Tokyo Stock Exchange Prime Market: Securities Code 3992

Needs Well Inc.

Financial Results

for the Third Quarter of Fiscal Year 2025

(October 1, 2024 –June 30, 2025)

August 06, 2025

Needs Well



1. 2025/9 3Q Financial report summary



2. Transition from Operation 6.600 to Value Creation 700



3. 2025/9 Results forecast



4. Growth strategy



5. Reference



1.1 Financial highlights



Operating profit margin was 12.6%, retaining high profitability at approx. double the industry average

The profits have been revised upwards. The full-year results are expected to exceed the initial forecast by 100 million yen.

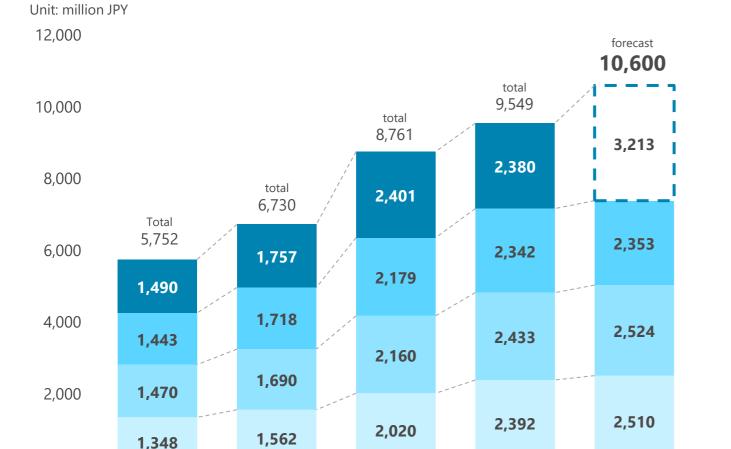
- * Focus areas including Al Solutions, Migration Development, and IT Outsourcing expanded, with net sales by quarter reaching 103.0% year-on-year
- * Contained the SG&A expenses ratio at a low level of 10.0% due to the effects of business improvement and productivity enhancement by utilizing AI and RPA
- * Public sector projects also continued to steadily increase
- * Implemented high-standard wage increases (average of 4.59% increase via raises and extension of housing allowance provision) and new graduate training for the purpose of strengthening recruitment
- * Eliminated cross-shareholdings for the purpose of improving the tradable share ratio.

Net Sales	7,387 million JPY	yoy +3.0 %	
Operating profit	934 million JPY	yoy +4.3 %	Operating profit margin 12.6 %
Ordinary profit	944 million JPY	_{yoy} +2.7 %	Ordinary profit margin 12.8 %

1.2 Trends/comparison by FY







FY23/9

3Q

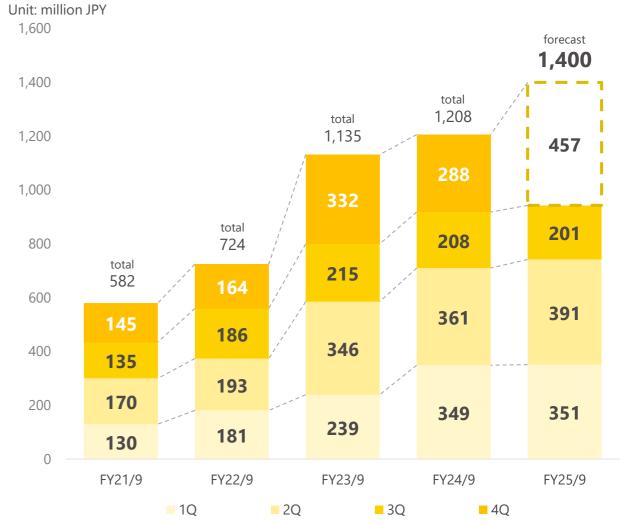
2Q

FY24/9

4Q

FY25/9

[Ordinary profit by quarter]



FY22/9

1Q

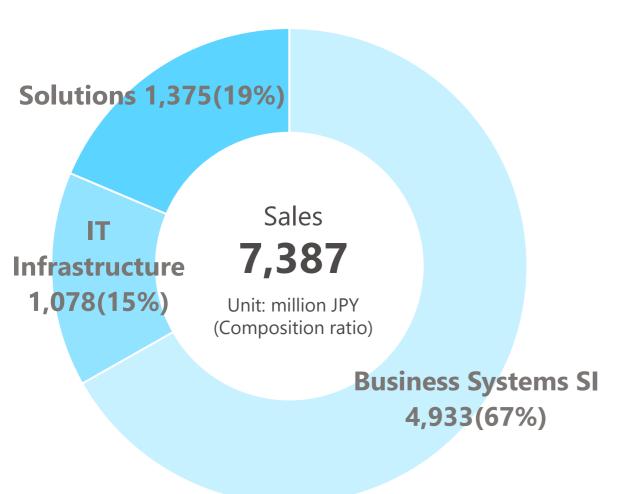
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FY21/9

1.3 Net Sales Trends by Service Line



Impressive growth in Solutions, reaching 123.5% year-on-year Al Solutions reaching 160% year-on-year



Summary of the Third quarter of 2025/9

Business Systems SI 101.0% year-on-year

- · Life insurance, distribution service, and public sector remained steady.
- · Migration Development grew significantly, reaching 120% year-on-year.
- · Opportunity for new orders has expanded due to active participation in projects through bidding.

IT Infrastructure 92.3% year-on-year

- · IT Outsourcing reached 113% year-on-year.
- · Test management services contributed to Software Testing.

We provided solid support for the efficient execution of testing processes through the capitalization and optimization of documents required for testing, and performance in this area was strong.

· Automated testing services in association with migration contributed from 40 onwards.

Solutions 123.5 % year-on-year

We focused on differentiation from other companies through the provision of unique solutions and services, further expanding orders. In particular, Al Solutions exhibited strong growth, reaching 160% year-on-year.

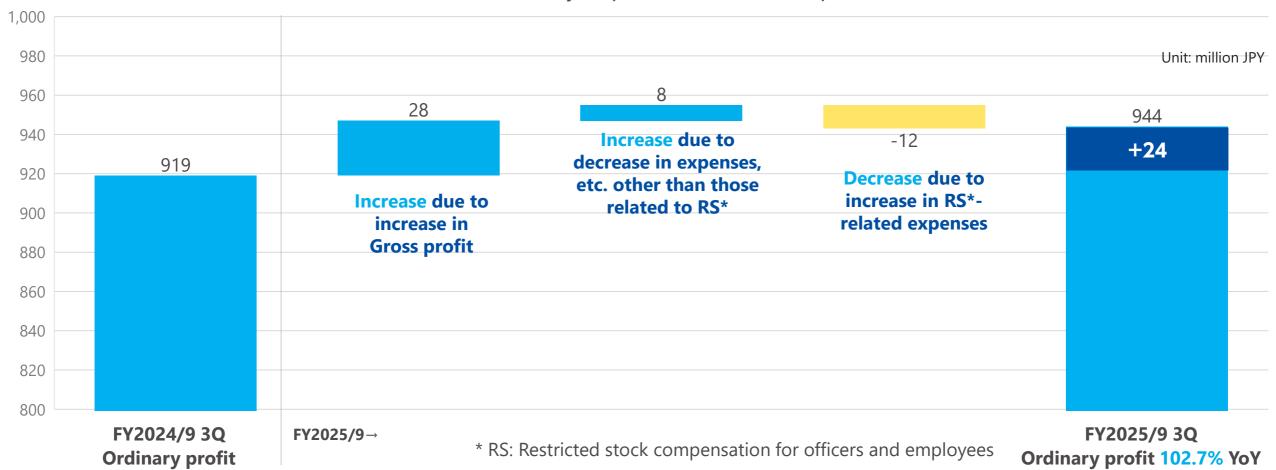
- · Made progress in device and license sales in association with SI orders received.
- · Added new AI Solutions to lineup through collaboration with Hmcomm.
- · Strengthened provision system through conclusion of PMC agreement with Concur Standard.

1.4 Ordinary profit analysis



Ordinary profit reached 102.7% year-on-year

- Gross profit increased by 28 million JPY
- Although there was a seasonal increase in costs as a result of hiring new graduates, the target **SG&A expenses ratio** of 10% was achieved due to business efficiency improvement and the promotion of online sales



1.5 Profit & loss statement



Ensured financial soundness and stability through improved profitability and efficient cost management

KPI achievement

	FY2024,	/9 3Q			FY2025/9 3Q		
Unit: million JPY	Result	Net Sales	Result	Net Sales	Year-on-year	Achievement rate	Forcast
Net sales	7,168	-	7,387	-	103.0%	69.7%	10,600
Business Systems SI	4,886	68.2%	4,933	66.8%	101.0%	71.3%	6,920
IT Infrastructure	1,168	16.3%	1,078	14.6%	92.3%	62.5%	1,725
Solutions	1,114	15.5%	1,375	18.6%	123.5%	70.4%	1,955
Gross profit	1,641	22.9%	1,670	22.6%	101.7%	-	-
Amortization of goodwill	40	0.6%	40	0.5%	100.0%	-	-
Others	705	9.8%	695	9.4%	98.6%	-	-
SG&A expenses	746	10.4%	735	10.0%	98.6%	-	-
Operating profit	895	12.5%	934	12.6%	104.3%	66.7%	1,400
Non-operating profit	27	0.4%	20	0.3%	74.5%	-	-
Non-operating expenses	3	0.0%	10	0.1%	307.4%	-	-
Ordinary profit	919	12.8%	944	12.8%	102.7%	67.4%	1,400
	919	12.8%	944	12.8%	102.7%	-	-
Income taxes	254	3.6%	314	4.3%	123.3%	-	-
Net profit	662	9.2%	628	8.5%	94.9%	60.3%	1,043

Item	Numerical targets	Results
Net sales growth rate	20% or more	3.0%
Gross profit margin	25% or more	22.6%
G&A expenses rate	10% or less	10.0%
Ordinary profit margin	10% or more	12.8%
Equity ratio	60% or more	75.4%
EPS	¥65 or more	Renewal for the full year only
PER	30 times or more	Renewal for the full year only
ROE	20% or more	Renewal for the full year only
ROIC	20% or more	Renewal for the full year only

^{*} Only major items are selected and presented.

1.6 Balance sheet



Supported sustained growth with a solid financial foundation (equity ratio: 75.4%)

*5	selection of significant entries only	FY2024/9	FY2025	5/9 3Q
Unit: million JPY		Result	Result	Year-on-year
	Cash and deposits	2,095	2,592	496
	Accounts receivable - trade and contract assets	1,889	1,831	-58
	Prepaid expenses	59	76	17
	Others	8	6	-1
	Total current assets	4,052	4,506	454
	Buildings, net	42	39	-2
	Software	43	38	-4
	Software in progress	3	13	9
Assets	goodwill	316	275	-40
Sts	Customer-related assets	352	325	-27
	Investment securities	418	530	111
	Defferred tax assets	98	64	-34
	Leasehold and guarantee deposits	143	138	-5
	Insurance funds	76	76	0
	Other	104	79	-24
	Total non-current assets	1,600	1,581	-18
Tot	al assets	5,653	6,088	435

*Selection of significant entries only		FY2024/9	FY2025	5/9 3Q
Unit: million JPY		Result	Result	Year-on-year
	Accounts payable - trade	351	388	37
	loans	7	7	0
	Accounts payable - others	160	178	18
	Accrued corporate tax, etc.	232	150	-81
	Accrued consumption taxes	130	110	-20
Liab	Deposits received	46	53	6
Liabilities	Provision for bonuses	298	151	-147
es	Others	27	292	264
	Total current liabilities	1,255	1,333	77
	loans	30	25	-5
	Long-term deferred tax liabilities	122	112	-9
	other	14	16	1
Total non-current liabilities		167	153	-13
Tot	tal liabilities	1,422	1,486	63
	Share capital	908	908	0
_	Legal capital surplus	794	796	2
Equity	Retained earnings brought forward	3,212	3,499	287
₹	Treasury shares	-803	-798	4
	Valuation difference on available-for-sale securities	108	185	77
Non-controlling interests		10	10	0
Total net assets		4,230	4,602	371
Total liabilities and net assets		5,653	6,088	435

2025年9月期 第3四半期 決算説明資料 8



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2. Transition from Operation 6.600 to Value Creation 700



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5. Reference



2.1 Transition from Operation 6.600 to Value Creation 700



Launched Value Creation 700, aiming to reach a stock price of 700 JPY by FY26/9

Accelerated business growth in focus areas through Operation 6.600 Engaged in new endeavor of Value Creation 700, aiming to reach a stock price of 700 JPY by FY26/9

- Enhancement of returns for shareholders
 - * Improved the payout ratio policy from "35% or more" to "45% or more" Revised the forecast of the fiscal year-end dividend to 12 JPY per share by increasing the regular dividend by 3 JPY at the end of FY25/9
 - * Introduced shareholder benefit program (twice per year)
 - Record date: March 31, September 30
 - Eligible shareholders: Shareholders with a holding of 1,000 shares (10 units) or more
 - Benefits: QUO cards worth 15,000 yen for each record date
- Growth in focus areas
 - * Al Solutions Business: 3Q net sales increased by 60% year-on-year
 - * IT Outsourcing Business: 3Q net sales increased by 13% year-on-year
 - * Migration Development Business: 3Q net sales increased by 20% year-on-year



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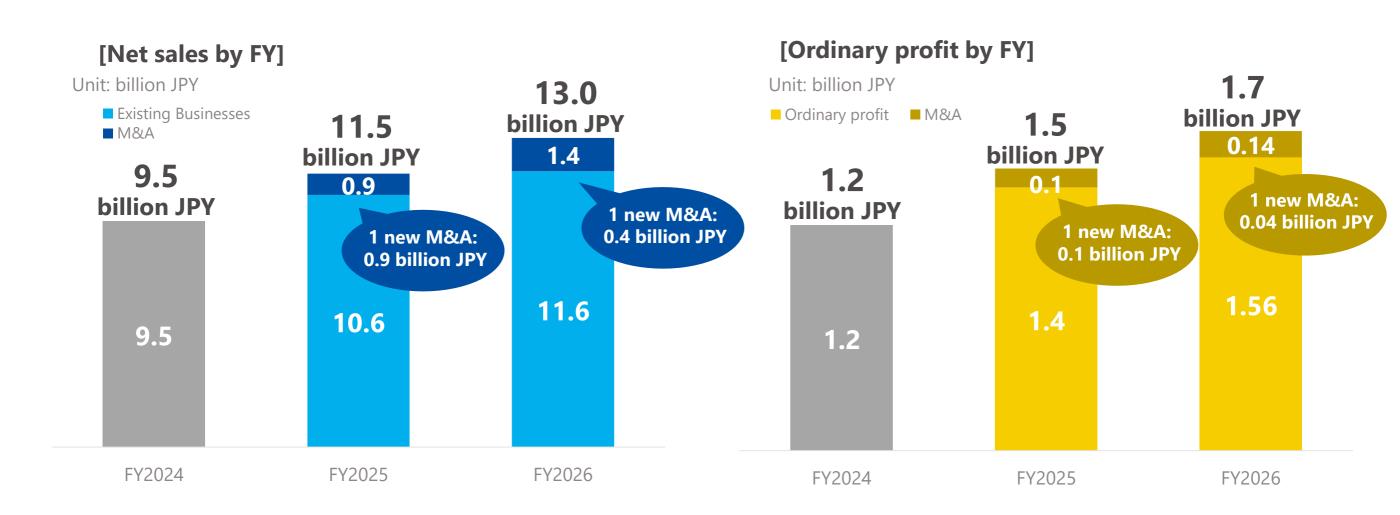
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3.1 Medium-Term Management Plan (Consolidated)



FY2026 targets: Net sales of 13.0 billion JPY, ordinary profit of 1.7 billion JPY, and net sales CAGR (compound annual growth rate) of 14%

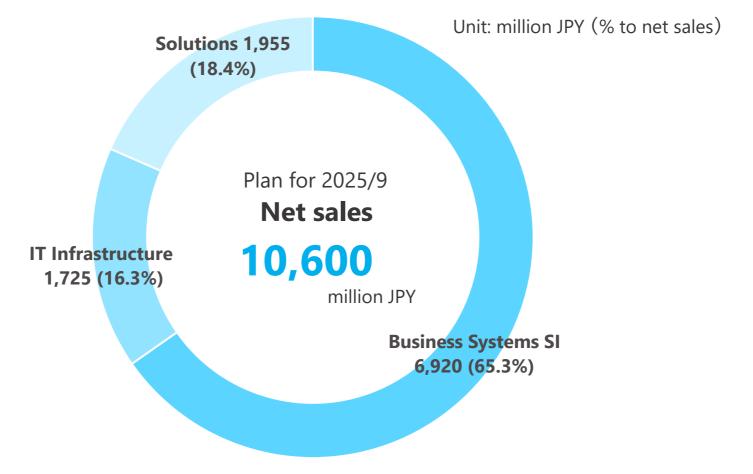


3.2 Sales Plan by Service Line (Consolidated) for FY2025/9



Continue to focus on Business Systems SI as our core business, and expand high-demand, revenue-generating IT Infrastructure and Solutions



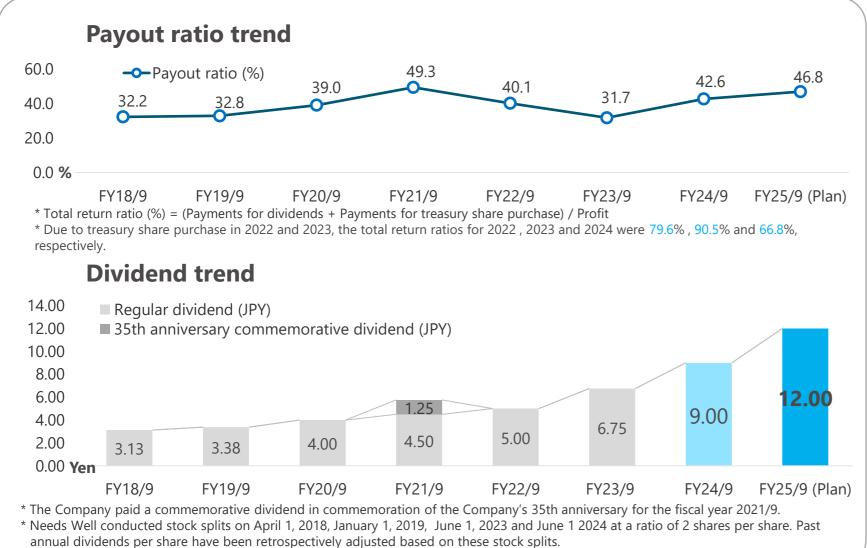


^{*} New M&As not included in net sales.

3.3 Shareholder returns



In addition to increasing the dividend for FY25/9 by 3 JPY, we introduced a new program for shareholder benefits worth 30,000 JPY per year.



- Record dateThe initial record date will be September 30, 2025, and thereafter the record date will be March 31 and September 30 ofeach year.
- (2) Eligible shareholders Eligible shareholders are those who are listed or recorded in the shareholder register of the Company onthe record date with a holding of 1,000 shares (10 units) or more.
- (3) BenefitsQUO cards will be awarded as follows:
 Number of shares held Benefits1,000 shares (10 units) or more QUO cards worth 15,000 yen

^{*} Comprehensive yield if 1,000 shares are held for one year from September 30, 2025

Stock price on purchase (JPY)	400	500
Comprehensive yield (%)	10.5	8.4

shareholder benefit program



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4.1 Management philosophy and medium-term policy



Management philosophy

Contributing Broadly to the Economy and Society

Enhance corporate value

Enhance business value: Achieving performance and business targets

Enhance social value: Achieving sustainable management

Management policy

Constantly evolving, Needs Well continues to contribute broadly to the economy and society with the slogan "Try & Innovation."

■ Medium-term basic policy

Transition to a true system integrator

Medium-term management policy

Improving profitability and reducing overtime work through increased productivity
Achieving high salaries and bonuses, as well as work-life balance



4.2 Focus area



Expand Business Systems SI

Expand IT Infrastructure



Expand Solutions Businesses

Expand Al Business

Expand Migration Business

Expand IT Outsourcing, Software Testing

Focus areas

Particular focus on "Value Creation 700," a corporate value enhancement project

Expand Logistics Businesses

4.2.1 Outline of focus areas



Focus areas	Details of collaboration
Solutions	Concur Standard · Concur Standard available under the Needs Well brand with the conclusion of a Partner Managed Cloud (PMC) agreement. · Strengthens sales expansion for SMEs, the target market for Concur Standard. WalkMe · Accompanying guidance display to optimize UI/UX. Collaboration on promotion of manual-free trend.
Al	As Prophetter Unmatched superiority provided by Hmcomm's sound X AI technology and Needs Well's data analysis and data cleansing technology. Monitors for various sounds produced by devices, equipment, and living creatures to detect abnormalities and provide predictive detection in the wide and diverse range of fields covered by the industrial sector, including manufacturing, energy, and agriculture. Improves operating rates, ensures safety, and enhances efficiency of inspection procedures.
IT Outsourcing	BPO+Invoice PA+expense reimbursement system Integrated solution to promote faster and more efficient low-code development. Supports customers DX and productivity enhancement by establishing quick-delivery, high-quality, and low-cost systems. DXPA IT outsourcing for taking on digitization. Supports digitization of paper documents for government agencies, local public entities, and other bodies in the public sector through BPO solutions+smartOCR+data integration.
	Citrix Virtualization solution • Entered into a master partner agreement with CXJ, a subsidiary of Ascentech. Provides the Citrix virtualization solution as an authorized sales partner, utilizing the high-quality Citrix products handled by CXJ. • Demand for virtualization technology is expanding from the perspectives of ensuring security and availability, access to efficient and stable operations that are highly flexible, and reducing total cost, etc.
	Test automation · Automates comparison testing between current and new versions prior to full operation of new systems. · Automates comparison testing between current and new versions and test execution in association with migration.
Migration	WebPerformer/WebPerformer-NX+N-Navi+developmentcapacity Integrated solution to promote faster and more efficient low-code development. Supports customers efforts for DX and productivity enhancement by establishing quick-delivery, high-quality, and low-cost systems.

4.2.2 Focus area [Expand Solutions Business] 1



Clarify the purposes and guidelines of solutions business and aim to expand business

Purpose

- Enhance corporate value
- Improve capability to receive orders
- Improve profitability / "Transition from increasing unit price to increasing value"



Policy

- Create solutions together with customers, instead of research and development
- Focus on services and improve quality of services
- Offer high added value to customers
- Utilize services internally before offering to customers
- Ongoing support by offering subscriptions

4.2.2 Focus area [Expand Solutions Business] 2



Solution area	Details of solution			
Information security	Virtualization solution Symantec VOTIRO Resalio Lynx Remote PC Array okta MobiControl eset			
Operational efficiency	SAP Concur N-Bridge Series Speed AS Invoice PA InvoicePA+ CoNeCt imPac Corpo Card N-Navi BI Startup Boost sales of Concur Standard through PMC agreement with Concur. Contributed to performance from 4Q onwards WalkMe UI/UX-Navi Strengthen collaboration with WalkMe. Contributed to performance from 4Q onwards Other IT Re-engineering WinActor DXPA Dgent SharePoint Utilization Services ManaSupport BP-Collabo Smartphone Rental Service 11MGN			
Finance	2025 Solutions CXone Robotic Call WELCOME			
AI	Refer to next section.			
Development tools	WebPerformer WebPerformer-NX			

4.2.3 Focus area [Expand Al Business]



Expand Al Business by enhancing solution lineup





Launched in July 2025



Al analysis and identification of abnormal sounds to detect abnormalities and provide predictive detection.



Al automation of rough estimation of parts and materials



Detection of normality and abnormality of objects acquired by camera using image recognition AI (deep learning).



Detection of normality and abnormality of objects acquired by camera using image recognition AI (deep learning).



Predictive AI is used to predict various abnormalities and prevent breakdowns and failures before they occur.

Generative Al Solutions







Physician Scheduling

Al Solution for Chronic Pain Treatment

Build AI for automatically generating financial statements

Al for automatically diagnosing qualifications and feasibility of proposals for projects through bidding

Reduces time spent on document creation with generative AI

Automatically generates optimized shift schedules with consideration for balance in physician working hours and appropriate staffing

Under development

Requirements definition for treatment programs, including chronic pain prevention, patient education for those afflicted with chronic pain, and cognitive behavioral therapy

Under development

Al chatbot Solutions







4.2.4 Focus area [Expand Migration Development Business]



Efficient quality testing services in association with migration, providing consistent support from migration to testing

The demand for migration has been increasing more than ever due to various factors such as the withdrawal of domestic manufacturers from general-purpose computers, the migration of legacy systems to new platforms, and a shortage of skilled personnel and technicians in current systems.

Reduction of system verification costs in association with migration through automated testing services

Support for wide range of migration, including legacy migration and modernization

- Aggregate engineers specialized in migration development
- →Expand technical know-how and scope of services
- Aggregate development know-how at Nagasaki
 Development Center

Enhancement of quality testing services

- · Conduct reliable, high-quality testing
- Build efficient testing system using test management services and the Nagasaki Development Center
- Collaborate with RGS Information System to provide test automation services and contribute to cost reduction

4.2.5 Focus area [Expand IT Outsourcing, Software Testing]



IT Outsourcing

Support for business efficiency improvement and establishment of a long-term framework to meet the demand caused by talent shortages in corporate DX

As the demand for DX and business improvement increases year by year, more companies are facing challenges in controlling all aspects of IT internally. We offer proposals that adapt flexibly to measures against personnel shortages and contract arrangements of each company, providing comprehensive management, operation, and support.

Details of support

Operational design and monitoring

monitoringLeverage know-how cultivated over many years of operation to establish a stable and secure DX conversion and operational framework.



Taking on operations

Take on system operations, such as restoration, backup, and vulnerability management.

IT outsourcing for taking on digitization of paper documents for government agencies, local public entities, and other bodies in the public sector with **DX support** by DXPA.



Managed services

Take on everything from migration, design, and construction to maintenance and operation, achieving high quality and ongoing cost reduction through technical capabilities cultivated over the years.



4.3 Revenue expansion and targets



Expand stock sales: increasing to 70% by 2025

- •Ensure stable revenue through the expansion of stock sales, leveraging our development know-how.
- ·Maintain and expand ongoing transactions with customers we have cultivated over time.

Stock sales: System maintenance and operation for at least two years, subscription-based solutions, etc.

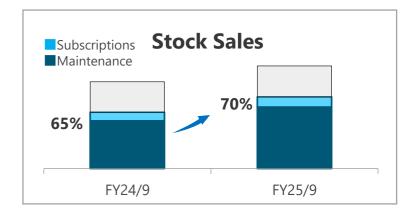
Promote online sales activities: aiming for at least 30% of net sales

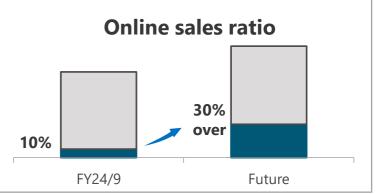
·Reached out to new target groups through successful implementation of measures such as seminars, exhibitions, website, and press releases.

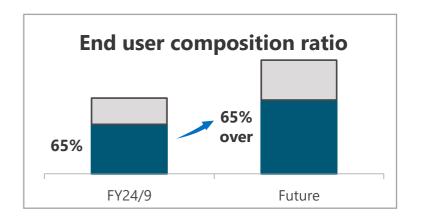
30% over Inquiries from end users through online tools increased. 10% FY24/9 **Future**

Increase direct sales to end users: maintaining and expanding over 65% of net sales

- •Focus on continuing to work with existing customers, expanding the scale of projects in relevant sectors, and cultivating new sectors of expertise.
- ·Cultivate new users by targeting companies in the same or similar industries as existing users.
- •Focus on the Solutions Business, which accounts for a high percentage of sales to end users.









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5.1 Company profile



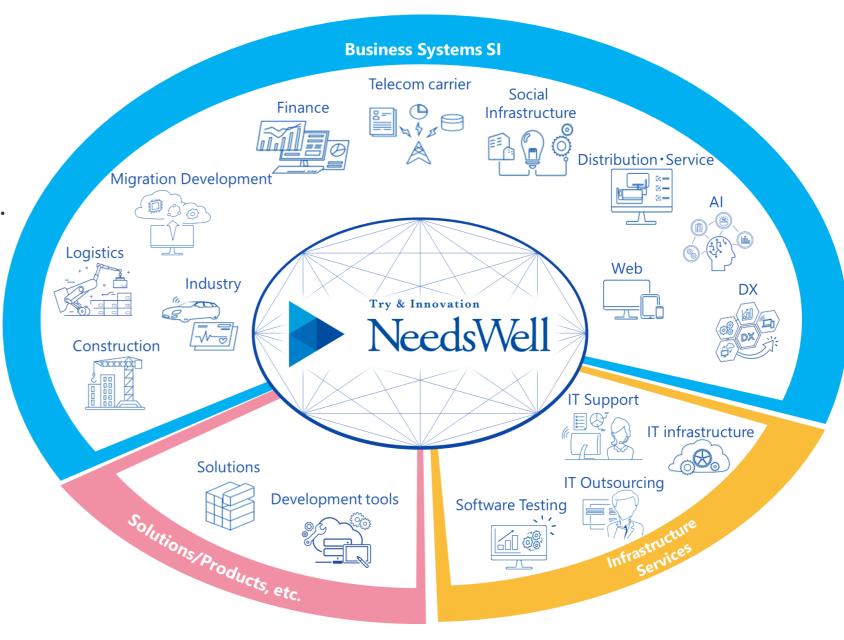
As of April 30,2025

			As of April 30,2025
Company Name	Needs Well Inc.	Representative	President and CEO Hajime Matsuoka
Established	October 1, 1986	Stock Listing	Tokyo Stock Exchange, Prime Market (3992)
Paid-in Capital	908 million JPY	Net sales As of September 30,2024	9,549 million JPY(Consolidated)
Number of Employees As of September 30,2024	616 (Consolidated)	Fiscal year end	September
Head Office	13F, New Otani Garden Court, 4-1 Kioi-cho, Chiyoda-ku, Tokyo, 102-0094 Japan TEL: +81-3-6265-6763 FAX: +81-3-6265-6764 URL: https://www.needswell.com		
Office	 Nagata-cho Office: 2F, Sumitomo Fudosan Nagatacho Building, 2-17-3 Nagata-cho, Chiyoda-ku, Tokyo, 100-0014 Japan Nagasaki Office: 6F, Meijiyasudaseimei Nagasakikozenmachi building, 2-21 Kozen-machi, Nagasaki-shi, Nagasaki, 850-0032 Japan 		
Group structure	Consolidated subsidiaries Zeroichi Production Co., Ltd. (Head Office: Nasushiobara-shi) BO STUDIO Inc. (Head Office: Shibuya-ku, Tokyo) KOMSOFT Inc. (Head Office: Chiyoda-ku, Tokyo)		

5.2 Business fields

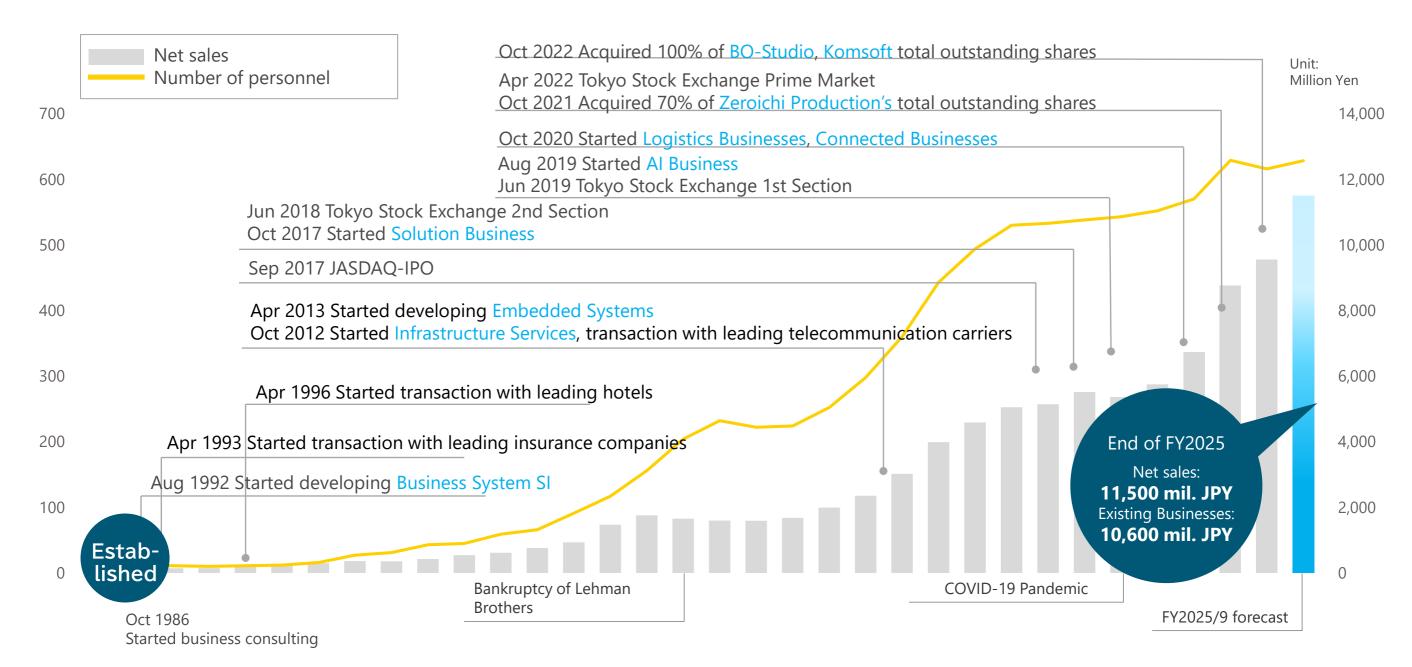


Needs Well provides total IT services through three services focused on Business Systems SI for finance.



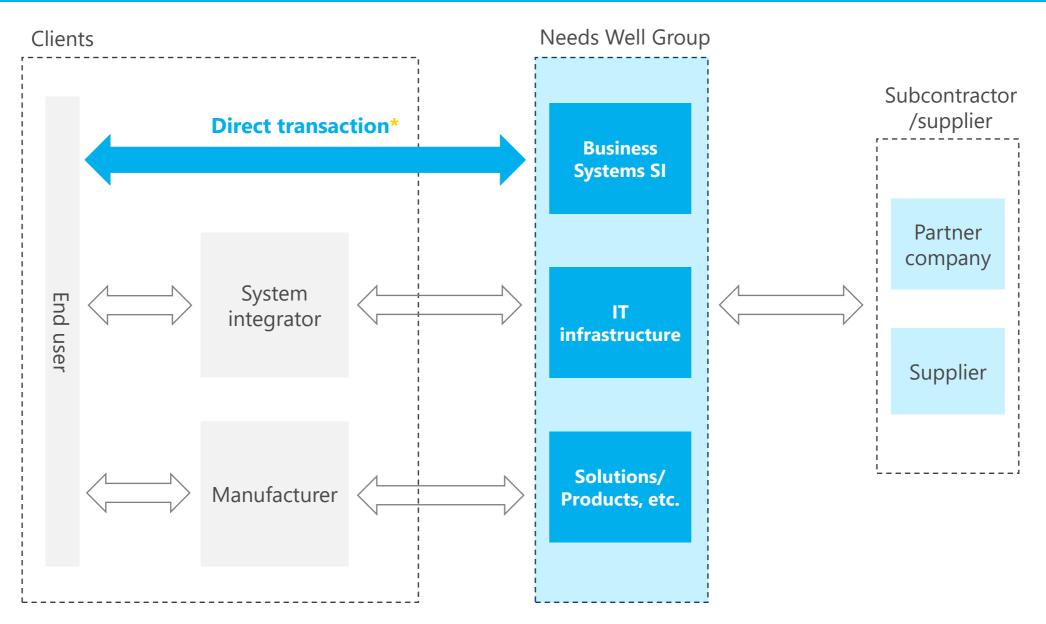
5.3 Growth track





5.4 Business system diagram





^{*} High level of direct transactions with end users (approx. 65% of all sales)

5.5 Our three strengths



Our three strengths

Capacity for financial system development

Financial sector accounts for 50% of net sales in main service line, Business Systems SI.

Particularly advanced in life insurance and accident insurance sectors.

Strong performance record in developing systems for banks, credit cards, and securities.

Proficiency in direct sales to end users

High level of direct transactions with end users such as life insurance companies, leading hotels, telecommunications carriers, etc., composing over 65% of sales.

Ability to provide solutions / Al

Provides solution services optimized for each customer's business objectives through DX, Generative AI, RPA,etc.

5.6 Personnel

As of the end of March 2025



Continue recruiting new graduates with a target of 10% of the total number of employees and focus on their development

Strengthen partnerships with the goal of increasing the core ratio to 70% in the future

Partner ratio: 40%

New graduate recruitment 10%

* Partner ratio : Number of partners / (number of partners + number of employees) : Number of core partners / number of all partners

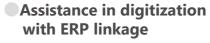
10%

5.7 Business efficiency improvement solutions



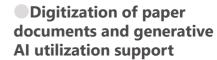
Promotion of "work style reform" and elimination of "labor shortages" Rich lineup supporting business efficiency improvement

Warehouse management system



Support for introducing accompanying style quidance

System UI/UX Revamp







∢Nナビシリーズ





File server utilization support



Profit and loss estimate simulation









活用サービス











SAP Concur Linkage solutions

Core system linkage

Speedy introduction in three months at the fastest



Automated registration of invoices with Al Invoice PA Invoice PA ±

Accounting linkage Introduction for Standard package for Standard



Higher efficiency of linkage with corporate credit cards



Accompanying style guidance for Concur

Expense analysis using BI



BIスタートアップ

N-Bridgeシリーズ

オンプレ版/クラウド版

CoNeCt

5.8.1 Initiatives directly linked to business



Aim for sustainable management through business strategies that incorporate the perspectives of SDGs, ESG, and CSR

Nearshore Development Promotion: Nagasaki Development Center to maintain 100 employees

Promote development by committing to QCD (quality, cost, and delivery) through remote development system that utilizes nearshore bases.

Aim to maintain 100 employees at the Nagasaki Development Center and contribute to prosperous urban development through the development of an industrial foundation, technological innovation, and creating employment opportunities by utilizing highly competent local human resources.

Certified as the first registered business operator of the Nagasaki Prefecture SDGs Registration System.

Participated in the "SDGs Public-Private Partnership Platform for Regional Revitalization" established by the Cabinet Office.

Participated in the Cabinet Office's "Public-Private Partnership Platform for Regional Revitalization SDGs"

Development of new solutions to assist DX

Dgent, a service that supports document digitization and the effective use of generative AI, can automate the process of digitizing large volumes of paper documents and help build generative AI applications that use digitized documents to streamline operations. Promote the DX of education and assist companies and organizations in using AI to reduce their workload.

Develop and launch new solutions through industry-academia collaboration to use generative AI and other tools effectively.

Collaboration with partner companies

Promote partnerships with contractors and suppliers and aim to establish a structure for continuing to develop together over a long period of time.







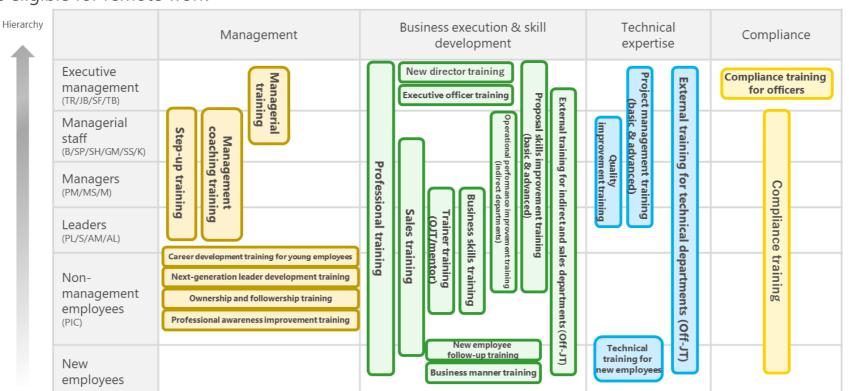


5.8.2 Initiatives supported by systems and activities 1



Work style reform & personnel development

- Introduction of a double job system, internal FA system, return-to-work support system, and comeback system to find suitable jobs and enhance motivation
- Introduction of a student loan assistance program, social contribution program, and restricted stock compensation for officers and employees
- On-the-job training and mentor system to draw out skills and motivation
- Promote a healthy work-life balance by incentive dates for paid leave, Premium Friday (leaving work early on the last Friday of the month), reducing overtime work, etc.
- Expand selection of employees eligible for remote work
- Internal training programs







5.8.3 Initiatives supported by systems and activities 2



Increase ratio of female employees and managers

- · Increase the ratio of female employees by promoting meritocracy and gender equality
- Target female manager ratio: 30%, target female employee ratio: 30%





Al education for students

- Arrange AI programming experiences and 5 day/3 weeks internships for students
- In order to promote IT education, form a team from Needs Well's AI-related groups and the General Affairs Department for planning a program that can help students realize the attractiveness of AI



Donate to assistance programs for repaying student loans

• Contribute to projects by Nagasaki Prefecture for assisting young adults in the repayment of their student loans Develop leaders who will establish themselves and play central roles in the local community



Support for V-Varen Nagasaki of the Soccer J League

· Concluded a sponsorship agreement to support the promotion of sports culture and revitalization of the local community



Please view the following link for other initiatives and more information: https://www.needswell.com/ir/sdgs



- All statements described herein have been prepared by Needs Well based on the currently available information.
- Actual results may differ from forecasts due to various factors in the future.
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Management Planning Division e-mail: <u>ir-contact@needswell.com</u>