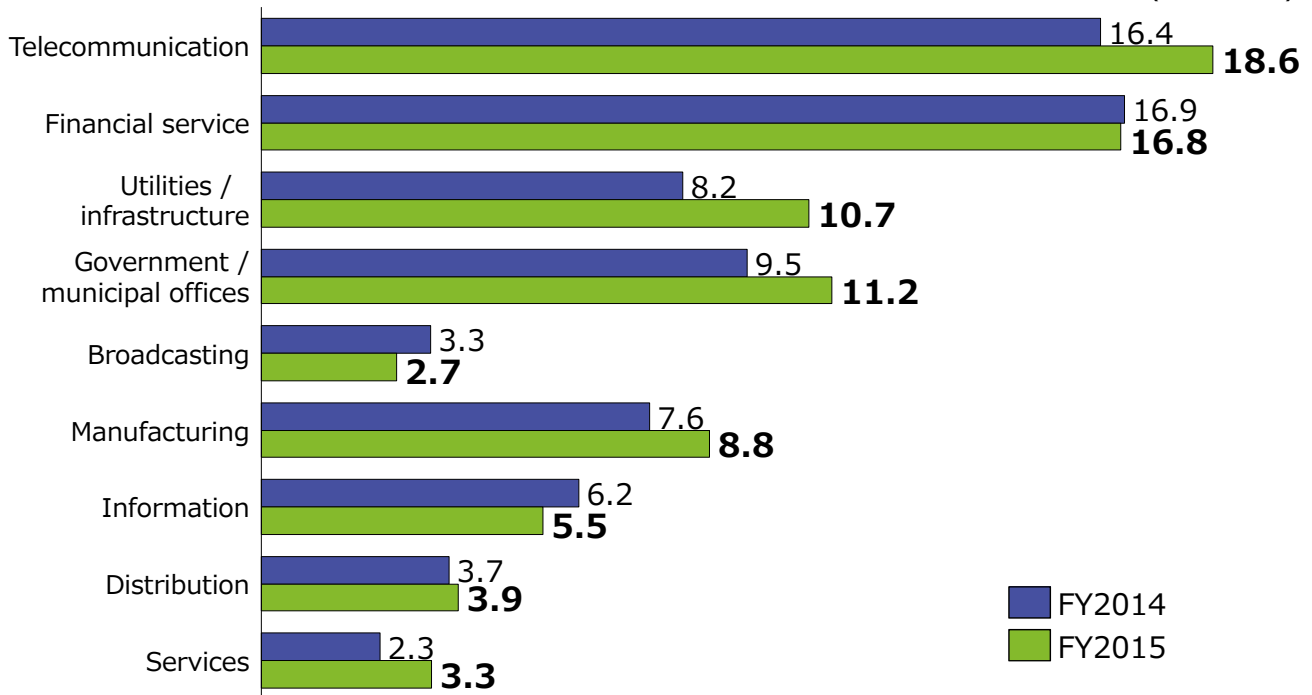
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## Reference : Consolidated Sales by Industry

(billion JPY)



## Mid-term Business Plan Progress

## Performance Status of Business Strategy 2018

### Key1

Satisfy various customer needs

- Enhancing our fundamental businesses by strengthening our service quality
- Strengthening our service capabilities by utilizing ICT

### Key2

Grow with society

- Acquiring demand from Electrical system reform, 'My Number' National I.D. system, temporary welfare benefits.
- Strengthening digital BPO business by establishing a joint venture company with DENTSU INC.

## Performance Status of Business Strategy 2018

### Key3

Challenge new possibilities

- Focusing on strengthening business in ASEAN area.
- Focusing on developing overseas businesses with existing customers.

Strengthening of Core Competence

- Renovating the ICT platform
- Increasing regionally-based regular employees (up to 200 people)

## Relia Group's Automated Platform

### Virtual Agent®

**Communication agent on the web that uses AI technology utilizing**

Relia was selected as a technology partner for IBM Watson Ecosystem Program.

### Mobile Select®

**Upgrade call center operation efficiency via smartphone**

Started the pre-installation of apps by establishing JV company with Sony Mobile Communications Inc.

### Relia Voice Cloud

**Cloud voice recognition platform**

Service started in the 2<sup>nd</sup> half of FY2015

Service of naturally spoken Interactive Voice-Recognition system for major customer has begun.

# Business plan for FY2016

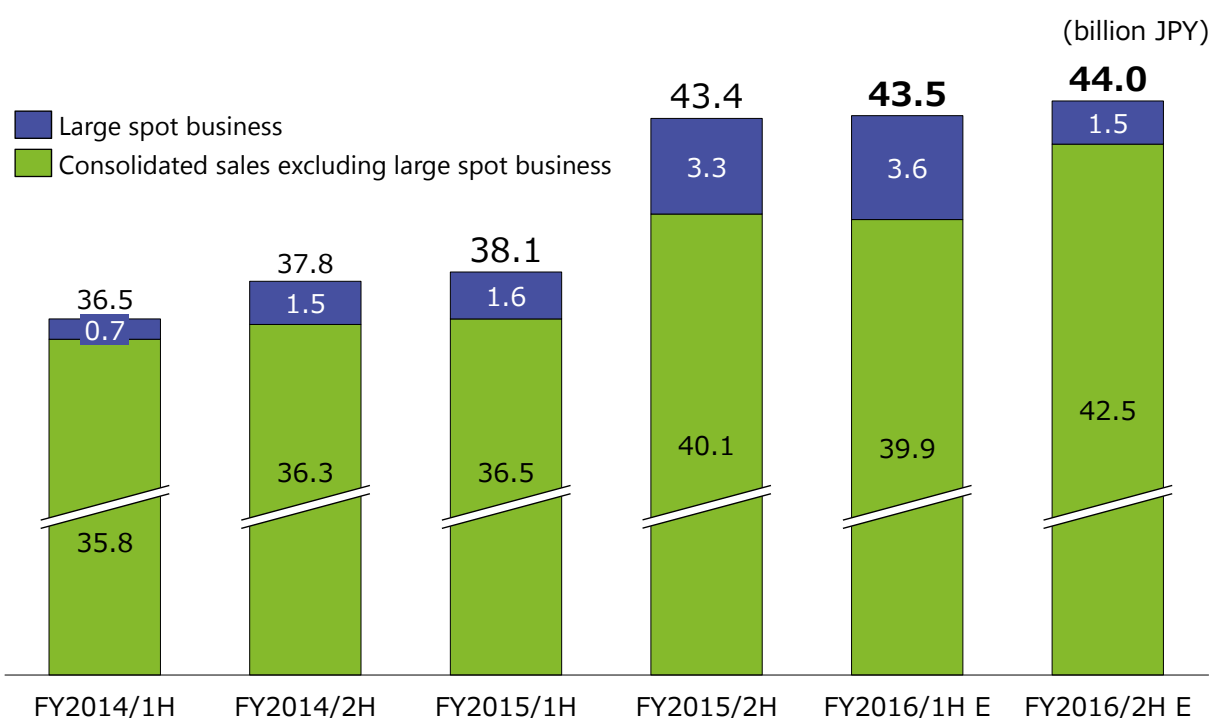
## Budget for Fiscal Year 2016 (Consolidated)

- Future demand for outsourcing is expected to continue to increase.
- Spot demand accompanying regulatory and institutional reform is expected in 1<sup>st</sup> half of FY2016.

(million JPY)

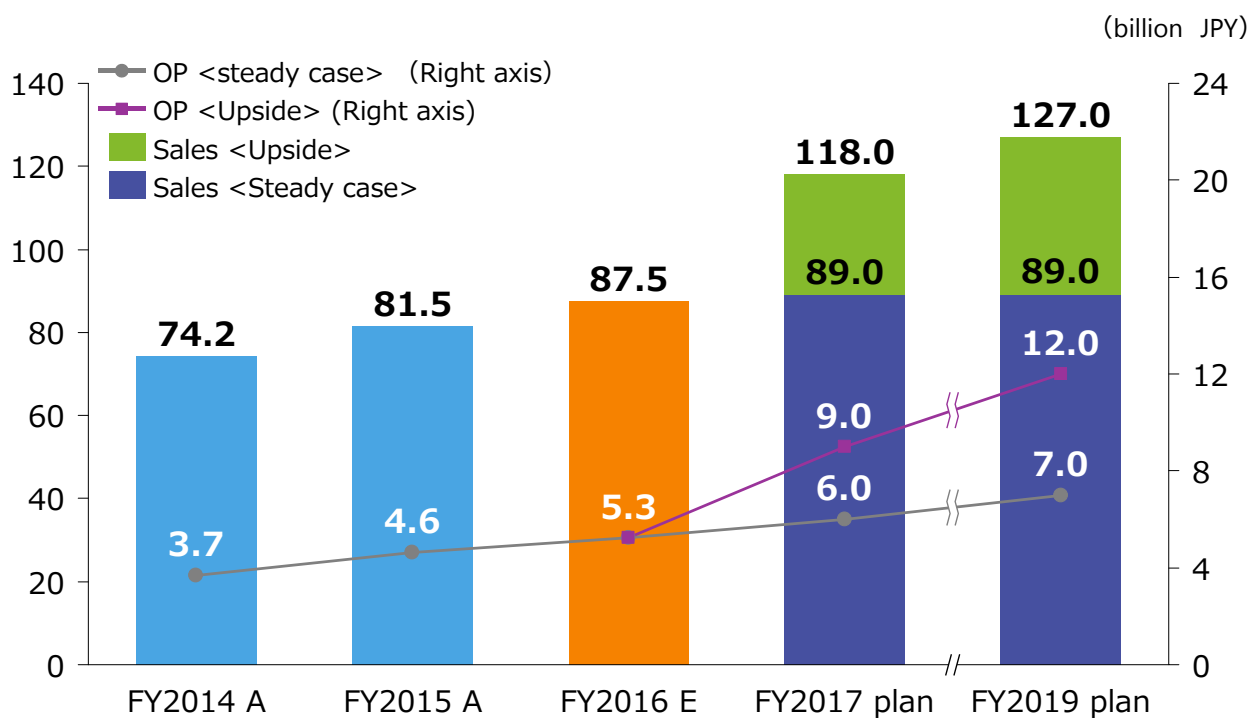
	Results for the year ended Mar./15	Annual Forecast	Change	% change	Forecast for the 1st half of FY2016
Net Sales	81,500	87,500	+5,999	+7.4%	43,500
Operating income	4,621	5,250	+628	+13.6%	2,600
Ordinary income	4,685	5,250	+564	+12.1%	2,550
Profit attributable to owners of parent	3,101	3,550	+448	+14.4%	1,650

## Transition of Consolidated Sales (Forecast)





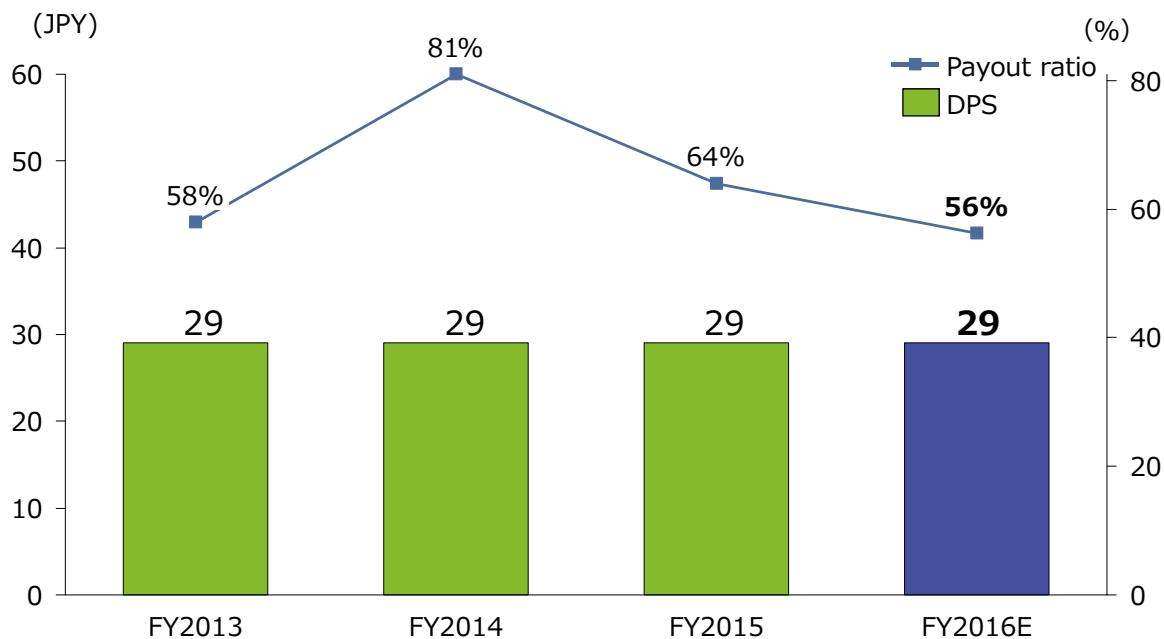
## Progress of Mid-term plan



## 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



## Cautionary Statement

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