DRIVING DIGITIZATION IN EUROPEAN HEALTHCARE

Emanuele Mugnani | Managing Director Ambulatory Information Systems Europe

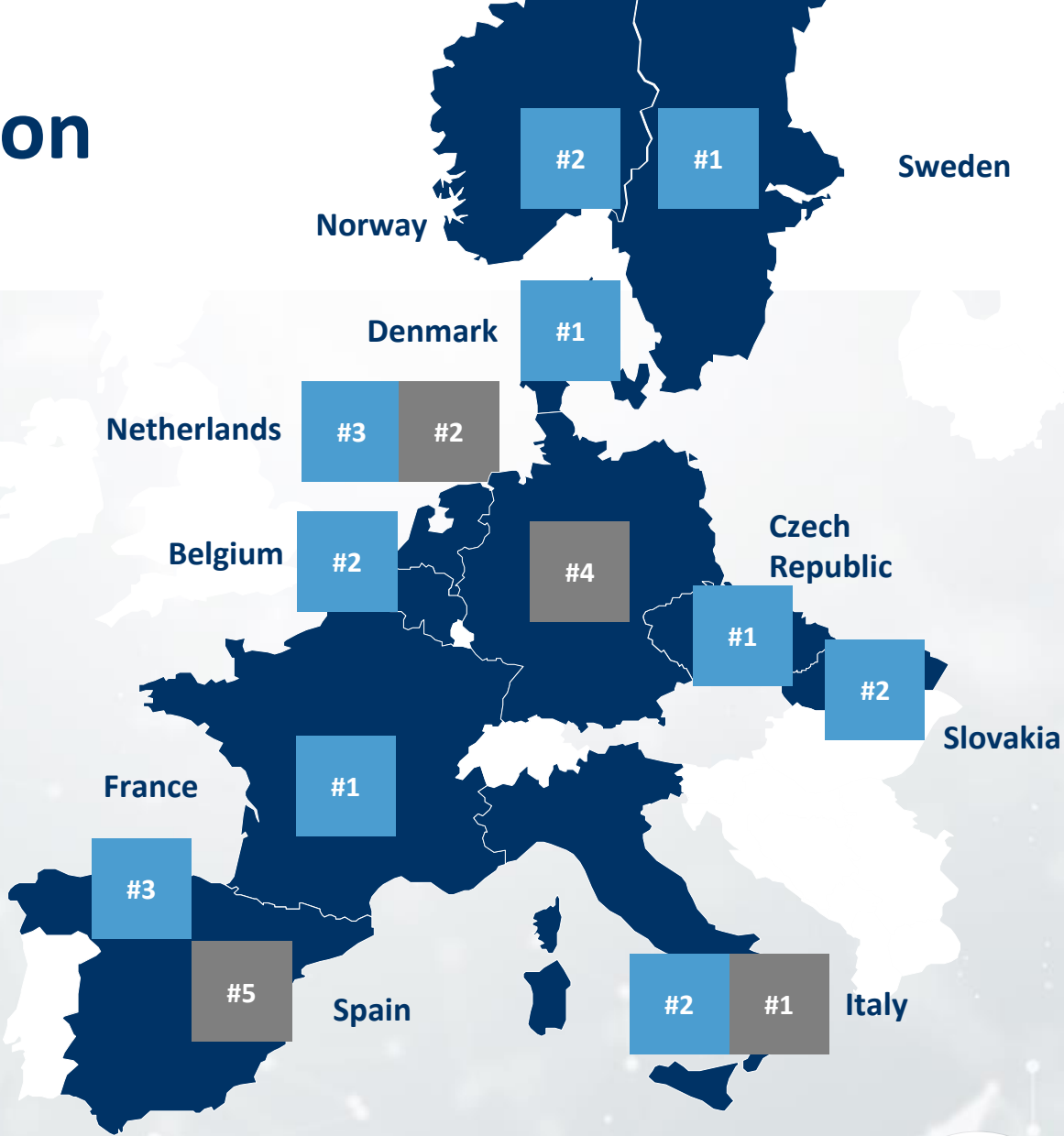# We delivered since the last capital markets day

Since September 2021...

Organic growth of 7%* in AIS excluding US and of 6%* in pharmacy business

Launch of new products and modules to drive digitization in healthcare

*last twelve months yoy, as of June 30, 2022

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Our excellent market position in Europe

AIS PCS

Sweden #1

Norway #2

Denmark #1

Netherlands #3 #2

Belgium #2

Germany #4

Czech Republic #1

Slovakia #2

France #1

South Africa #3

Spain #3 #5

Italy #2 #1

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Broad setup and excellent customer base

Ambulatory Europe
Selected countries

#1
>30% share

FRANCE
>25k doctors
~60k paramedics

#1
~50% share

CZECH REP
~15k doctors

#2
~25% share

ITALY
~12k doctors

Pharmacy Europe

#1
>50% share

ITALY
~12k pharmacies

#4
~17% share

GERMANY
3k pharmacies

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Make doctor's life easier by making them more productive and saving them time

1

Digitization

Increase healthcare practitioners' efficiency and quality using digital tools / systems

2

Connectivity

Allow easier flow and enrichment of data to patients and across providers

3

Security

Protect healthcare ecosystem against external attacks or data loss

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Across Europe our products cover all core functions health care professionals need

Patient management functions

Patient management
Patient demographics ✓

Billing
All Functionality related to financials ✓

Admin
User admin, access rights, roles ✓

Scheduling
Manage patient, appointments ✓

Clinical functions

Specialty functions
Specialties, decision, supp. therapy ✓

Prescriptions
Ordering, drug database, e-prescription ✓

Findings & procedures
Allergies, vitals and more ✓

Collaboration functions
Messages, tasks, alerts ✓

Orders and results
Lab, imaging, others ✓

Strong knowledge and local presence in all the markets ensure fast update on local and regulatory requirements

✓ Fully covered in **AIS**

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Our unique product offering addresses healthcare practitioners needs
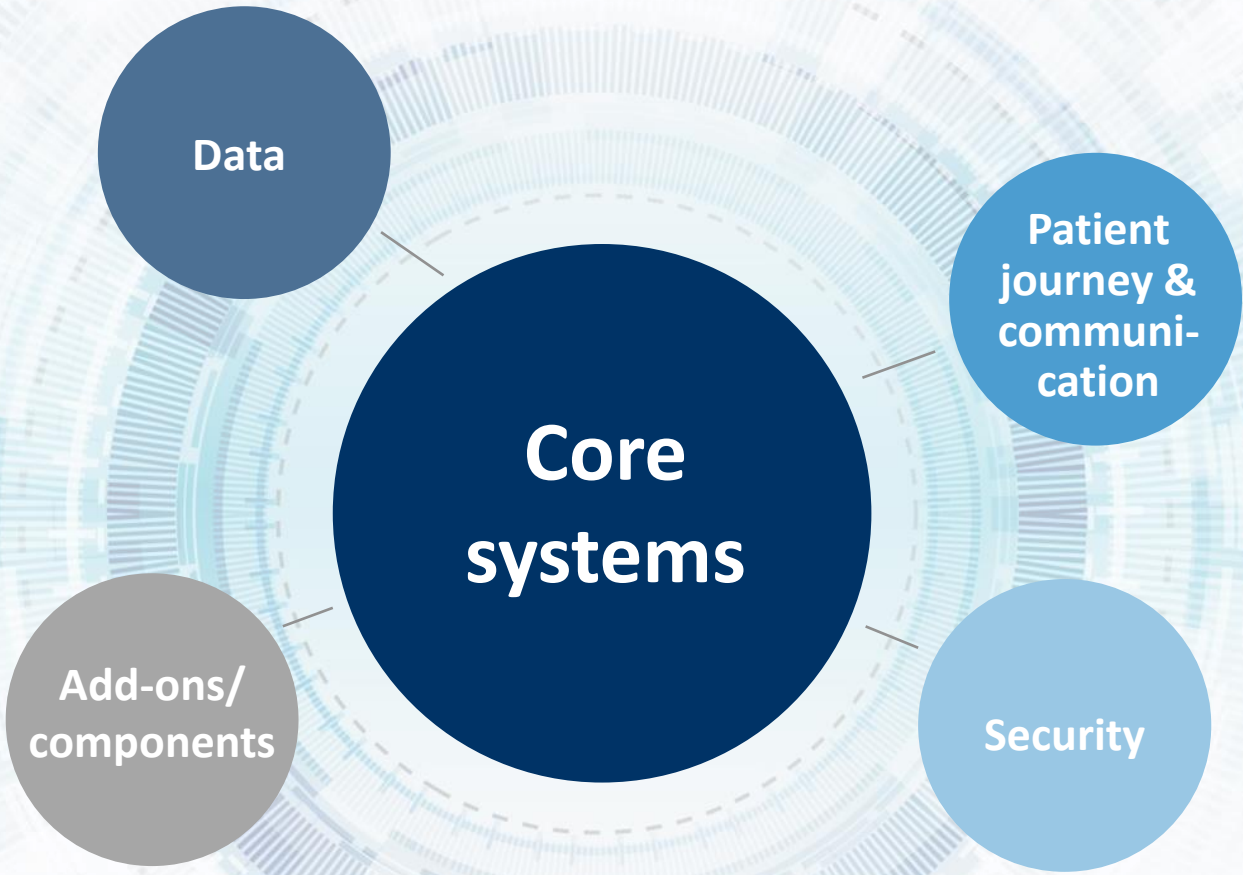
Leading products in our core European markets

Data

Core systems

Patient journey & communi-cation

Add-ons/ components

Security

Doctors

HELLODOC ◆
Le Logiciel du Médecin

Paramedics

VEGA

Pharmacies

WINGESFAR +
Farmacia

>70%
of revenues recurring*

*H1/2022

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We are ready to win...

CGM is **uniquely positioned** to capture the attractive **growth potential in the healthcare market**.

Relevance

by owning the healthcare practitioner

Positioning within and across markets both in terms of market share and breadth / depth of product offerings

1 ✓ CGM has an **excellent position** in Europe and the US based on a comprehensive product portfolio

Domain expertise

Understanding of local healthcare markets and required domain expertise

2 ✓ CGM has attracted experts in each market, contributing a **unique level of domain expertise**

Scalability

Cross-market synergies through products that are relevant across healthcare markets

3 ✓ CGM has built a **strong portfolio of add-on systems** connecting to a core system tailored to local market

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Our customer's world is transforming

Larger practices

Mobile work

Decision support

AI enhanced

Efficiency increase

Digital workflow

Data access

Connected to larger network

IT security

Digital patient interaction

Business Intelligence

DOCTOR

Pharmacy

Healthcare services in the pharmacy

Click and collect option

Next generation pharmacists

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Key growth drivers for AIS Europe

Regulation driven demand

Governments across Europe have initiated programs to accelerate healthcare digitization leading to tailwind for further growth

Expansion to value-adding modules

As a response to changing customer needs, we offer new modules as add-ons

Enable doctor-patient journey

CGM leverages its unique position across the patient journey to deeply integrate its own products as well as enable other players

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Government programs across Europe continue to push the digitization of essential parts of healthcare

Healthcare professionals now need to...

… handle e-health records & e-prescriptions

… digitize medication & emergency data sets

… issue electronic sick notes

… administer risk assessment for medication

… virtualize and mobilize their patient communication

Subsidized by…

Ma Santé Segur de la Santé

France

MedMij Medication process

Netherlands

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Tailwind from governmental initiative in France to push digitization

SÉGUR DE LA SANTÉ

- signed in July 2020
- boost digital health
- >€300 per doctor

Key areas

interoperability

IT security

convergence

Revenue potential

>€7m order intake received from doctors

Further roll out expected from 2023 onwards

Additional potential from paramedics starting 2023

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Value-added modules to address changing customer needs and market trends

Key Trends and customer needs

- Consolidation & integration of health care providers
- Efficiency increase
- Big data & clinical decision support
- Healthcare practitioners generation change

CGM's opportunity

Value-added modules featuring Business Intelligence functionality, workflow improvements, etc.

Clinical decision making support (Therafox) as add-on for healthcare practitioners

Conversion to modern G3 technology with User Interchange, User Experience and cloud capability, addressing the needs of a new generation of healthcare practitioners
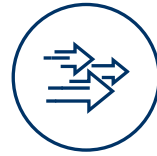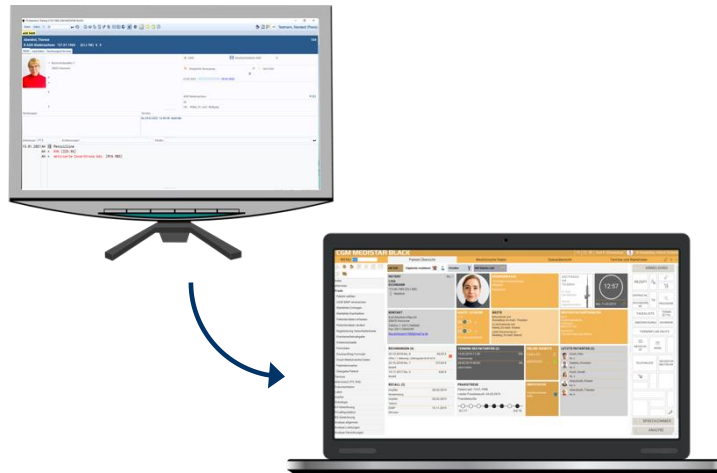
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Innovate and streamline our portfolio

INNOVATE AND UPGRADE G2 PRODUCTS

Innovate G2 products to increase customer satisfaction e.g., by refreshing UI to improve look and feel or by implementing SaaS solution

BUILD G3 COMPONENTS THAT CAN BE USED IN G2 AND G3 PRODUCTS

Focus on creating G3 component for G2 products, that can easily be integrated, to further free up developer capacity from G2 and, with more maturity, transition customers softly towards G3
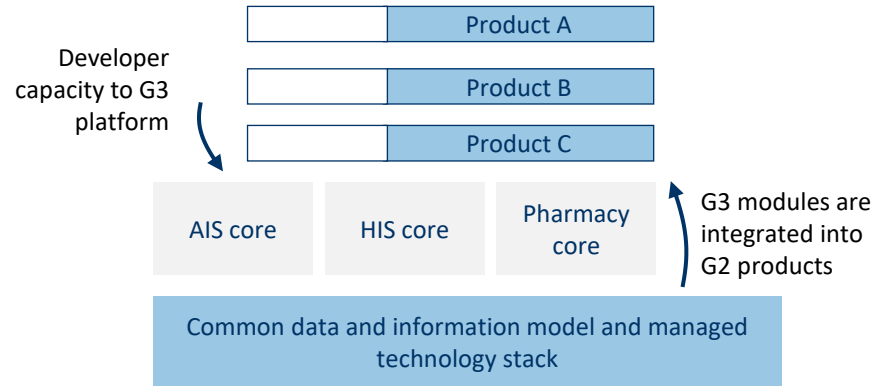
DEPLOY G3 PRODUCTS AND MODERN TECH-STACK WITH SERVICE-BASED PLATFORM

Create stable and performant product architecture across business segments to enable stellar example cases

Developer capacity to G3 platform

	Product A
	Product B
	Product C

| AIS core | HIS core | Pharmacy core |

G3 modules are integrated into G2 products

Common data and information model and managed technology stack

LOCALIZATION

| AIS core | HIS core | Pharmacy core | Additional components |

Common data and information model and managed technology stack
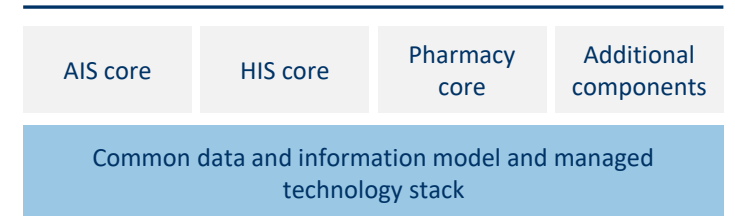
Ambition to significantly reduce the number of products going forward

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France is our successful hub for the CLICKDOC roll-out

CLICKDOC universe/platform

Successful pilot

Roll-out initiated in Q4/2021

3.5k calendar tools

9k video consultations

230k patients

>160k online appointments per month
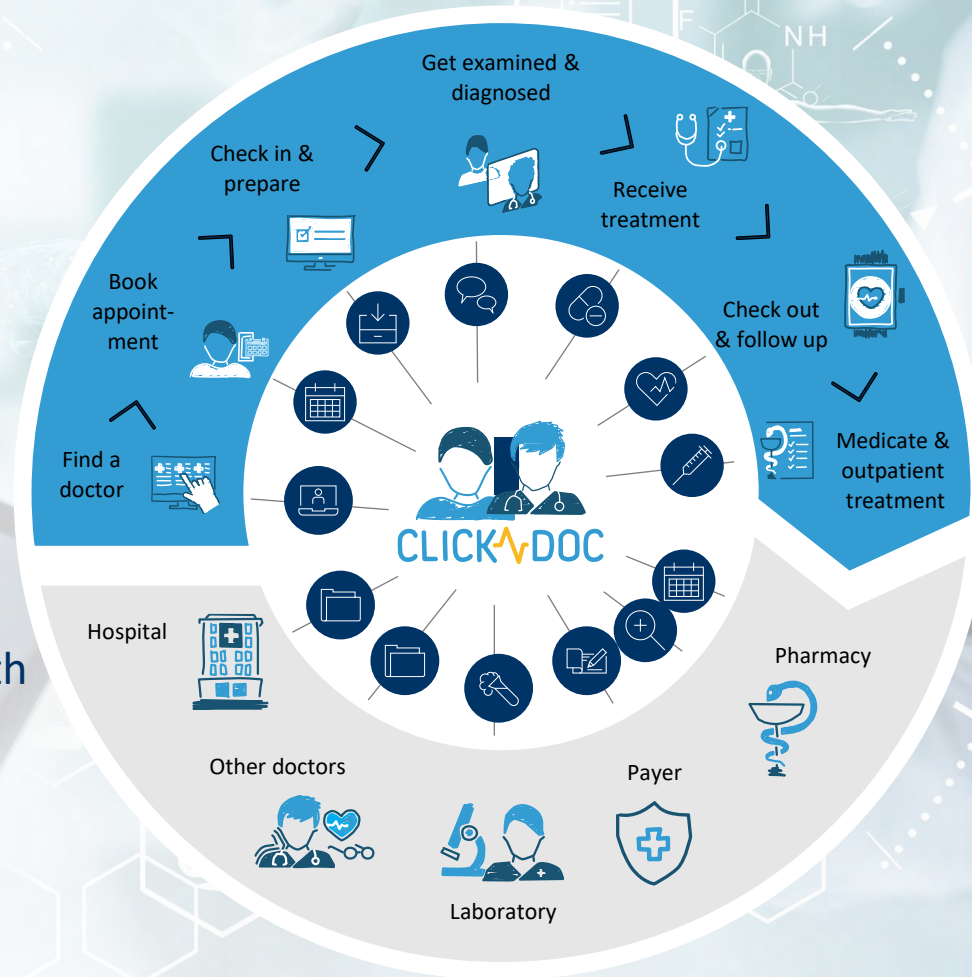
Fully digitized patient journey in Italy…

Francesca feels ill

Online advice — MEDICITALIA
>600k registered users

Doctor search & booking — CLICKDOC
>8k monthly users

Video consultation — CLICKDOC TELECONSULTO

Prescriptions and diagnosis — CGM STUDIO Sistemi Informativi Ambulatoriali
>12m patients managed

Pharmacy selecting — e-prescription dispatching — CLICKDOC
>1.5m prescriptions managed

CRM and loyalty — E-FIDELITY
>2.2m fidelity cards

Pick up at the pharmacy or book a delivery — PHARMAP I TUOI FARMACI A DOMICILIO
>480k users

Therapeutic adherence and monitoring — CGM CARE MAP Disease Management Systems
>160k users

Francesca is up and running again

…resulting in significant traffic in CGM network

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Our path for adjusted EBITDA margin expansion

Transformation process

Drivers	Revenue mix	R&D	Organization and efficiency
Current set up	• Track record of ARPU increase in the mid single-digit percentage range • Limited number of new offerings	• Double effort to maintain G2 products and G3 investments	• Fragmented organization and multiple business units
Future set up	• Building on strong ARPU track record • New offerings like Clickdoc and cloud solutions	• G3 ready for pharmacies • G3 readiness in selected countries	• Tailoring sales approach to customer size • Higher integration of business units in several countries • Centralized segment R&D • Process efficiencies and focus tool optimization

→ **Revenue and adjusted EBITDA synergies going forward**

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Set for growth and margin expansion

Excellent positioning across European healthcare market with additional growth potential from regulatory tailwinds

Strong customer base among healthcare practitioners and pharmacies

Innovative add-on solutions tailored to customer needs and market trends

Strong knowledge and local presence in all the markets ensure fast update on local and regulatory requirements

Organic growth of 2 – 5% (CAGR) for AIS ex US and 0 – 2% (CAGR) for PCS expected from 2021 – 2025

Significant margin increase due to operational efficiencies and less R&D intensity post investment phase

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