

Financial Highlights



1Q: higher sales and income - Increase in customers' needs for support following the end of the free upgrade to Windows 10

2Q: lower sales and higher income - Decrease in sales due to voluntary restraint on sales promotion activities in relation to the incident that occurred in August

We concentrated on supporting existing members by verifying the usage of each member through direct mail, etc.

Lower sales and lower income

3Q: lower sales and lower income - Although we gradually resumed sales promotion activities in November, the decrease in sales continued due to the impact of the quiet period.

As we sold off our long-term inventories by lowering their prices, the gross margin on product sales decreased. Due to a shortage of customer service staff, sales of service-inclusive products decreased.

4Q: lower sales and income- By limiting the number of service-inclusive products on offer, we aimed to increase the quality of each and every response we gave our customers in customer support.

Although there was a certain amount of demand before the end of Windows Vista Support, there was no extra demand for this particular service.

Million yen, %	FY2016 (cumulative)	FY2017 (cumulative)	Changes	YoY changes
Net sales	51,756	46,290	△5,466	89.4
Operating income	4,114	3,378	△736	82.1
Ordinary income	4,166	3,465	△701	83.2
Net income belonging to parent company shareholders	2,726	2,260	△466	82.9

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Plan for FY2017



Million yen, %	Results for FY2016		Forecast for FY2017	
	Results	YoY changes	Forecast	YoY changes
Net sales	46,290	89.4	46,600	100.7
Operating income	3,378	82.1	2,420	71.6
Ordinary income	3,465	83.2	2,500	72.1
Net income belonging to parent company shareholders	2,260	82.9	1,650	73.0

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