RSUPPORT COMPANY PROFILE

RSUPPORT

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Company

CEO Message

At the beginning of the global remote market in 2001, RSupport was established with independently-created remote control technologies and products.
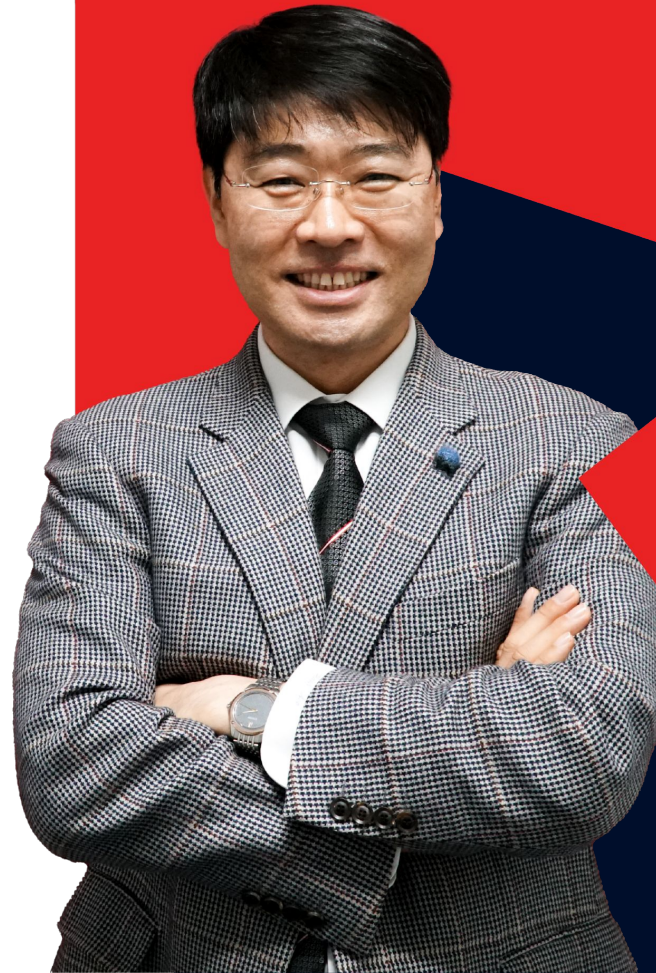
As a leading remote support provider, creating new value to businesses and delivering optimal solutions for our customers is at the heart of what we do at RSupport.

To this end, we invest more than 20% of our sales revenue in R&D every year and maintain research personnel more than 50% of the total manpower.

Our goal of becoming a "world-class IT giant" has driven us to embark overseas markets and dedicate ourselves to build even more reliable solutions. As a result, we have gained the trust and confidence in the conservative market like Japan and continued to develop our products by collecting references in various industries at home and abroad.

As we strive to play a pivotal role in an ever-changing world, we will pursue our highest aspirations and ambitious goals to provide advanced remote IT solutions in the global market.

CEO Seo Hyungsu

Overview

The New Global R&D Center

Company		**RSupport Co. Ltd.**
CEO		**Seo Hyungsu**
Capital		**USD 41M** (June 2023)
KOSDAQ Listing		**January 07, 2014 [A131370]**
Established		**November 06, 2001**
Employees		**360** (Including overseas offices, as of June 2023)
Head Office & Branch Office		**Head Office** 10 Wiryeseong-daero, Songpa-gu, Seoul **Japanese Office** 東京都港区虎ノ門1-2-20第3虎の門電気ビル **Chinese Office** 北京市朝阳区阜通东大街6号方恒国际A座2708
Business Areas		Software Development and SCM (Remote support and control, collaboration solutions)

History Timeline

The Global Pioneer & Leader

2001 - 2005
Started a SaaS company

2001
· Established RSupport

2002
· Launched web-based PC remote support

2004
· Selected as an exporter
· RemoteCall won the Top 100 Outstanding Patent Award

2005
· Started supplying to KT Bizmeka, Toshiba and NTT Data

2006 - 2010
Pioneered the global market

2006
· Opened Tokyo office, Japan
· Launched RemoteView for mobile

2007
· Supplied to the U.S. Department of Defense

2009
· Set up foreign subsidiaries in New York, USA and Beijing, China

2010
· Released RemoteView 5.0 Mobile for iPhone and iPod Touch

2011 - 2016
Expanded businesses globally

2011
· Introduced RemoteCall+Mobile Pack for KT, LGT, LG Electronics, POSCO
· Started supplying to SK Telecom

2012
· RemoteCall+Mobile Pack collaborated with Japan's NTT Docomo and Sweden's DORO
· Started supplying to NTT Japan

2014
· Released Mobizen & RemoteCall 6.0

2015
· Supplied RemoteCall to Top 5 mobile manufacturer in China

2016
· A video identification solution RemoteCall+Face topped in the financial sector

2017 - Present
Became a leading supplier

2017
· Launched RemoteCall+Mobile Pack

2018
· Launched RemoteMeeting

2020
· Released movable conferencing booth Colabox
· RemoteMeeting acquired GS certification

2021
· Signed MOU with LG Electronics for global business cooperation in video conferencing solutions
· Launched One: Quick RemoteMeeting
· Acquired GS Certification Grade 1 for RemoteCall

2022
· Acquired GS Certification Grade 1 for RemoteView
· Launched RemoteViewBox

2023
· NTT Japan built online hospitality system with RemoteVS
· Public Procurement Service recognized RemoteMeeting as an innovative product

Remote Support **Remote Control** **Remote Communication**

Employee Status

R&D Oriented Workforce

9.2%

29.1%

61.7%

R&D 74%
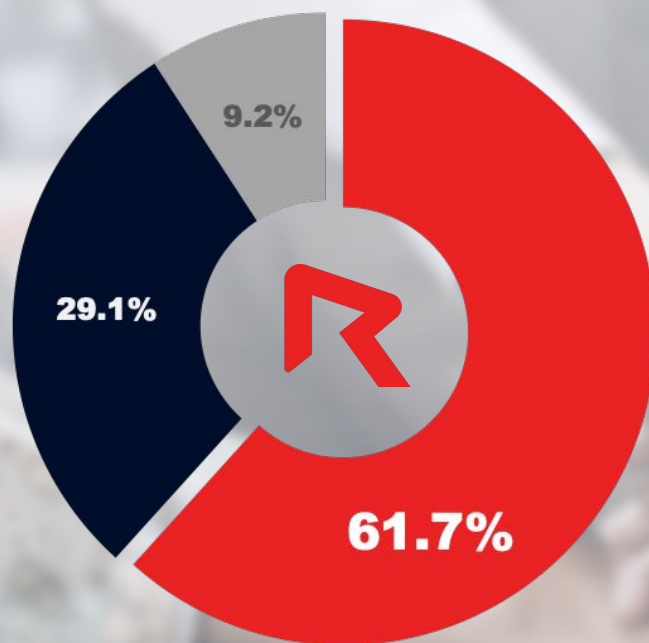
Engineer 13%

QA 13%

Research & Tech

222

Business

105

Management

33

*As of June 2023

(Including overseas offices)

Patent Holdings

Unrivalled Technology

Registered and applied for 120+ domestic and foreign patents, including the world-first patented 'mobile device remote control' technology

Domestic Patents

8

52

Foreign Patents

12

50

US
Japan
China
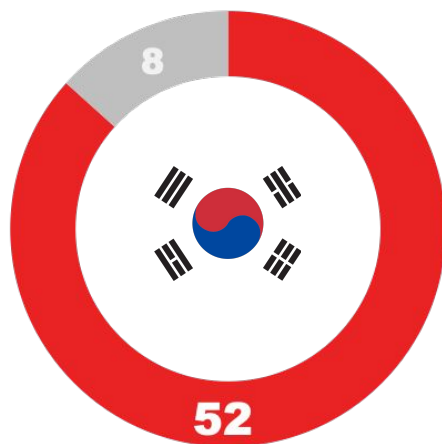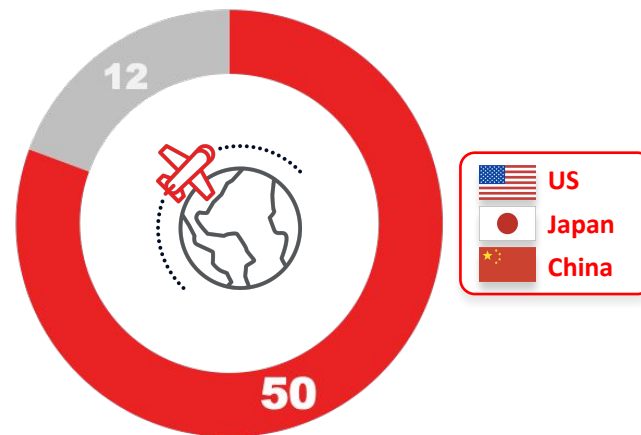
Registered   Pending

*As of June 2023

Business Performance

Solid and Stable Growth

Sales & Operating Profit

*UNIT: USD 1M

Sales

*CAGR: 18.4% (2018 - 2022)

Operating Profit

*CAGR: 7.0% (2018 - 2022)

Year	2018	2019	2020	2021	2022
Sales	21	24	39	44	41
Operating Profit	5	5	15	15	6
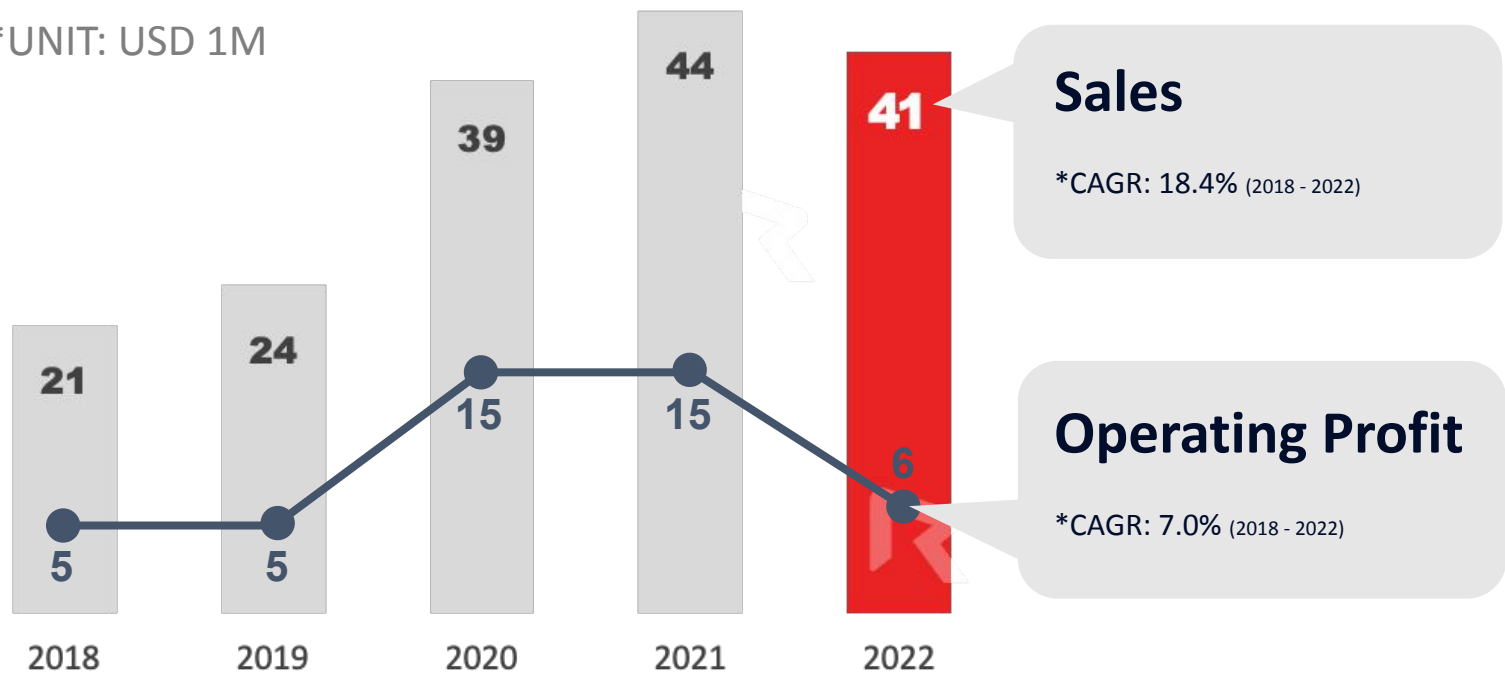
Awards & Recognition

Awards

Performance & Technology

2022	Excellence Award in the 9th Korea Software Quality Awards
2022	Chairman's Award at AI Korea (Trade, Industry, Energy, SMEs, and Startups Committee)
2020	**Industrial Packaging Award** (Ministry of the Interior and Safety)
2020	**Recognized as the World-Class Product** (MOTIE)
2020	Ministerial Award in the 7th Korea SW Quality Awards (Ministry of Science and ICT)
2019	Awarded in the 2019 Korea Mobile Awards (Ministry of Science and ICT)
2017	Grand Prize in the 4th Industrial Revolution (Korea Commercial Software Association)
2012	Presidential Award at the 49th Annual Trade Day (KITA, MOTIE)
2012	Awarded from the Minister of Trade, Industry and Energy (MOTIE)

Recognition

Transparent & Responsible

2022	**Youth-Friendly Small Giant Company for 7 consecutive years** (MOEL)
2021	**Ministerial Award in the 2021 Best Workplaces in Korea** (MOEL)
2019	Ministerial Award in the 2019 Best Workplaces in Korea (Ministry of SMEs and Startups)
2017	The Best Software Companies to Work (Ministry of Science and ICT)
2016	The Best Software Companies to Work (Korea SW Industry Association)
2014	The Best Software Companies to Work (Korea SW Industry Association)
2013	**Awarded as an Exemplary Taxpayer** (NTS Seoul Regional Office)

ESG Management Vision

ICT Innovations Contributing
to Create a Sustainable Society

Cooperation & Sharing

- **Cooperate with charities serving the marginalized**
  Donated products to 'Beautiful Store'

- **Cooperate with international relief organizations**
  Signed a technology partnership with 'Good Neighbors' and
  served solutions to 'Compassion Korea'

- **Educate the digitally underprivileged**
  Signed MOU with 'National Information Society Agency'

A Win-Win Relationship

- **COVID-19 Pandemic**
  Provided video conferencing tool for online classes at 569 elementary,
  middle, and high schools nationwide, and 3 types of non-face-to-face
  solutions for 4,500 SMEs at no cost

- **Natural disaster**
  Helped recover heavy rain-induced Kumamoto Prefecture in Japan (2020)

RSUPPORT
Responsible & Reliable

Foster Future ICT Talent

- **Free solutions for online classes**
  Signed MOU with 'Smart Education Society'

- **Digital textbooks and smart classes**
  Signed MOU with Daegu Wangseon Middle School

- **Career exploration opportunities for youth**
  Participated in a tour of giant SMEs hosted by the Ministry of
  Employment and Labor

Protect The Environment

- **Fund research institute for decarbonization**
  Provided financial support to the World Resources Institute, a global
  research organization committed to reducing emissions

Business

Our Core Value

Remote Technology Accelerating Customer Growth

" **RSUPPORT,** Our Commitment to Make Your Business a Success "

Rapid

Remote

Reliable

Usability

Accessibility

Stability

Global Service Infrastructure

Stable connection on solid global infrastructure
Relay servers built on edges worldwide

| | Overseas Office | Relay Server |
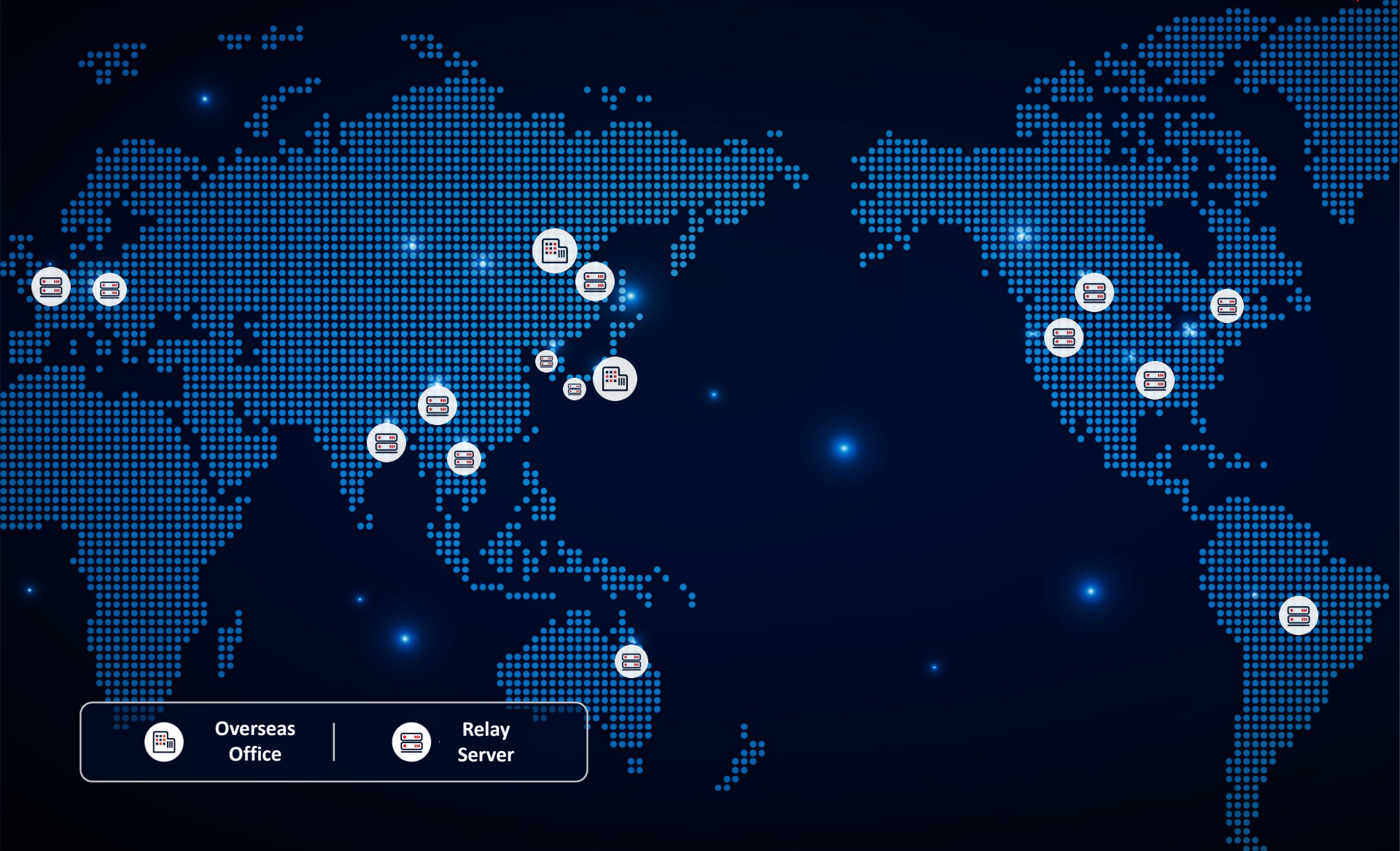
Business Portfolio

Customer-driven Product Lines

Remote Support

R: RemoteCall

R: RemoteCall + mobile pack

R: RemoteCall anywhere

Remote Control & Remote Work

R: RemoteView

R: RemoteView SE

R: RemoteView BOX

R: RemoteWOL

Video Conference

RemoteMeeting

RemoteMeeting BOX

COLABOX

To meet the needs of our customers, we provide the right products and methods for your business and infrastructures

SaaS (ASP)

On-Premise

Software/SDK

Hardware

Main Products 1. RemoteCall

Easy and Fast Remote Support

RemoteCall is a remote support solution that enables instant remote access to a customer's device on a web browser or dedicated software to remotely diagnose and assist with troubleshooting problems. Businesses apply this solution in various ways- remote support for PCs and mobile devices, along with visual support for real-time onsite sessions and non-face-to-face identification.

Supported operating systems and mobile devices
Such as Windows, macOS X, Linux, Android, iOS, and other operating systems and web browsers are available

Flexible and efficient remote support method
Such as web-based remote support, Agent program, and SDK (which links a customer's mobile app)

Types of RemoteCall

R:RemoteCall Remote support for computers

R:RemoteCall + mobile pack
Remote support for PCs and mobile devices

R:RemoteCall anywhere
Onsite support and non-face-to-face identification

Use Case

Power Plant
Operate and manage internal system

Japanese Network Operator
For smartphone security option

Bank
Provide customer consulting services

Insurance Company
Examine the accident site and accept the case

Manufacturing Call Center
Provide customer care & warranty service for products

Construction company
Inspect the construction site and give instructions

Main Products 2. RemoteView

Secure Remote Access and Control

RemoteView is a remote access and control solution that enables complete authority and management of remote workstations. It is a security reinforced software, which is particularly preferred in remote work environments and in various industries to administer remote terminals.

Fast and seamless remote control in real-time
Our proprietary technology minimizes CPU occupancy and enables uninterrupted remote control in real-time

Strong security
Such as AES 256-bit encryption, SSL communication encryption and various security management functions

Types of RemoteView

R:RemoteView Remote access · remote work controls

R:RemoteView SE
A security-enhanced remote work solution

R:RemoteViewBOX
A device for remote control without software installation

R:RemoteWOL
A remote-control power switch for computers

Use Case

Financial Institution
For remote work

Medical Device Manufacturer
Manage healthcare institution systems

IT Developers
For remote work

Theater
Manage unmanned kiosk for ticket sales in cinemas

Main Products 3. RemoteMeeting

All About Business Communication

RemoteMeeting is a web video conferencing solution that can be directly accessed from any web browsers or mobile devices, without downloading any plugins or software.

User-friendly design
Intuitive user environment (UI/UX) is designed to be easily perceived and navigated by users, especially the patented Lounge feature.

Various features based on the latest technology
AI-powered collaboration functions are available including moderator mode, remote control, drawing, screen/file sharing, and split-screen.

Types of RemoteMeeting

RemoteMeeting	RemoteMeeting BOX	COLABOX
Video conferencing tool on any web browsers	All-in-One device for video conferencing	Movable multi-purpose conference booth

Use Case

Public Enterprise & Institution
For communication with affiliated organizations, and civil service

Manufacturer
Communicate with outsourced overseas factories

Corporation & Organization
For important corporate events, communication, shareholders' meetings, and partner training

Secondary School & University
For online classes, interviews, and parent meetings

B2C Products

A Personal Media Platform

Mobizen

Mobizen is the ultimate personal media platform that allows anyone to easily record, live-stream, and broadcast without setting costly broadcasting equipment or program. Special skills are not required to create, edit, and transmit content with Mobizen in any environment.

Types of Mobizen

Mobizen Studio	A web-based live streaming studio

- Recording, background designs and music, live chat
- **RTMP** streaming to YouTube and Twitch

Mobizen Screen Recorder	A screen recording app for Android

- Screen recording and capture, internal sound recording, editing, and sharing
- **8.1 million users worldwide and 260 million cumulative downloads** (As of August 2022)

A Screen Recording Software

liteCam

With **liteCam HD**, all types of videos (games, and video footage) that are played on computer can be recorded in Full HD 1080P resolution. Its features include recording, adding text, preview, as well as a mouse pointer and drawing tools to clearly convey and highlight the message.
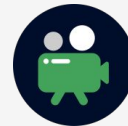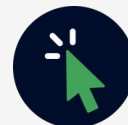
Video Recording
Save videos in different formats

PIP (Picture-in-Picture)
Record a video and the speaker's face simultaneously

Drawing
Use a collection of tools to draw, color, and add effects

Mouse Pointer
Add on-screen highlight effect

Major Customers

Recognized by 20,000+ Clients over 24 Countries

Manufacturer
(PC, mobile, etc.)

SAMSUNG · LG전자 · DELL · lenovo · FUJITSU · SHARP
SONY · TOSHIBA · HUAWEI · ALCATEL mobile phones · doro · ONEPLUS

Network Operator

SK telecom · LG U+ · kt · NTT docomo · bouygues TELECOM · WEST CENTRAL WIRELESS

Financial Service

KB 국민은행 · 신한은행 SHINHAN BANK · 우리은행 · IBK기업은행 · 농협 · KEB 하나은행
한화투자증권 · MIRAE ASSET · KB 손해보험 · K bank · kakaobank · SOMPO JAPAN

Public

행정안전부 · 국세청 National Tax Service · 검찰 PROSECUTION SERVICE · 대한민국 국방부 Ministry of National Defense · 금융감독원 FINANCIAL SUPERVISORY SERVICE · 금융결제원
NPS 국민연금공단 National Pension Service · 한국관광공사 KOREA TOURISM ORGANIZATION · LH 한국토지주택공사 · 서울특별시 · 고양도시관리공사

Commercial Business

POSCO · AhnLab · HANCOM 한글과컴퓨터 · 오뚜기 · DAEWOONG · Pulmuone