Serverworks

Q1 FY02/27 Financial Summary

Translation

Note :This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

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1. Q1 FY02/27 Summary

Executive Summary

■ Results: Both net sales and profit significantly exceeded the prior-year period, with progress firmly on track

- **Net sales increased on the continued favorable impact of yen depreciation**, and in addition, our consolidated subsidiary G-gen **acquired a partner Marketing Fund (incentive) upon meeting specific conditions, driving a significant increase in operating profit**
- With the advent of generative AI, acquiring hyperscaler accounts has once again become our top priority.
  While we are in a phase of pursuing top-line growth, **the unprofitable projects that arose in the previous fiscal year are moving toward resolution**, and **profit levels are tracking in line with plan even excluding the one-time effects of yen depreciation and the Marketing Fund**

■ Generative AI: Anthropic agreement signed; No.1 in AWS Top Engineer certifications in the AI field

- **We completed the signing of an agreement with Anthropic** and **ranked No.1 in Japan for AI-field** AWS Top Engineer certification holders; our transformation into an "AIer" is progressing steadily
- We will continue to invest **actively in generative AI**, including the company-wide rollout of Claude Enterprise, and **plan to maximize ROT (Return on Token; discussed later)**

■ Mid-term management policy: Steadily advancing the business strategy and shareholder returns set forth in our mid-term management policy

- [Cloud] To strengthen collaboration with AWS ahead of the next SCA, we were certified as the first **"AWS Partner Led AMS" provider in Japan**
- [Security] As in the AI field, we also achieved **No.1 in Japan** in the number of AWS Top Engineer certification holders **in the security field**
- [Overseas Business] With the opening of the AWS Asia Pacific (Thailand) Region, we **decided to establish a local subsidiary, "Serverworks Thailand,"** in Thailand, where cloud demand is surging
- [Shareholder Returns] FY02/26 (first dividend): 25 yen → **dividend increase planned to 30 yen** for FY02/27 (forecast)

Financial Highlights

Net sales rose sharply YoY at all group companies, **aided by yen depreciation and progress in resolving** the prior year's **unprofitable projects**

At Serverworks, net sales grew strongly while **strategic pricing to win accounts limited profit growth**

At our subsidiary G-gen, **profit rose sharply on a partner Marketing Fund (amount undisclosed)**

		Net sales (cumulative)	YoY	Operating profit (cumulative)	YoY
Consolidated	Serverworks	**11,933 million yen**	**+29.4%**	**398 million yen**	**+99.6%**
Non-consolidated	Serverworks	9,055 million yen	+22.4%	220 million yen	-7.1%
Non-consolidated	Consolidated subsidiary G-gen (* G-gen and TOPGATE merged as of July 1, 2024.)	2,885 million yen	+58.4%	174 million yen	+180 million yen
Non-consolidated	Consolidated subsidiary Serverworks Smart Operations (* Established in March 2026.)	82 million yen	+82 million yen	3 million yen	+5 million yen

YoY Comparison for Key Items

(Unit: million yen)	FY02/26 Q1	FY02/27 Q1	YoY	Notes on differences from Q1 of the previous fiscal year
Net sales	**9,219**	**11,933**	+29.4%	• Steady growth in resale sales, plus the positive impact of yen depreciation • (Reference) Impact of yen depreciation (approx. 14 yen weaker YoY on average): +approx. 970 million yen
Gross profit	**925**	**1,220**	+31.9%	• G-gen's partner Marketing Fund (amount undisclosed) drove a significant increase; • Meanwhile, SWX's margin declined on lower margins from a specific resale customer and the absence of the prior year's high-margin, special-factor sales • (Reference) Impact of yen depreciation: +approx. 79 million yen
Gross profit margin	*10.0%*	*10.2%*	*+0.2pt*	
Operating profit	**199**	**398**	+99.6%	• Reflects the increase in gross profit (same applies to profit levels below) • Higher SG&A mainly on personnel-related expenses (see P.23)
Operating profit margin	2.2%	3.3%	*+1.2pt*	
Ordinary profit	**204**	**391**	+92.0%	• Growth slightly below operating profit, reflecting the absence of the prior year's subsidy income
Ordinary profit margin	2.2%	3.3%	*+1.1pt*	
Profit attributable to owners of parent	**113**	**324**	+185.1%	• Impact of the increase in ordinary profit
Profit margin attributable to owners of parent	1.2%	2.7%	*+1.5pt*	

Q1 Cumulative/Quarterly Trends

	Q1 Cumulative				FY02/27 Quarterly Trends				
	FY02/26 Q1	FY02/27 Q1	YoY	Forecast Progress Rate	Q1	Q2	Q3	Q4	Compared to the previous quarter vs. Q4 FY02/26
Consolidated net sales	9,219	**11,933**	+29.4%	25.3%	**11,933**				+9.1%
Serverworks	7,398	**9,055**	+22.4%		**9,055**				+6.7%
Ggen	1,820	**2,885**	+58.4%		**2,885**				+17.8%
Gross profit	925	**1,220**	+31.9%	25.2%	**1,220**				+18.4%
Gross profit margin	*10.0%*	***10.2%***	*+0.2pt*		***10.2%***				
Operating profit	199	**398**	+99.6%	30.4%	**398**				+52.5%
Operating profit margin	*2.2%*	***3.3%***	*+1.2pt*		***3.3%***				
Profit attributable to owners of parent	113	**324**	+185.1%	35.8%	**324**				-% * Due to a loss posted in the previous quarter
Profit margin attributable to owners of parent	*1.2%*	***2.7%***	*+1.5pt*		***2.7%***				

[Repost] FY02/27 Full-Year Consolidated Earnings Forecast*1

In year two of our Mid-term management policy*2, our core strategy remains unchanged: the **AWS Strategic Collaboration Agreement (SCA) and three pillars — AI, Security, and Overseas Business.**

To maximize future AI-driven revenue, we now prioritize expanding our market footprint (resale share)

(Unit: million yen)	FY02/26	FY02/27	
	Results	Forecast	YoY
Net sales*3	40,006	**47,184**	**117.9%**
Gross profit	3,644	**4,832**	**132.6%**
Gross profit margin	*9.1%*	*10.2%*	*+1.1%*
Operating profit	625	**1,310**	**209.5%**
Operating profit margin	*1.6%*	*2.8%*	*+1.2%*
Ordinary profit	766	**1,398**	**182.5%**
Ordinary profit margin	*1.9%*	*3.0%*	*+1.1%*
Profit attributable to owners of parent	-600	**904**	**-%**
Profit margin attributable to owners of parent	*-1.5%*	*1.9%*	*+3.4%*

* 1. Please refer to the full-year consolidated earnings forecast included in our "Financial Results for the Fiscal Year Ended February 2026" announced on April 14, 2026.
* 2. Please refer to the "Notice Regarding Updates to Numerical Targets in the Mid-Term Management Policy" announced on April 14, 2026.
* 3. Since our business is in a single segment (cloud business), we do not disclose segment earnings forecasts. To calculate the Resale sales forecast, we have utilized an assumed exchange rate of 150.22 yen per dollar, an approximation of the average exchange rate during the previous fiscal year.

2. Q1 FY02/27 Key Topics

* Includes recent topics that occurred after the Q1 closing date.

Key Topics

Topics from Serverworks and G-gen

We deepened our partnership with AWS ahead of the next SCA (Strategic Collaboration Agreement with AWS), becoming **the first certified “AWS Partner Led AMS” provider in Japan**

Winner of the 2026 “Google Cloud Partner of the Year Award”

Mid-term management policy Focus Areas

Cloud	Generative AI	Overseas Expansion	Security

Serverworks

Certified as Japan's first "AWS Partner Led AMS" provider

- AWS Managed Services (AMS): **an operations automation platform provided by AWS**
- **As Japan's only** “AWS Partner Led AMS” **certified partner,** we combined our operational expertise with AMS and launched **“Serverworks AMS Integrated MSP”***
- **Joint proposals with AWS sales teams are expanding our reach into the enterprise market**

▶ Service page

G-gen

Google Cloud Partner of the Year Award
Award overview and key evaluation points

- **Received the 2026 award** (“Training – Japan” category), which recognizes outstanding global partners
- **Recognized for end-to-end capabilities from initial implementation and development to ongoing operations** along with tailored designs to meet customer needs, rapid implementation, and talent development through training
- **Contribution to Google Cloud adoption in Japan**

▶ Release page

* Over 1,570 companies and 31,700 AWS deployments as of end-May 2026; “Serverworks AMS Integrated MSP” launches July 2026.

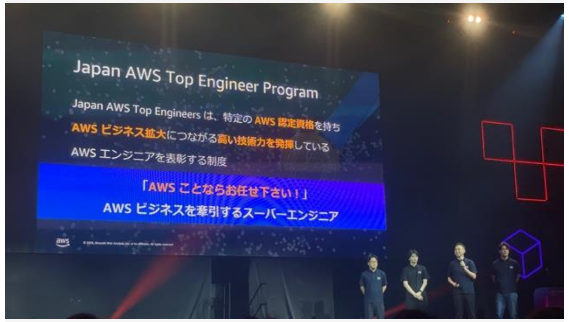
Generative AI-related

Ranked No.**1 in Japan for AI-field AWS Top Engineer certifications**, showcasing the depth of our AI talent

Active AI investment — generative AI startup stakes and the company-wide rollout of Claude — **with AI-related services now commercialized**

Mid-term management policy Focus Areas: Cloud | **Generative AI** | Overseas Expansion | Security

AWS Top Engineer certifications in the AI field: No.1 in Japan



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Capital Alliance with Ragate, Strong in Generative AI and Serverless Technology

Ragate ラーゲイト

Combining our enterprise customer base and infrastructure track record with Ragate's cutting-edge AI and serverless expertise for comprehensive cloud and AI support

▶ Release page

Commercial Launch of "Claude on Amazon Bedrock" Adoption Support

- Signed the Anthropic Authorized Reseller Program for Amazon Bedrock
- **Now offering Claude under an authorized license**
- Claude Enterprise rolled out company-wide
- We invested early in Generative AI; **expertise from in-house adoption now applied to customer support**

▶ Service page

Launched “AI Development Support Service” — end-to-end support for AI development

We apply AWS-advocated “AI-DLC (AI-Driven Development Life Cycle)” and the latest AI tools to help build secure, sustainable development frameworks

▶ Service page

Key Topics

Overseas expansion-related

Decided to establish "Serverworks Thailand", a local subsidiary in Thailand, **positioning it as an important first step** in our overseas expansion

Mid-term management policy Focus Areas

Cloud | Generative AI | **Overseas Expansion** | Security

Serverworks Thailand Overview and Background

- Decided to establish a local subsidiary in Thailand; **AWS business launching shortly**
- With the opening of the AWS Asia Pacific (Thailand) Region and the "Thailand 4.0" initiative, **cloud demand is surging**
- **Collaborating with IIJ** to provide one-stop service
- **An important foothold** toward establishing a revenue base in the ASEAN market

AWS Summit Bangkok 2026

Attendees approx. 5,400 — Pre-registrations approx. 12,000

Leads generated 1,400+ — High customer attraction effectiveness

The AWS market is accelerating in Thailand

AWS Summit Bangkok 2026 (held in June)

Approximately 35% of leads generated were high-quality leads

Of the more than 1,400 leads generated, approximately 35% were secured as high-quality leads with business negotiation opportunities

Collaborating with IIJ's local team

We are collaborating with IIJ's local team to drive outreach to generated leads

The "Japan of Several Years Ago“ × AI market

Thailand's market today is regarded as being in a rapid growth phase resembling Japan's market a few years ago, now overlaid with generative AI

Generative AI is driving migration demand

Adoption of generative AI is accelerating system migration and innovation

Key Topics

Security-related

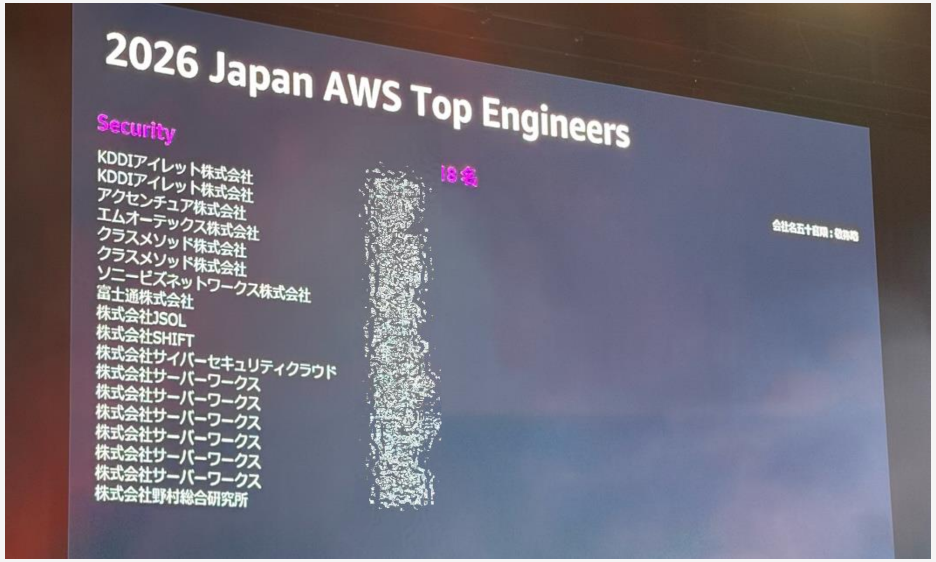
Achieved No.1 in Japan for security certifications as well as in the AI field**,** accounting for one-third of the nation's total certified engineers (6 out of 18 nationwide)

We also earned AWS MSSP Competency certification in 2025, **further expanding our security services portfolio**

Mid-term management policy Focus Areas

Cloud	Generative AI	Overseas Expansion	**Security**

No.1 in Japan in security certifications as well



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Expanding our security portfolio

- In 2025, AWS officially certified our specialized security operations expertise (AWS MSSP Competency)
- Began offering Wiz, a leading AI security platform

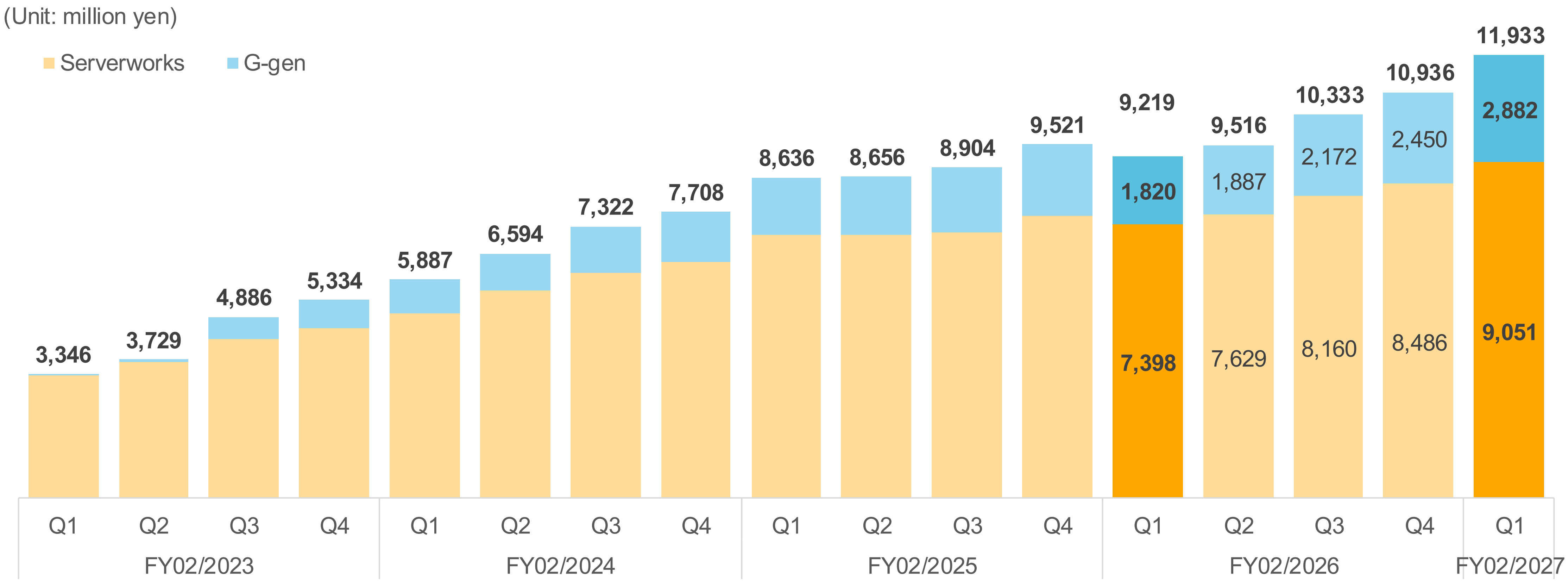
▶ Service page

3. Q1 FY02/27 Financial Summary

Net Sales -Consolidated and by Company-

The large unprofitable projects that arose in the previous fiscal year are **moving toward resolution**, and combined with the effect of yen depreciation, **net sales increased significantly YoY at every company.**

Cloud demand remains strong, **and net sales grew significantly from the previous quarter as well**



* The figures for each company have been adjusted to reflect the consolidation of internal transactions.
* G-gen and TOPGATE merged as of July 1, 2024.

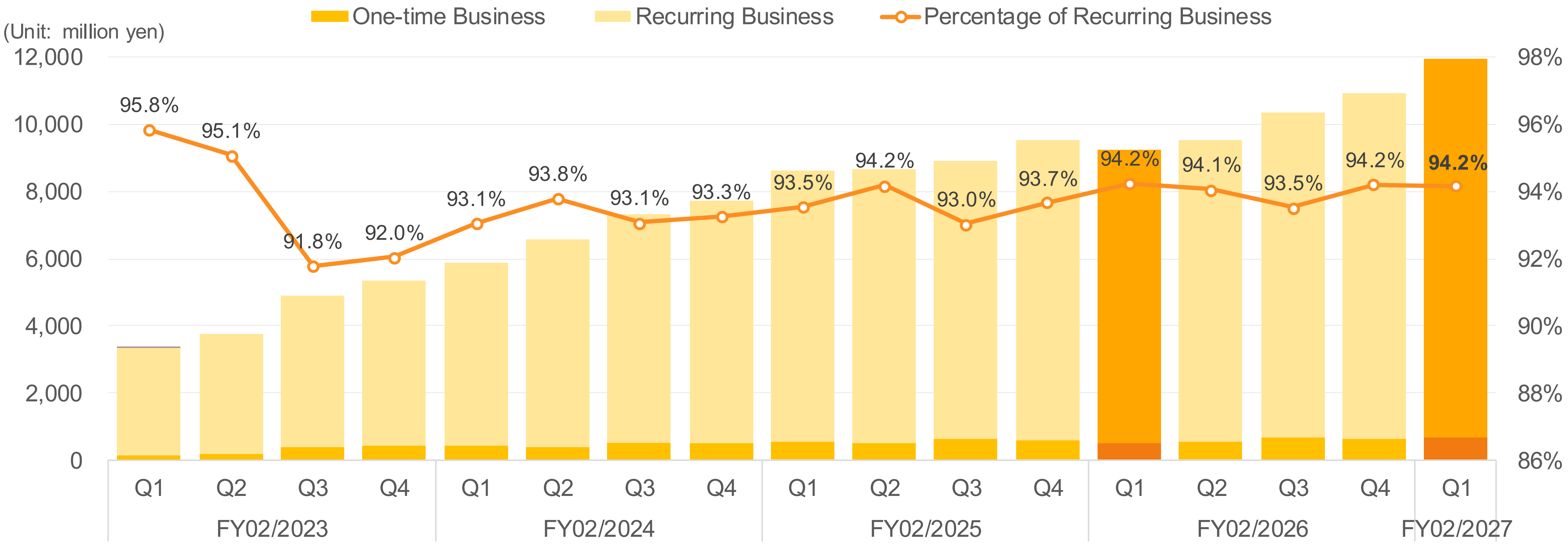
Percentage of Recurring Business

One-time Business | Recurring Business

1 **Cloud Integration**

2 **AWS Billing Services (Resale)**

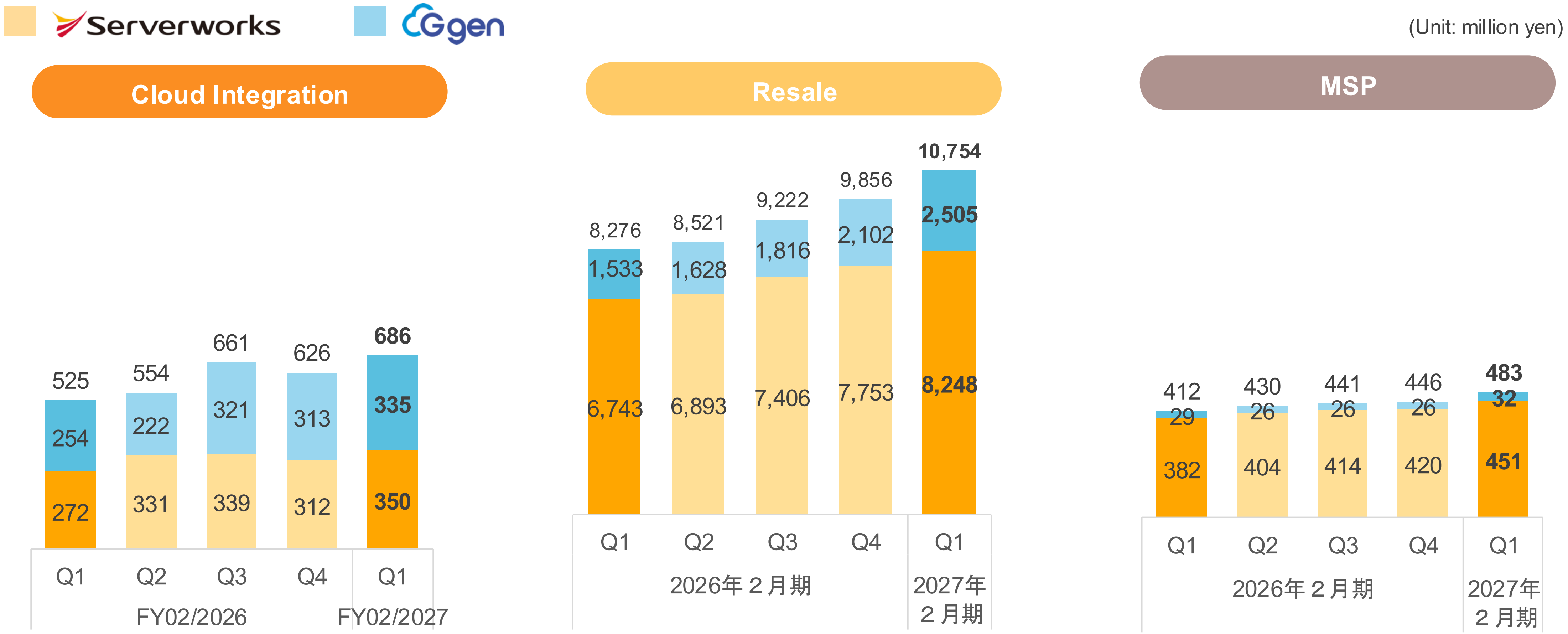
3 **Operation and Monitoring Services (MSP)**



* One-time sales from Cloud Integration, where sales are recorded at the time of customer acceptance, are recorded under One-time revenue businesses. Recurring sales from AWS monthly usage fees generated from customers' continued use of AWS, monthly charges for proprietary services such as "Cloud Automator" and licensing fees for continued use of third-party software and services, as well as AWS server monitoring/backup operation service fees and maintenance fees, are recorded as Recurring-revenue businesses.

By Product and Service Segment - composition of each company -

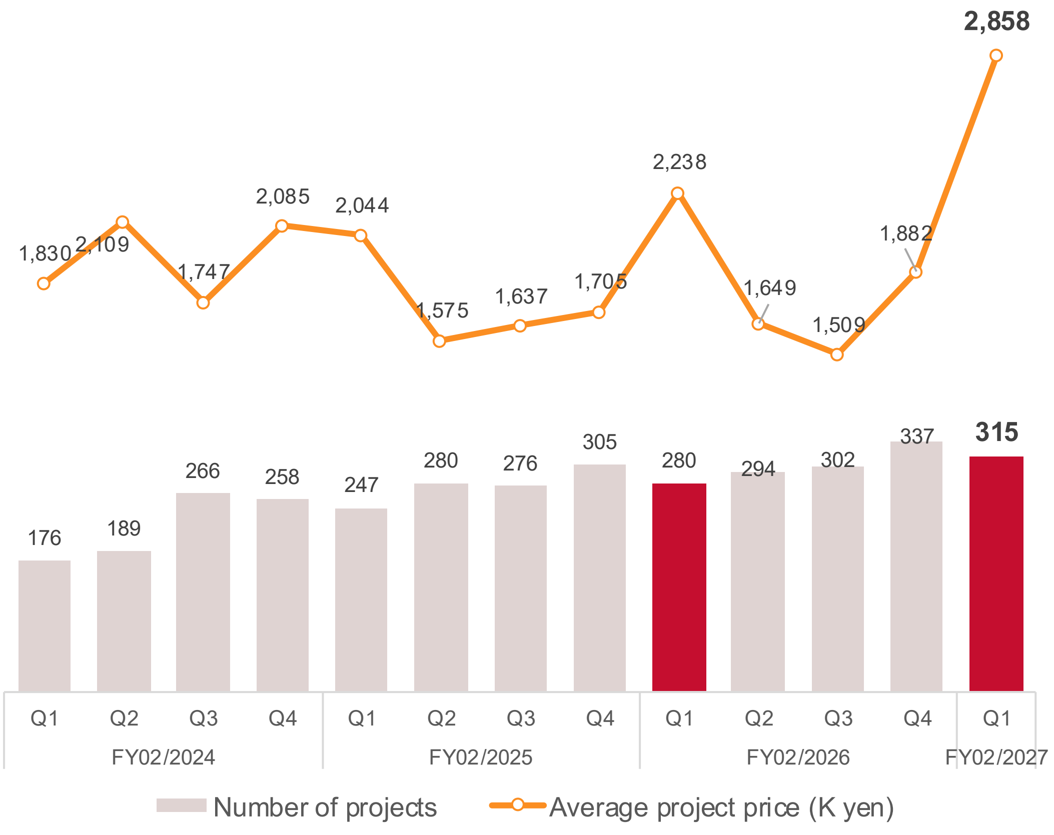
Generative AI needs are driving a further increase in cloud demand, and both Serverworks and G-gen **achieved record-high sales across all segments — Cloud Integration, Resale, and MSP**



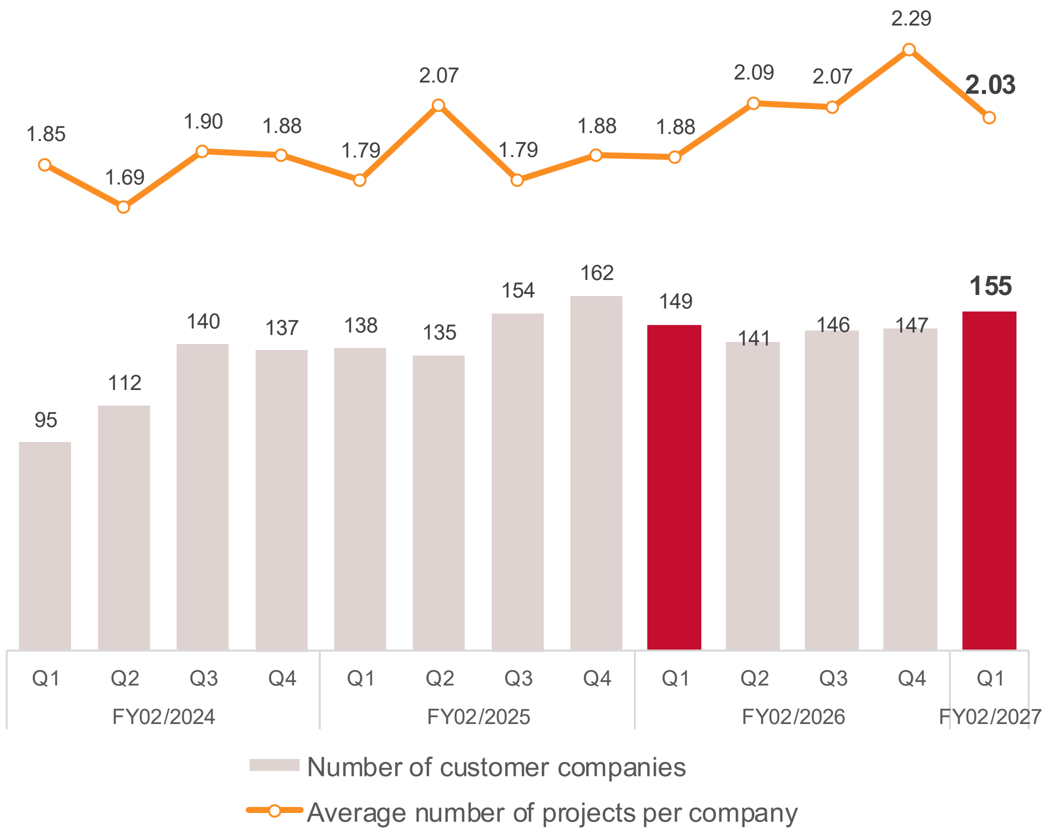
Cloud Integration - Trends in Key Metrics -

The rise in project unit price is **driven by a small number of high-priced projects**, and for now **we plan to maintain growth by focusing on** increasing the number of projects

Number of projects and average project price



Number of customer companies and average number of projects per company

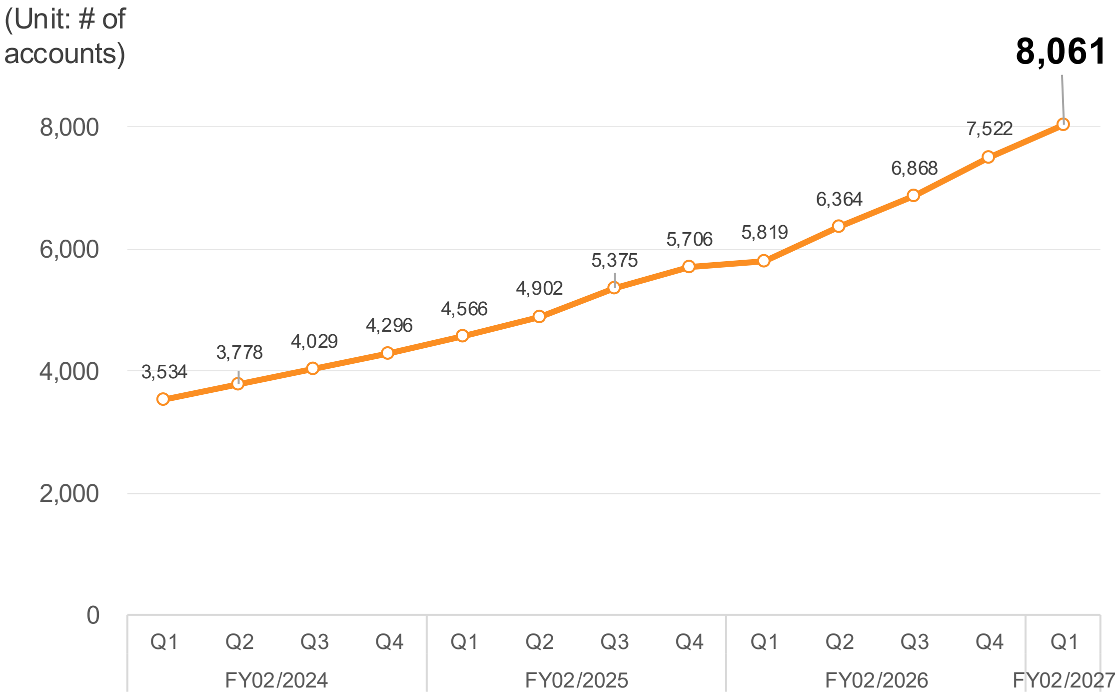


* In accordance with the application of the new revenue recognition standard, we have changed the method of recognizing revenue based on the degree of completion of performance obligations from FY02/2023, but this indicator is calculated based on the completion basis (old standard).

Resale - Number of AWS Accounts and ARPU Trends -

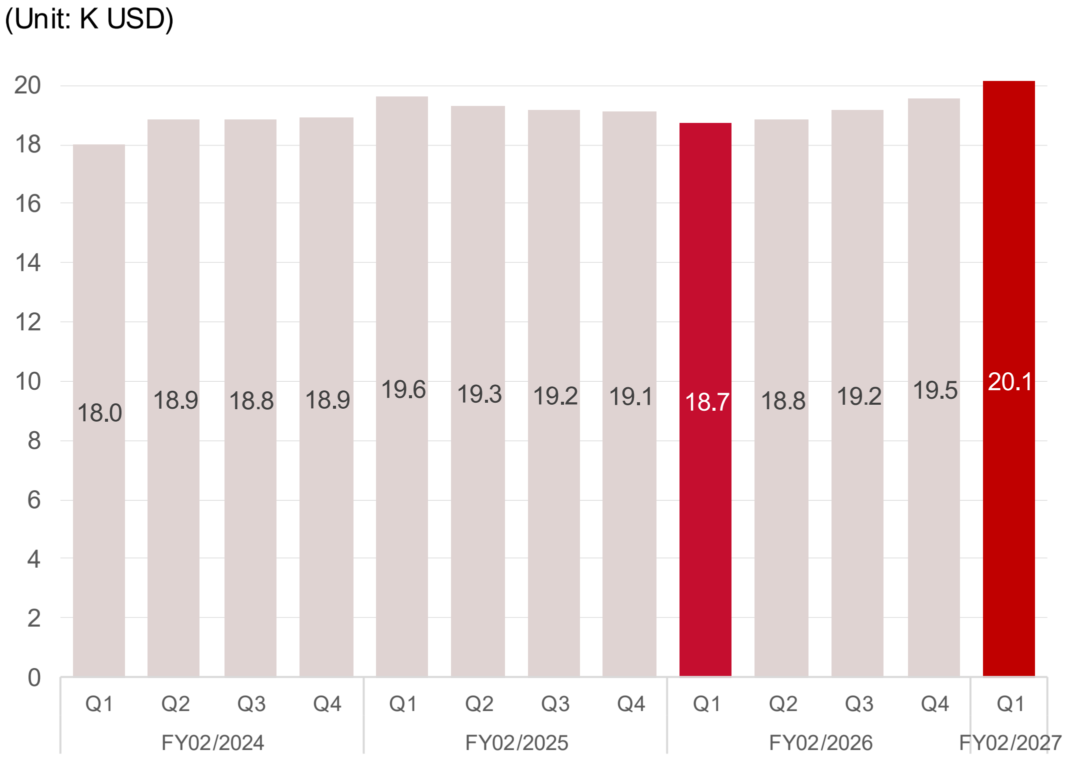
Our Strategic Collaboration Agreement (SCA) with AWS and wins of large-scale projects **have kept account numbers rising steadily**
Growing cloud usage by existing customers and steady new customer acquisition are also lifting ARPU

AWS accounts*1



ARPU*2

AWS usage fees for the quarter divided by the total number of customers for the quarter

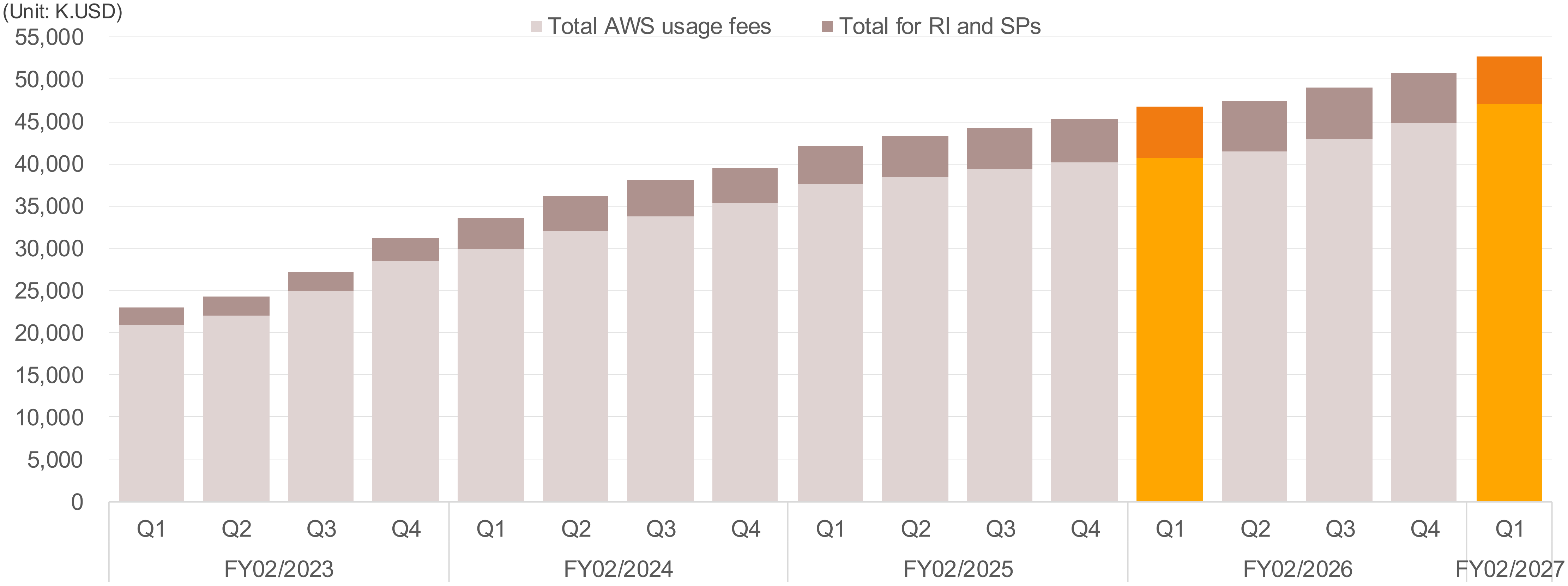


*1. The number of accounts includes all startup/discount plans as well as advanced plans.
*2. Excluding Reserved Instances and Savings Plans

AWS Usage Fee Trend (USD Basis)

USD-basis AWS usage fees - the most important metric for gauging the underlying growth of the resale business - continue to rise steadily

Growth in USD-basis usage fees, which are unaffected by exchange rates, **confirms that the business itself is performing well**

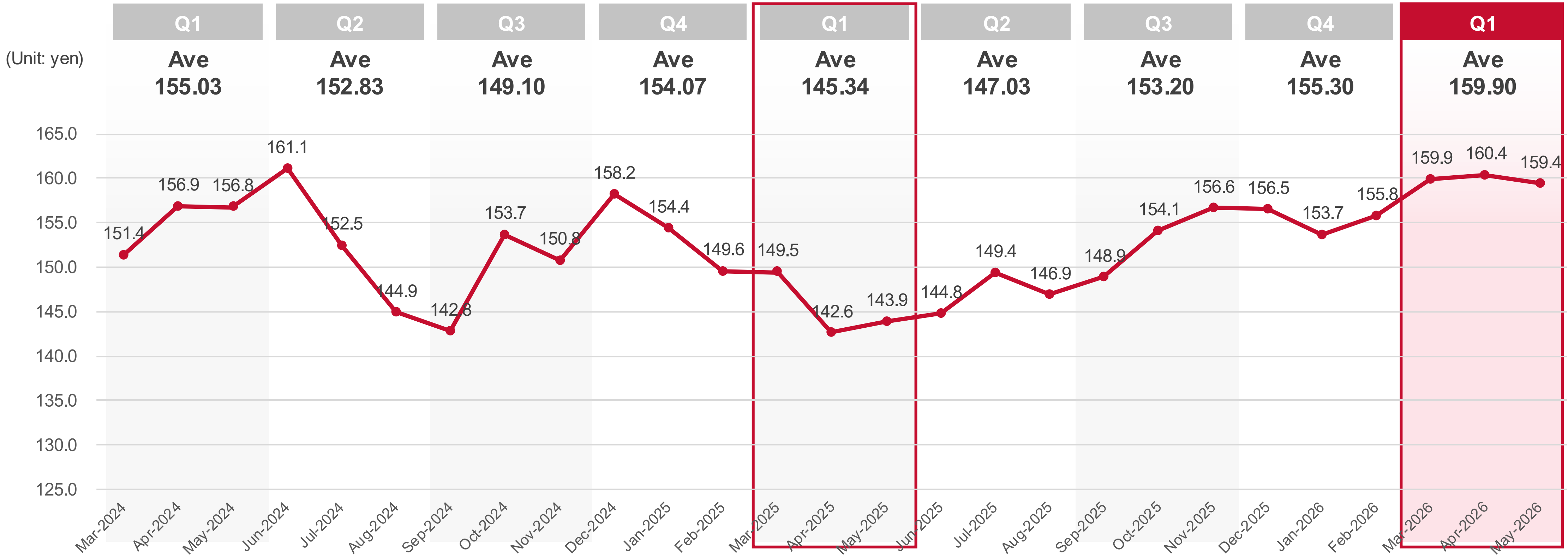


* Reserved Instances (RIs) and Savings Plans (SPs) are AWS services under which substantial discounts are offered to customers who pay a fixed reservation fee and commit to AWS usage for a certain period.
* For RIs and SPs, until FY02/2022, revenue was recognized at the time of purchase, but from FY02/2023, the method was changed to recognize revenue over the applicable period.

Exchange Rate Trends

The yen has continued to weaken recently, and **the outlook for exchange rates remains uncertain**

(1-yen sensitivity is approximately 266 million yen/year for net sales and approximately 21 million yen/year for operating profit * increases when the yen depreciates)

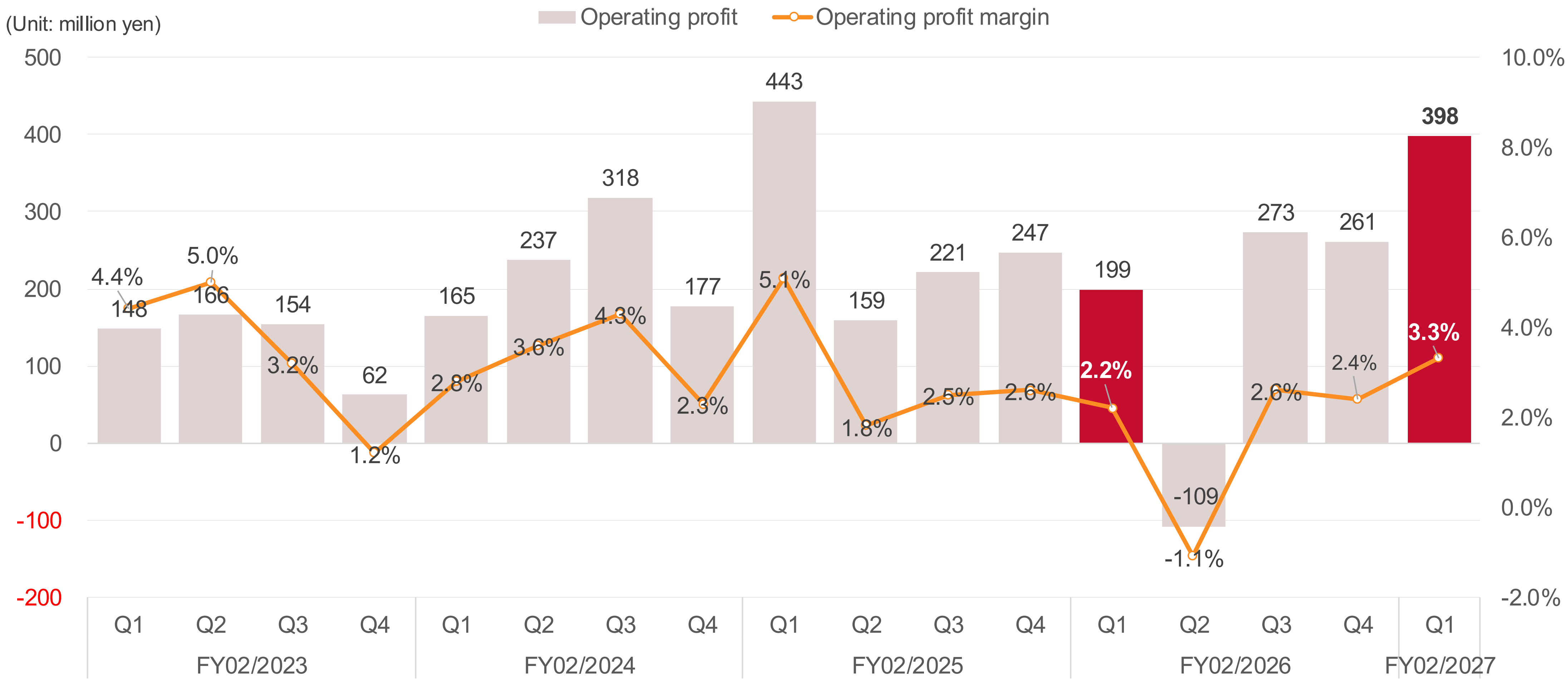


* The exchange rate used for resale sales in this fiscal year's guidance is the same as the average exchange rate for the previous fiscal year, approximately **150.22 yen per US dollar**.

Operating Profit / Operating Profit Margin Trend

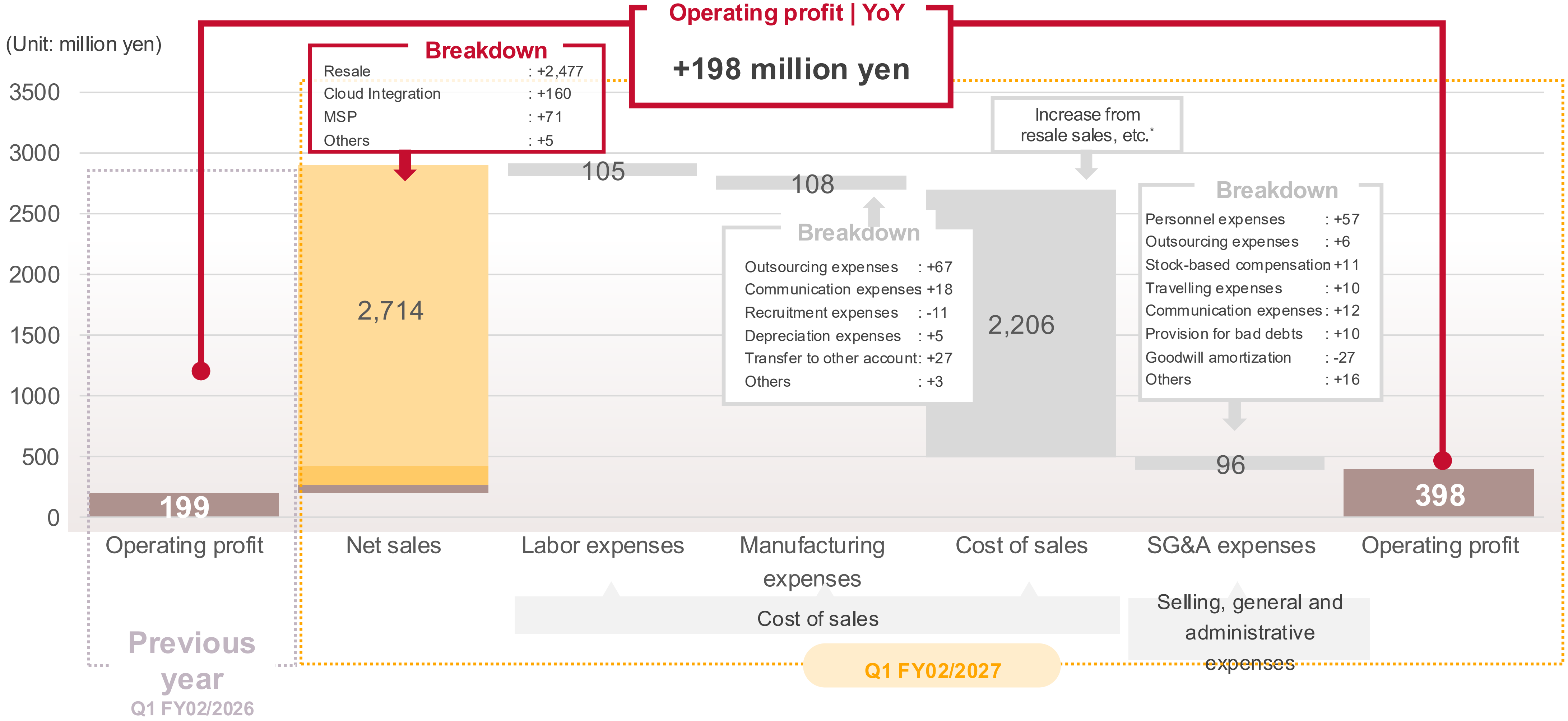
Special factors (mainly unprofitable projects) were eliminated, **leading to a swift return to a path of profit growth**

Consolidated subsidiary G-gen **secured a Partner Fund (subsidy),** resulting in a significant increase in operating profit



Analysis of Factors Affecting Operating Profit YoY

While investing actively in growth, and aided by G-gen's Partner Fund (subsidy)*,
operating profit rose +198 million yen YoY * Deducted from cost of sales / SG&A expenses



Consolidated Balance Sheet (Summary)

Current assets rose on higher advance payments and receivables; current liabilities rose on higher payables and contract liabilities

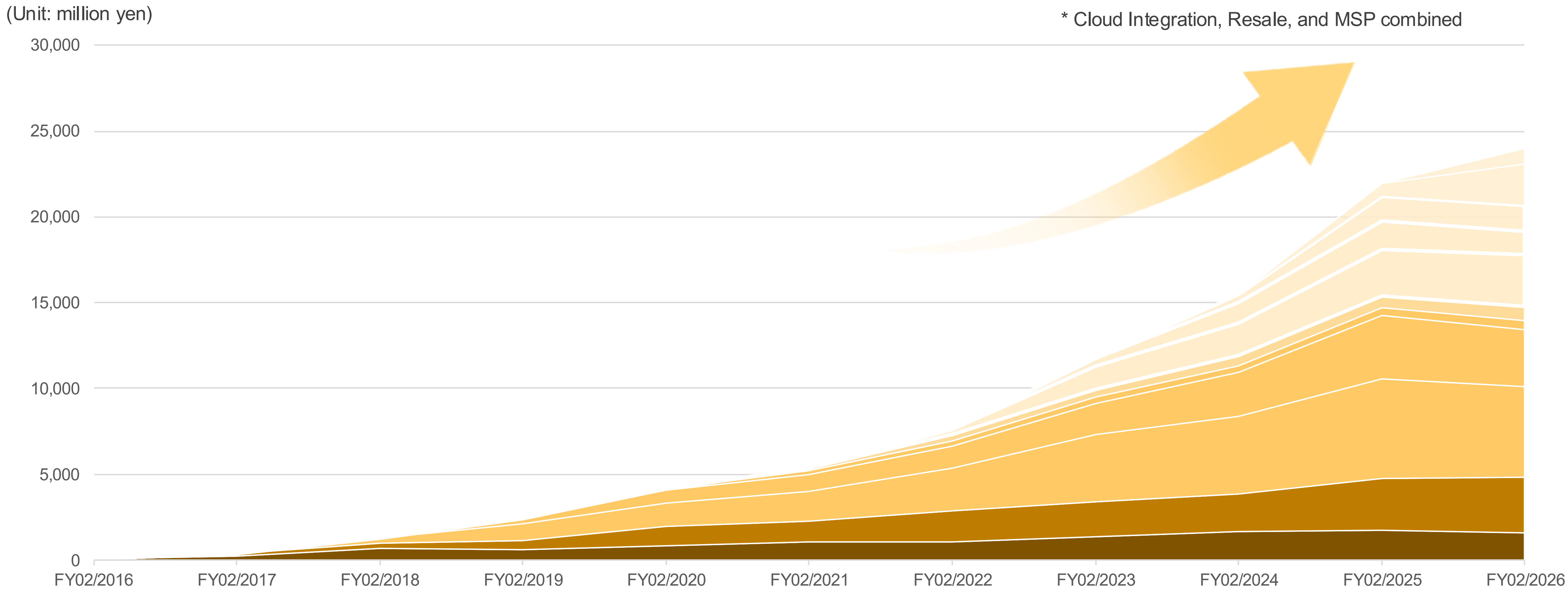
Fixed assets rose on higher investment securities; net assets rose on higher comprehensive income.

(Unit: million yen)

Balance Sheet	FY02/26 Results (Consolidated)	Q1 FY02/27 Results (Consolidated)	Change
Current assets	15,567	16,615	1,048
Fixed assets	4,691	5,279	587
Property, plant and equipment	164	158	-5
Intangible assets	209	347	137
Investments and other assets	4,318	4,774	455
Total assets	20,258	21,895	1,636
Total liabilities	10,523	11,809	1,285
Current liabilities	10,010	11,206	1,196
Non-current liabilities	513	602	89
Total net assets	9,735	10,085	350
Total shareholders' equity	8,506	8,647	140
Accumulated other comprehensive income	1,219	1,417	197
Stock acquisition rights	8	20	12
Total liabilities and net assets	20,258	21,895	1,636

Customer Lifetime Value (LTV)

While LTV decreased temporarily due to the large-scale cancellations in the previous fiscal year, excluding the impact of those cancellations, the underlying trend remains unchanged: total sales continue to increase as customer relationships lengthen**, as before**



* The cumulative total sales amount from FY02/2016.
* Revenues prior to FY02/2017 are an approximate total of AWS resale revenues recalculated into a gross amount based on the most recent results.

4. Anticipated Q&A

Key Questions Concerning Q1 FY02/27

Category	Key anticipated questions	Response
Financial Highlights YoY Comparison for Key Items (Referring to pages 5, 6 of this material)	Please tell us the approximate impact of the G-gen fund and the weaker yen	**G-gen's fund details are confidential**, but it is recorded mainly as a reduction in cost of sales and SG&A (minimal impact on net sales), **so it benefits profit from the gross level down**. As shown on page 21, the yen impact reflects the gap between the guidance rate (150.22 yen) and Q1's average (159.90 yen), a **difference of 9.68 yen**. Applying our disclosed sensitivity for the quarter (3 months) to this 9.68 yen gap **implies approximately +643 million yen in net sales and +51 million yen in operating profit**. On a YoY basis, approximately +970 million yen (see page 6).
By Product and Service Segment (Referring to page 17 of this material)	(Follow-up Question) Please tell us the status of the unprofitable projects	Serverworks' **unprofitable projects** were all completed in Q1. G-gen's remain on track for completion around autumn 2026 and **are being resolved as expected**. Loss provisions **are already recorded for both, so future impact will be minimal**. To reduce the risk of future unprofitable projects, we are improving estimation accuracy through new operational systems and additional hiring.
Resale - AWS Accounts and ARPU Trends - (Referring to page 19 of this material)	Resale's ARPU has been trending upward; please tell us the factors behind this	The Strategic Collaboration Agreement (SCA) with AWS **has driven wins of larger projects and new customers, while growing usage by existing customers** has also lifted usage fees. That said, excessive fee growth could dampen customers' cloud usage, so **we also propose cost-reducing plans that help customers keep using the cloud with confidence long term**.

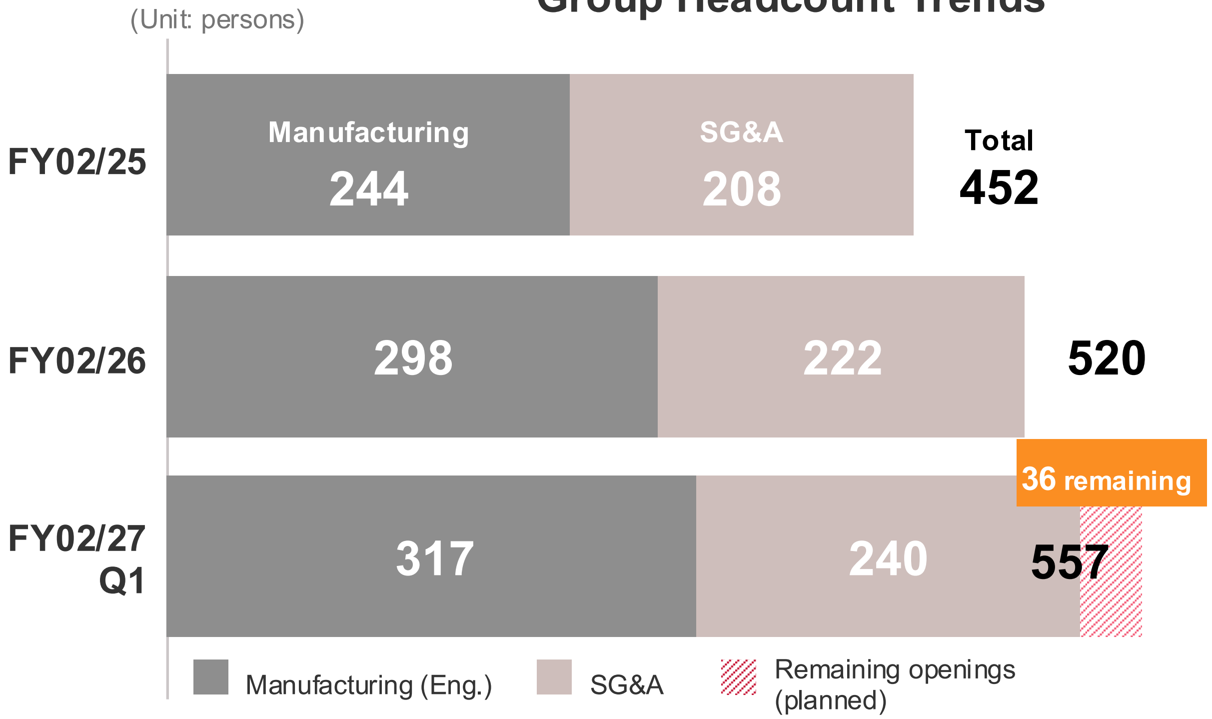
5. Supplementary Data

Group Headcount Trends and Hiring Progress

New graduate hires more than doubled year on year, **strategically securing next-generation cloud-native talent**

Mid-career hiring **achieved approximately 50% of the full-year target in Q1**; hiring for AI-replaceable roles is being scaled back to **concentrate investment on highly specialized talent**

Group Headcount Trends*1



FY02/27 Progress on Mid-Career Hiring Plan (Group Total)*2

Q1 Progress Rate (Including Accepted Offers) **47.8%**

(Joined + Accepted Offers: 33 / Initial Plan: 69)……

New graduate hires …… 32 Prev. year: 14

Highlights of Human Capital

AWS Certifications*3	Google Cloud Certifications*3
1,655	**600+**
cumulative (Serverworks)	cumulative (G-gen)

* 1. The number of employees includes the number of temporary (part-time) employees, and does not include directors.
* 2. Hiring plan and progress figures are for mid-career hiring (combined total of Serverworks/SOP/G-gen 3 companies). Progress is recorded on an accepted-offer basis.
* 3. AWS certifications and Google Cloud certifications are both cumulative figures (1 person may hold multiple certifications; as of end of May 2026)

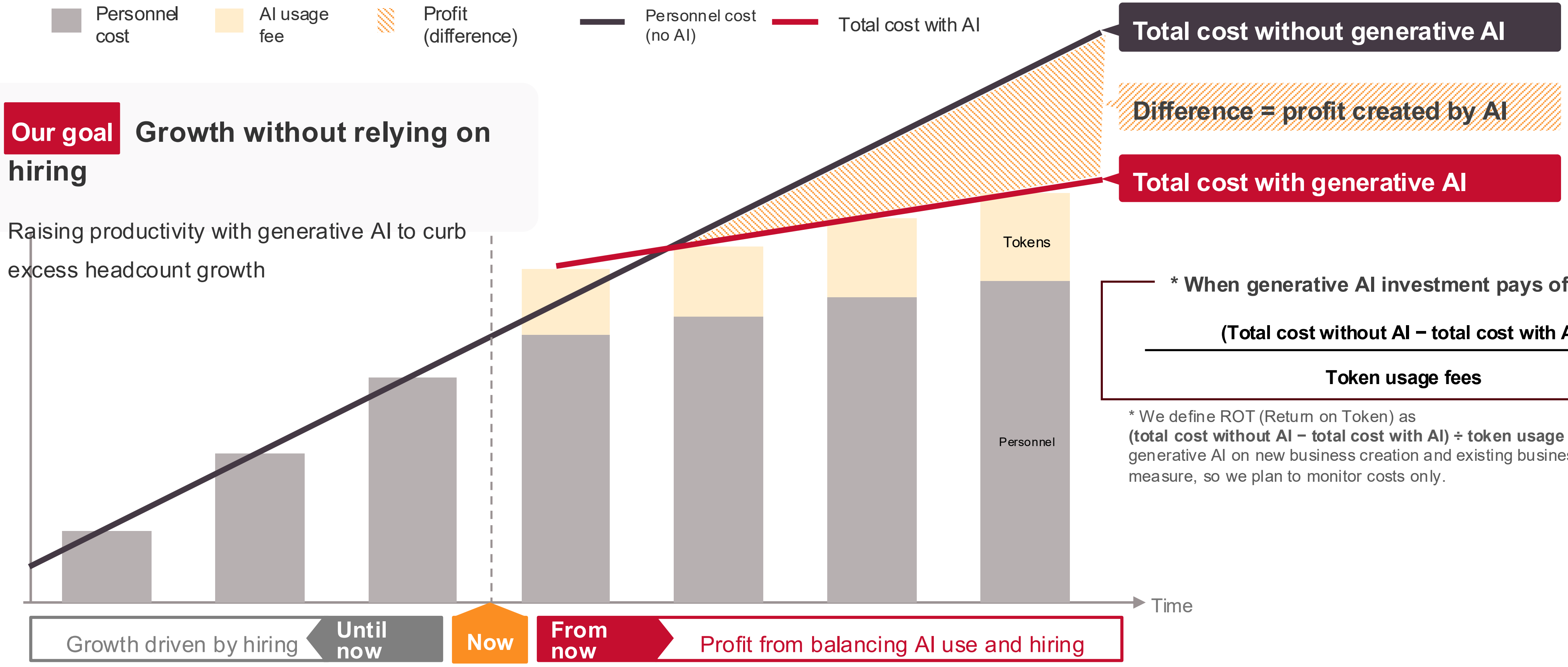
Impact of Generative AI on Our Recruitment Strategy

Generative AI allows us to scale back **our previously planned hiring**

Generative AI (token) costs are incurred, but **reducing previously planned recruitment costs creates profit** **(ROT* to be monitored)**

Our goal **Growth without relying on hiring**

Raising productivity with generative AI to curb excess headcount growth



*** When generative AI investment pays off (ROT > 0)**

$$\frac{\textbf{(Total cost without AI − total cost with AI)}}{\textbf{Token usage fees}} > 0$$

* We define ROT (Return on Token) as **(total cost without AI − total cost with AI) ÷ token usage fees**. The impact of generative AI on new business creation and existing businesses is difficult to measure, so we plan to monitor costs only.

* This diagram is illustrative and not based on a detailed plan or specific numerical targets

Status of IR Activities

Expanding institutional investor IR meetings and stepping up IR initiatives for individual investors

Also planning IR website improvements **for easier access to information**

(Previous period) FY02/26

- **Financial results briefings**
  For institutional and individual investors, held 4 briefings
- **Institutional investor IR meetings**
  72 meetings in FY02/26
- **New institutional investor IR meetings**
  5 meetings in FY02/26
- **Analyst meetings**
  8 meetings in FY02/26
- **External media and platforms**
  Shared Research, Toyo Keizai (Japan Company Handbook), logmi Finance, QA Station, etc.

(This period) FY02/27

- **Individual investor IR initiatives**
  Planning multiple individual investor briefings this fiscal year
  Enhancing communication with individual investors
- **Faster disclosure**
  Online results briefing 2 hours after earnings release (accelerated by 2-3 business days compared to our previous schedule)
  Transcript and video published 1 business day after the briefing (accelerated by 3 business days compared to our previous schedule)
  Japanese-English simultaneous disclosure now standard
- **IR organization**
  2 full-time staff directly under the CFO
- **Information dissemination**
  Planning IR website improvements for easier access to information

Shareholder Return Policy

While strengthening financial soundness alongside growth investment and balancing growth with stability,
we aim to deliver stable, continuous shareholder returns based on each fiscal year's results

Shareholder Return Policy (3 pillars)

1 Dividend payout ratio and dividends	● Aiming for stable and continuous dividends with a consolidated dividend payout ratio of **approximately 20-30%** as a guideline (twice a year: interim and year-end) ● First dividend (FY02/26): 25 yen → FY02/27 forecast: **30 yen (increase)**
2 Stable dividends and financial soundness	● To ensure dividend stability during periods of temporary profit fluctuation, **targeting a minimum dividend on equity (DOE) of 1.0%** ● Keeping the ratio of total dividends to operating cash flow within a range of **approximately 10% to 30%**
3 Share buybacks and total return ratio	● Flexible **share buybacks are also an option** (Conducted approximately 1.1 billion yen of share buybacks in FY02/26) ● Our policy is to target a total return ratio of **25% to 50% as a guideline**

* The dividend payout ratio is the ratio to profit attributable to owners of parent, excluding one-time gains/losses on asset sales and gains/losses not accompanied by an increase in cash and deposits

Company Overview

VISION

Make the world more productive with the Cloud

You can use computers to your advantage, no matter where you are and without the necessity of ownership.

We are committed to further spreading this idea of the “cloud.”

Through cloud computing, we aim to create a society that helps more companies enhance their competitive edge and makes everyone who works there feel that
 “this is a better place to work.”

We would like to share this vision with you.

Serverworks Group

Serverworks Group establishes comprehensive support structure for cloud business

Serverworks Group

Serverworks

aws PARTNER Premier Tier Services

JPX STANDARD

SGS ISO/IEC 27001 ISMS-AC ISMS 本社取得

Ggen

Google Cloud PREMIER Co-sell Partner

Google Cloud PREMIER Services Partner

Google Workspace PREMIER Co-sell & Services Partner

Serverworks Smart Operations

aws PARTNER MSSP Competency

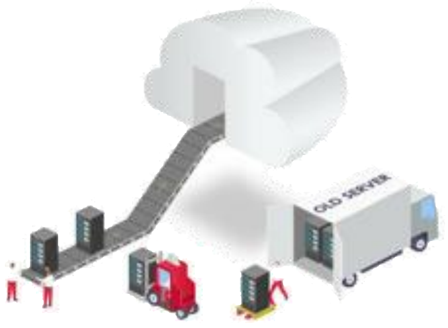
Sales and sales channel development	Human Resource Development and Securing	Generative AI and Serverless Development	Subsidiary for investment purposes
FUJIFILM Cloud	PERSOL & Serverworks	Ragate	Serverworks CAPITAL

Key Solutions

Serverworks

Serverworks Group strongly supports clouds utilization
in any business through three main solutions

1 Cloud Integration



Cloud implementation and
migration support
application development

×

2 Billing Services (Resale)

Value-added service
not included in the direct contract
(AWS, Google Cloud)

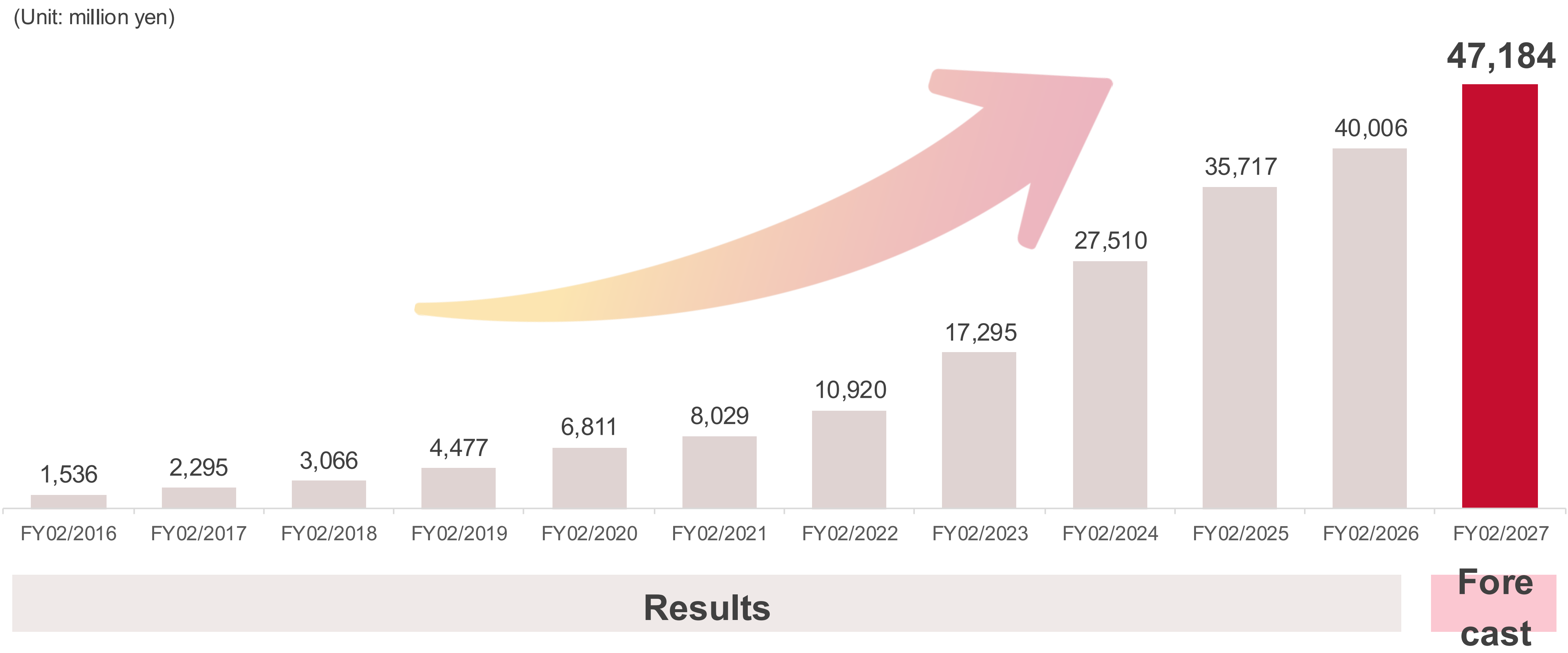
×

3 Operation and Monitoring Services (MSP)

Cloud utilization and operation support

Net Sales Trend

Steadily increasing net sales with the increase in demand due to the expansion of the cloud market and the expansion and growth of the group organization through M&A and establishment of JVs



Management Team

Directors

President & CEO

Ryo Oishi

Oishi graduated from Tohoku University, where he majored in economics. He joined Marubeni Corporation, which is one of the biggest general trading companies. He was involved in the establishment of a subsidiary related to communication networks, as well as the planning of internet business and sales.
In February 2000, he founded Serverworks. After he started AWS business in 2009, Oishi became one of Japan's first "cloud evangelists," and he has continued to encourage Japan's use of cloud computing.

Senior Vice President

Takashi Hashiba

Hashiba graduated from Tokyo University of Agriculture, where he majored in agriculture. He joined a wholesale food processing company, working in a sales role.
After joining our company in April 2006, he became head of the sales and technical department and took part in numerous system installations. After the AWS business began, he continued working on numerous projects, contributing substantially to the company's expansion. He became senior VP in October 2013.

Audit and Supervisory Committee Members (Outside Directors)

Full-time

Mikiya Inoue

After graduating from Keio University, where he majored in engineering, Inoue joined Marubeni Corporation. He worked primarily in the information and communication industry, engaging in a wide range of projects. These included time-sharing services, international VAN services, mobile communications services, packet switching networks, communications networks for the distribution industry, optical submarine cables, data centers, and ISPs. He also took part in related M&A projects. He has lived in London and Bangkok. He joined our company as outside auditor in May 2018. He became an outside director in May 2021.

Yuko Tanaka

Tanaka graduated from The University of Tokyo, where she majored in law. After working for Toyota Motor Corporation, A.T. Kearney, and Jupiter Shop Channel, she joined CrowdWorks, Inc. as an Executive Officer in 2014. Experienced IPO, and as General Manager, Corporate Planning Office, she was responsible for mid- to long-term strategy, budgeting, business management, financial accounting, public relations, IR, and M&A. Appointed as Director in 2019. She became independent in 2022 and currently serves as Representative Director at Yukott Inc. and as an outside director at Spacemarket, Inc. and Batonz Co., Ltd. She joined our company as outside director in May 2021.

Hikari Fujimoto

Fujimoto graduated from Keio University, where she majored in economics, before joining Tohmatsu & Co. (current Deloitte Touche Tohmatsu LLC). She engaged in accounting audit work and stock listing support services. She struck out on her own in 2011, establishing Hikari Fujimoto Certified Public Accountant Office (current Hikari Fujimoto Certified Public Accountant and Tax Accounting Office) in 2013. She provides stock listing support, support for the establishment of internal controls, M&A support, and accounting tax advisory services for venture companies. Currently, she is an auditor for several companies. She joined our company as outside director in May 2021.

About Serverworks

Founded	February 21, 2000
Capital	3,291,484,808 yen (as of May 31, 2026)
Number of Employees	Non-consolidated: 400 (as of May 31, 2026) Consolidated : 557 (as of May 31, 2026)
Business Domain	Cloud integrator specializing in AWS
Management	Ryo Oishi CEO Takashi Hashiba Senior Vice President Mikiya Inoue Outside Director who is Audit and Supervisory Committee Member (Full-time) Yuko Tanaka Outside Director who is Audit and Supervisory Committee Member Hikari Fujimoto Outside Director who is Audit and Supervisory Committee Member
Certification	• AWS Premier Tier Service Partner • AWS AI Competency (Generative AI Category) • AWS Migration Competency • AWS Digital Workplace Competency • AWS Managed Service Provider Program • AWS Well-Architected Partner Program • ISO / IEC 27001 (JIS Q 27001)
Major Shareholders	Board members TerraSky Co., Ltd. NTT DOCOMO BUSINESS, Inc. (former NTT Communications Corporation)

Main Locations
Tokyo, Osaka, Sendai, Niigata, Fukuoka

Head office

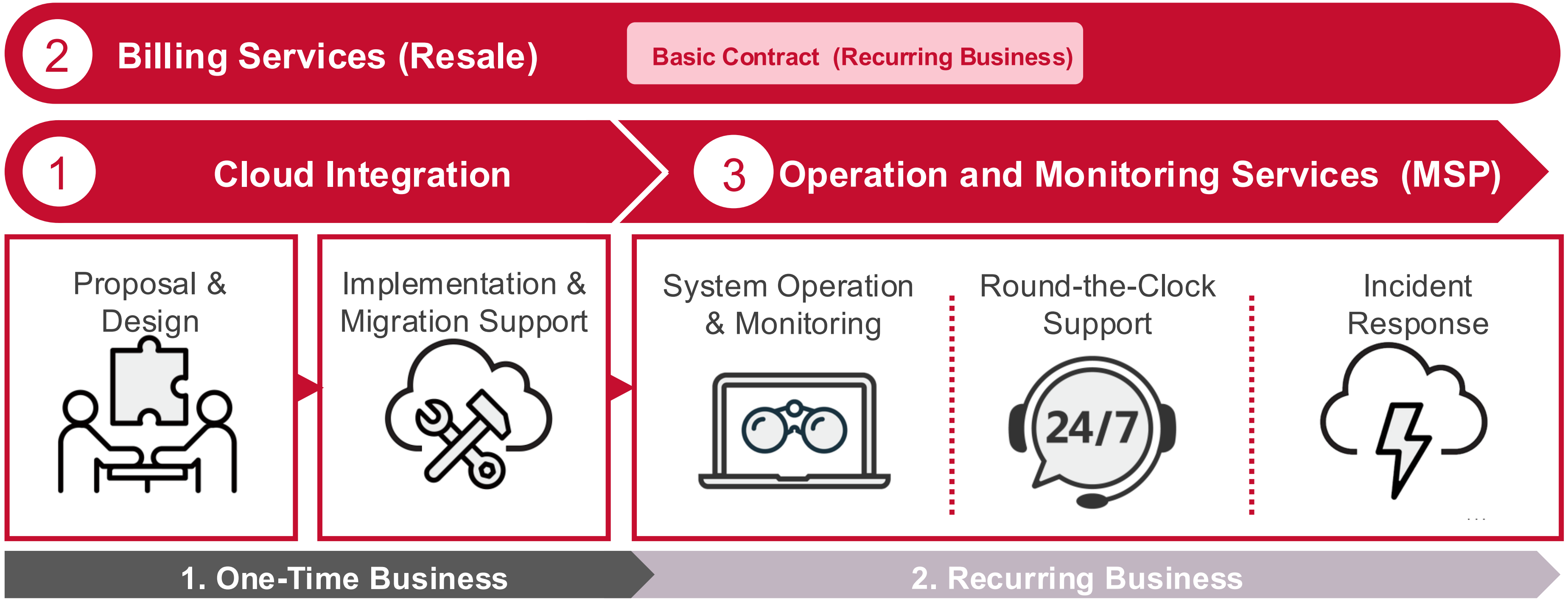
8. Business Overview

Business Model

Serverworks has been an AWS specialist since the dawn of cloud computing in Japan.

We provide a full range of services, from AWS implementation to utilization and operation.

Today, as Serverworks Group, we provide strong support for the use of the cloud in all types of businesses through three main solutions



1 Cloud Integration

Business Overview

1 Cloud Integration

We provide AWS planning, design, construction, and implementation support

promptly in accordance with customer requirements and environments

Features of Serverworks' AWS Implementation and Migration Services

▶ Extensive project experience with more than 10,000 projects

Serverworks began providing cloud implementation support in 2008 and has been continuously certified as an AWS Premier Tier Service Partner, the highest tier of the AWS Partner Network (APN), since 2014.

▶ Be proactive and make suggestions even if they are unprecedented.

We value the attitude of being close to our customers, so we try to make positive proposals even for unprecedented consultations.

Case Studies

*We provide estimates in advance based on individual requests.

- **Customer support** Building environments
- **Migrate on-premise environments** to servers
- Building environments for **financial institutions** and **payment systemsA**
- **Provide in-house production support** for AWS utilization

Basic Implementation Flow

▶ System capable of providing support from design to operation

We assess the customer's current situation and their goals for AWS migration. Then, we quickly develop an overall plan and implement the project

1 Interview ▶ 2 Planning ▶ 3 Design ▶ 4 Construction migration ▶ 5 Operation

Business Overview

1 Cloud Integration – Generative AI Utilization, In-house Development Support

Providing AWS training and in-house development support

Accelerate in-house development by incorporating generative AI into training programs

1 Get an overview
- Confirm the purpose of the tool
- Confirm if it can be a good solution to the problem

2 Tutorial
- Get an overview of how to use it
- Check how it works
- Gain a deeper understanding of concepts

+ Reinforce necessary knowledge

3 Test use
- Use in a practical manner
- Confirm concerns regarding practical use
- Understand detailed specifications

+ Reinforce necessary knowledge

4 Deployment in practical operations
- Practical use for problem solving

+ Reinforce necessary knowledge

5 Developmental utilization
- Apply to other issues

+ Reinforce necessary knowledge

AWS official training

Serverworks hands-on training

Agile development support

RFP challenge

Support from a customer success manager

Business Overview

1 Cloud Integration – Cloud Sherpa

We support AWS adoption through a collaborative, hands-on approach.

Our "Cloud Sherpa" solution provides comprehensive support for internal digital transformation (DX).

Strengths of Cloud Sherpa

▶ What is Cloud Sherpa?

Cloud Sherpa is a service offered by Serverworks, developed under a strategic collaboration agreement with AWS. It leverages the shared expertise of both companies.

Cloud Sherpa

Technical capability | Solutions capability | Broad expertise | Access to the latest information

AWS expertise

Customers

Overview of Cloud Sherpa

● Strengthening governance ● Increasing agility ● Developing talent

Small-scale launch	Full-scale migration	Company-wide deployment	Cloud optimization
AWS Guideline Formulation Service			
AWS Comprehensive Management Platform Design and Development Service	AWS Operational Optimization Service (Customer Success Manager)		
Cloud Center of Excellence (CCoE) Establishment Service	Operational Design Service	Site Reliability Engineering (SRE)	
	Operational Platform Development Service		
AWS Training & Insourcing Support Service			
		DevOps Implementation Support Service	

2 Billing Services (Resale)

Business Overview

② Billing Services (Resale)

Providing a billing service that enables more convenient and secure use of AWS

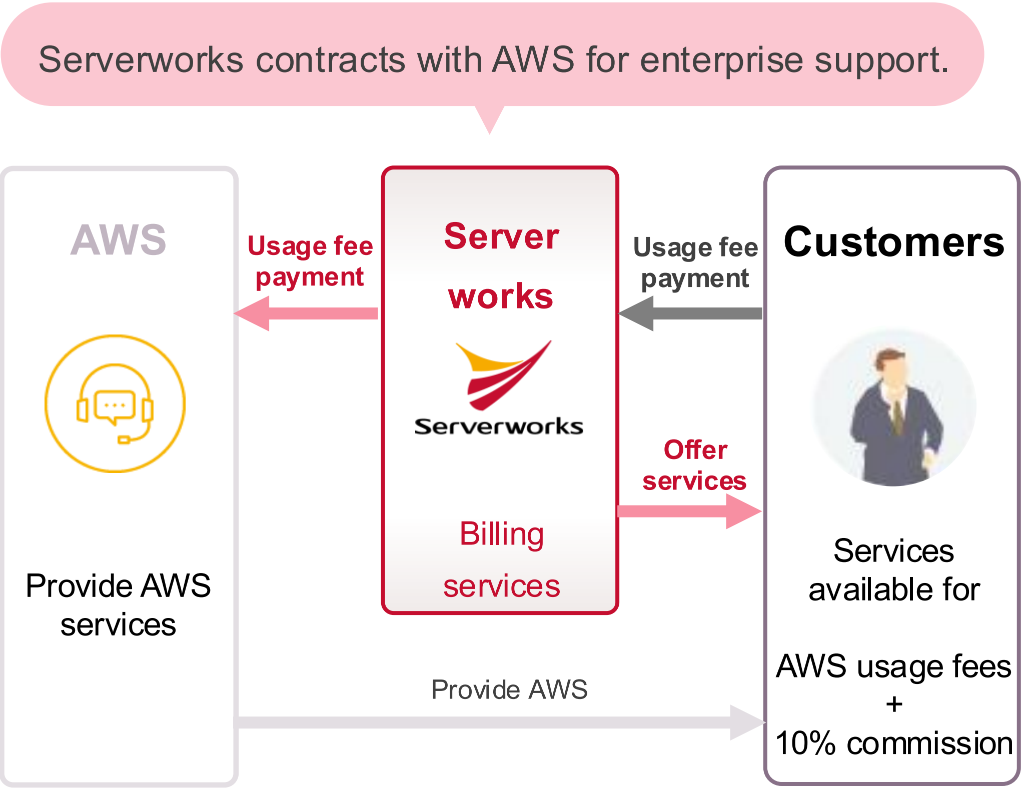
In addition to technical support, we also provide operational automation tools, property insurance, and other services.

Advanced Plan delivers our unique value added on AWS.

▶ What is AWS Advanced?

With only a billing agent fee of 10% of the AWS usage fee, this plan allows you to take advantage of the AWS operation automation tool, Cloud Automator. We also provide indemnity insurance in case of emergency, personalized support by our engineers, and various operation services, in addition to basic support.

AWS Advanced Plan	
Technical Support	Cloud Automator
Invoicing in Japanese Yen	Migration and Operations Services *paid option
Customer Portal	Damage Insurance



Business Overview

② Billing Services (Resale)

Available with advanced service agreement

Customer successes of Cloud Automator, operational optimization service

Cloud Automator automates AWS operations

dip

DIP Corporation

Achieved **30%** AWS cost reduction target for half a year in three months, and **50% monthly** in six months

Feedback PICK UP

Cloud Automator is also utilized to improve AWS operational efficiency, which leads to continuous and total efficiency and cost reduction.

近鉄不動産

Kintetsu Real Estate Co., Ltd.

Intuitive and easy-to-use

No need for knowledge of AWS or programming

Feedback PICK UP

We have found it to be a very easy-to-use and convenient tool, with backups and other functions available in addition to instant launch and stop.

3 Operation and Monitoring Services（MSP）

Business Overview

③ Operation and Monitoring Services (MSP)

Round-the-clock operation and monitoring of systems built on AWS

Long-term support on how to operate and utilize AWS to evolve your business

Reduce operational burden and maximize AWS benefits

▶ What is AWS Operation Agency and Monitoring Service?

This reduces the burden of using and operating AWS and maximizes the benefits of using AWS without the time and effort of accumulating operational know-how in-house.

What our AWS operation and monitoring services can do

- **System Operation & Monitoring**
- **Round-the-Clock Support**
- **Troubleshooting**

AWS operation and monitoring services

For example, do you have any of these problems?

Sudden troubles	Long-term consultation
Late at night, an unexpected server error	Consultation on future AWS operations and further utilization
MSP support center **assists in troubleshooting**	The team in charge of the project offers **user-friendly suggestions and solutions**
AWS Technical Support	AWS Operation Optimization Service
Round-the-Clock AWS Operation Services	Wide-range of Support for AWS Utilization

Secure, cost-effective, and fast

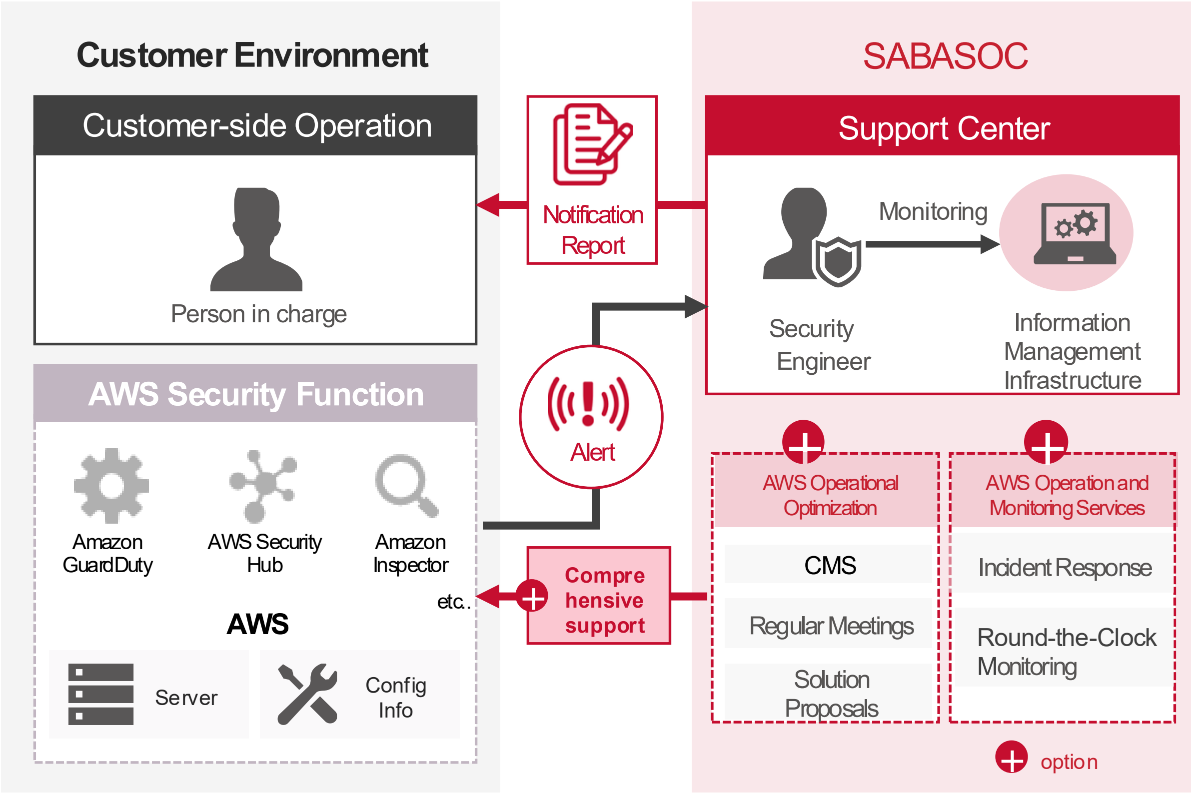
Managed Security Service "SABASOC"

▶ What is SABASOC?

It is a managed security service for AWS infrastructure provided by an AWS-specialized vendor. Leveraging AWS's latest security technologies and generative AI, it delivers automated, high-precision security responses quickly.

Security-related alerts are monitored by a support center, which immediately notifies you of critical incidents. In addition to analyzing the content of alerts issued by AWS and evaluating their risks, we also propose appropriate countermeasures.

Even users without specialized knowledge can fully utilize AWS's security features. Minimize operational burden and focus on strategic business activities.



Alerts generated in customer environment are monitored by the SABASOC support center

Forward-Looking Statements

The materials and information provided in this document include so-called “forward-looking statements.” These are based on current expectations, projections, and risk assumptions, and include uncertainties that could cause actual results to differ from expectations.

Risks and uncertainties include general industry and market conditions, as well as general domestic and international economic conditions, such as interest rate and currency exchange fluctuations.

The Company is not obligated to update or modify these forward-looking statements, even in the event of new information and/or future events that could affect results.

Make the world more productive with the Cloud

Serverworks