

PRESS KIT



cegedim

2013

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Cegedim Group overview

Vocation

Cegedim is a global technology and services company specializing in the healthcare field. Cegedim offers services, IT tools, specialized software, and information flow and database management services. Its solutions are targeted to health professionals, healthcare industries, pharmaceutical companies, healthcare professionals, and insurance companies.

The world leader in life-sciences CRM (Customer Relationship Management), its traditional business focus, Cegedim supports the major pharmaceutical companies in their CRM projects (*appendix 1*).

Cegedim has also positioned itself as **one of Europe's leading producers of medical and paramedical management software**, and also designs management applications dedicated to the health insurance sector. Structured, communicating and scalable, these software programs are integrated into the Cegedim Group's healthcare flow management systems (*appendix 2*).

Capitalizing on its skills in professional software publishing and complex information processing, the Group also **offers solutions dedicated to health insurance players, as well as high value-added management solutions** for its many customers concerned with issues related to outsourcing and computerized exchanges (*appendix 3*).

Cegedim is constantly developing and exploiting synergies among its activities, with the stated ambition of being one of the chief intermediaries for healthcare sector professionals and partners and positioning itself at the heart of their information needs.

Key figures

Founded	1969
Cegedim's 2012 Revenues	€22 million
Workforce	8,100 employees
Countries	80 countries, 5 continents
Listed on NYSE Euronext Paris, compartment B	Since 1995 - ISIN: FR0000053506

Activities



Cegedim is organized into **three divisions**:

A- CRM and strategic data: 53% of 2012 Group Revenue

B- Healthcare professionals: 31% of 2012 Group Revenue

C- Insurance and services: 16% of 2012 Group Revenue

Jean-Claude Labrune – Chairman & CEO, Founder of the Cegedim Group

Jean-Claude Labrune is graduated from the Ecole Nationale Supérieure des Arts et Métiers.

Cegedim (for **CE**ntre de **GE**stion, de **D**ocumentation, d'**I**nformatique et de **M**arketing) was founded in 1969 by a group of pharmaceutical companies that wanted to pool their IT resources and document research expertise.

In short order, **Jean-Claude Labrune**, who initiated the project, saw that the concept could be applied to other pharmaceutical company activities, such as a physician database and, more generally, collecting information for sales and marketing departments.

Pierre Marucchi – Managing Director

Pierre Marucchi is graduated from the *Ecole Nationale Supérieure des Télécommunications*, Stanford University (USA), and the *Centre d'Etudes Supérieures Bancaires*. He was also a Member of the Institute of French Actuaries.

Mr. Marucchi began his career in 1977 at Crédit Lyonnais, where he held various technical and commercial positions.

Deputy Managing Director of Cegedim, which he joined in 1984, **Pierre Marucchi** is very involved in the Group's external growth operations both in France and abroad and supervises the Financial, Legal, Quality, and HR Departments.

Sustainable development

As part of its international strategy, **Cegedim has naturally become involved in sustainable development issues** to help promote:

- social equity among its employees and in the local communities of the 80 countries in which it operates,
- environmental conservation by minimizing the environmental impact of the Group's activities,
- economic efficiency.

To this end, Cegedim Group launched its sustainable development program in September 2008 at the urging of the Group's management.

Christened the "**Cegedim Compact**", it takes its cue from the United Nations' Global Compact.

Strategy

By Jean-Claude LABRUNE, Chairman and CEO

"For Cegedim, 2012 will be remembered as a year marked by the overall stability of its operations, with continued business growth for the "Healthcare professionals" and "Insurance and services" segments, despite the contraction of the activities related to the pharmaceutical industry. Cegedim's challenges include declining numbers of medical representatives due to the development of generic medicines, a low number of new medicines as well as the intention of pharmaceutical companies to reduce their promotional investments.

At the same time, the need for information is greater and pharmaceutical companies are looking for innovative tools aimed at healthcare professionals and patients.

Digital media, more economically viable, increasingly complement or even replace traditional media and this shift in demand represents a new opportunity for Cegedim's priority areas, which include databases and communication tools. For example, the Docnet offering, a new type of social network dedicated exclusively to healthcare professionals, is already operational in Northern Europe.

At the same time, to meet the need for a better return on investment, it has become especially important to find the marketing mix best suited to each physician. This includes optimizing the choice of the information channel (medical representative visits, the press, email, conferences, public relations, e-detailing, etc.) and content of the medical information to be provided based on the individual preferences and needs of the professionals.

In short, this means many new applications for our offerings related to OneKey, Cegedim's worldwide database of health professionals.

In addition, our latest mobile pharmaceutical CRM solutions are among the most advanced on the market. Based on OneKey, they are already available on Windows 8, the new Microsoft platform, well before our competitors.

But digital technology and mobility are not the only opportunities offered by this paradigm shift in the pharmaceutical industry.

The new government policies regarding compliance, longitudinal patient studies, "risk-benefit" studies for all new products upon market release, management of the organizations authorizing medical protocols and management of new purchasers or market access managers - all represent new applications for Cegedim's offerings.

It is also worth noting that AggregateSpend360, our "reconciliation" offering regarding the requirement to disclose conflicts between the interests of the professionals and those of pharmaceutical companies, was a major success in the US and has also been introduced in Europe, in particular in France.

At the same time, the adaptation of management and prescription software used by healthcare professionals, the new requirements for sharing medical records and the importance of rationalizing relationships between patients and insurers continue and will provide Cegedim with opportunities to develop new medical and paramedical software. 2013 will see the launch of new offerings in prescription software accessible solely via the Internet, innovative solutions such as new portals reserved for physician-patient and pharmacist-patient communication and probably the large-scale realization of advances in remote healthcare.

Cegedim's "Insurance and services" business is another major growth driver, for which Cegedim has supported key order placers by meeting their needs for interconnection and computerization as well as by offering support in the area of their changing relationships with healthcare professionals. Here too, the Group boasts strong growth potential based on its specialized knowledge of the healthcare sector and the converging needs of organizations, pharmaceutical companies, insurers and healthcare professionals.

Moreover, the success of Cegedim's activities in IT for human resources management, electronic data exchange and the new SEPA procedures for payment and debit management continues.

Cegedim will continue the strategy that has always made it strong: investing in innovation and new tools for healthcare businesses.

Cegedim's expertise and its continuously improving, flexible organization led by entrepreneurial managers provide an optimistic outlook for the future despite the new health challenges.

By leveraging its key strengths, notably its efficient and motivated teams, and by continuing to adapt its products to new requirements, Cegedim aims to remain a world leader in its field."

Businesses

CRM and strategic data

Main customers: essentially life sciences companies (the world's 400 largest pharmaceutical companies are Cegedim clients)

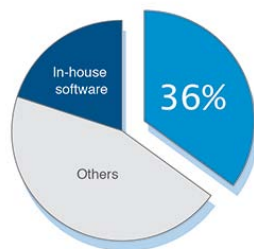
Activity: help the sales and marketing divisions of pharmaceutical companies understand:

- **Where their medicines are sold** and in what **quantities**,
- **By whom their products are prescribed and why**,
- **How to optimize** sales and measure the effectiveness of their sales and marketing campaigns.

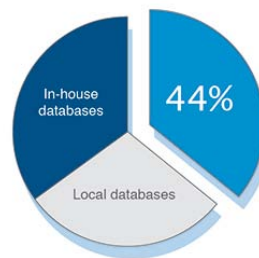
The services offered by Cegedim are unique in the healthcare sector and are highly differentiated from competitors' offers. Cegedim is the only company with an offer that combines the most comprehensive databases on the global market with CRM and compliance solutions.

Market share:

Pharmaceutical CRM



Databases



Geographic presence:

- more than 80 countries, 5 continents
- sales outside France represent almost 70% of revenues

Competition:

- **CRM:** Oracle (Siebel), Salesforce.com, Update, Veeva Systems and local competitors
- **Strategic Data:** IMS Health, Taylor Nelson Sofres plc, GFK and local competitors

History:

- **1969:** first databases launched
- **1974:** start of direct marketing service activities
- **1979:** CRM activities in France launched
- **1990:** international expansion begins
- **1996:** medical samples management
- **2005:** international activities represent more than 50% of full-year turnover
- **2007:** acquisition of US company Dendrite International
- **2010:** Following the successful integration of the Dendrite activities, Cegedim Dendrite becomes Cegedim Relationship Management.
- **2013:** The *OneKey* database is available in 73 countries and includes more than 8.5 million healthcare professionals.

Healthcare professionals

Main customers: doctors, pharmacists and paramedical professionals

Activity: software publishing and medical and promotional information

- **Healthcare professionals (about 145,000 workstations)**
 - Software: patient file, prescriptions, diagnoses, SESAM-Vitale card management, etc.
 - Promotion: circulation of medical and promotional information directly onto doctors' screens, etc.
- **Pharmacists (more than 78,000 pharmacies workstations)**
 - Software: full-management solution (sales, stocks, electronic transmission of treatment forms, etc.)
 - Promotion: advertising and merchandising in pharmacy

Main markets:

- **Software for pharmacists**
 - **France:** Market benefiting from ongoing developments
 - Alliadis (Cegedim Group) and its competitor Pharmagest Interactive are co-leaders in the pharmaceutical computerization market in France.
 - **United Kingdom:** Market subsidized by the British government. **Cegedim** entered this market at the end of 2004, with the acquisition of NDC Health and Enigma Health, which today are combined into one entity called Cegedim Rx. Cegedim Rx is the leader in terms of the number of computerized retail pharmacies in Britain.
- **Physician software**
 - **France:** Rather slow market growth (physicians by nature are somewhat averse to computerization and do not receive public subsidies to encourage them). Cegedim is one of the market leaders. Its main competitors are Compugroup and Imagine Editions (Hellodoc software).
 - **United Kingdom:** A dynamic market, subsidized by the government. Cegedim is the second largest player on this market (after EMIS).
 - **Belgium:** Cegedim is a first-rank player on a very fragmented market in which there is a large number of publishers in the health field including Corilus and Compugroup Medical.
 - **Spain:** with 35% of estimated market share with office-based physicians, Cegedim, with its subsidiary Stacks, is the leader in this niche. Indra and Siemens are among its main competitors.
 - **United States:** With more than 20,000 units installed across the United States in 36 different specialties, Pulse holds a leading position in the management of electronic medical records.
- **Promotion:**
 - **France:** Cegedim is the French leader, both in pharmacy Point-of-Purchase Advertising (POP), by the number of pharmacies integrated into its display network, and at point of prescription (in view of the number of computerized physicians).
- **Paramedical software:**
 - **France:** The leader with physiotherapists, speech therapists, podologists and orthoptists, RM Ingénierie holds a first-rank position in France in paramedics' computerization; its main competitor is Epsilog.

History:

- **1994 / 1996:** start of doctors' computerization in France and promotional activities dedicated to doctors and pharmacists
- **1998:** computerization of doctors in Great Britain
- **late 2000:** computerization of pharmacists in France
- **2001:** financial leasing activities
- **late 2004:** computerization of pharmacists in the United Kingdom
- **2006:** computerization of paramedical personnel in France, computerization of doctors in Italy, Spain and Chile
- **2008:** acquisition of 01 Santé, which has a strong position in the field of oncology

- **2009:** creation of the Cegedim Healthcare Software business unit to pool and coordinate all of the Group activities dedicated to healthcare professionals
- **2010:** acquisition of Pulse in the United States enabling CHS to become a global player.
- **2011:** acquisition of Pharmec, a company specialized in publishing and distribution solutions for healthcare professionals in Romania
- **2012:** acquisition of ASP Line, 4th-ranking publisher of pharmacy management software in France.

Insurance and services

Main customers: players in the insurance field and companies of all sectors

Activity:

■ Insurance, banking, and healthcare:

- Computerization of health insurers and mutuals
- Flows and direct billing

■ Other services:

- Electronic Data Interchange
- Outsourced payroll and human resources management
- Provision of outsourced services
- Internet and hosting services

Countries: France, French-speaking Africa, Great Britain, and Switzerland (Payroll and HR).

History:

- **1986:** launch of IT services (distribution)
- **1991:** launch of the first electronic data interchange platform for healthcare actors (orders/invoices between pharmaceuticals firms and wholesale distributors)
- **1994:** start of outsourced human resources management services
- **1996:** outsourced management of cash receipts, expansion into managing third-party healthcare payments
- **1999:** computerization of health insurance and mutual companies
- **2006:** launch of iSanté activity offering mutual companies and insurers new front office services like non-nomenclature management, articulation with healthcare platforms, the medicalization of services, real-time management of direct billing payment and benefits processing, etc.
- **2008:** acquisition of French company Protectia to help Cegedim strengthen its presence in the personal-insurance market.
- **2010:** global acquisition of Hosta (now called iGestion) in which Cegedim had been a minority shareholder since 2004.

Markets

CRM and strategic data

Main market trends:

The global drug market should continue to grow over the coming years to reach 1,000 billion dollars in 2014. This IMS estimate (April 2012) highlights growth rates that vary greatly from region to region:

- Emerging countries, particularly Brazil, Russia, India and China, continue to drive growth, set to rise 13-16% between 2011 and 2015.
- The mature markets of North America, continental Europe and Japan are expected to achieve growth of 1-5% over the same period.

Cegedim Strategic Data (CSD) surveys:

- Sales forces in the pharmaceutical industry in 2011 were down 1.8% to 413,565 medical reps worldwide against 421,223 in 2010. Over the first quarter of 2012, China may have exceeded the United States, with 80,000 medical reps in full-time equivalent.
- According to surveys published by Cegedim Strategic Data (CSD), which serve as a benchmark in the healthcare sector, the amount set aside for promotional spending worldwide in 2012 was 88.4 billion dollars broken down as follows: 61% related to medical rep visits, 10% on samples distributed, 9% on so-called DTC (Direct To Consumer) expenses and lastly 20% on other promotional resources such as public relations, the press and the Internet.
- The promotional budgets of French pharmaceutical companies, 3.8 billion dollars in 2012 (versus 4.1 billion in 2011), may be broken down as follows: 52% related to sales force promotion, approximately 23% on public relations type promotions, the press, the Internet, almost 24% on so-called DTC expenditure and less than 1% on samples distributed.

Healthcare professionals

Main market trends in France:

Computerization of doctors in France: The large majority of French medical practices, almost 90% according to Cegedim's estimates, are computerized. However, until now this level of computerization essentially concerned electronic care sheet management: With the new medical collective agreement, which incorporates "compensation on public health objectives" known in French as ROSP or P4P, the electronic handling of patient files has become nearly obligatory, in terms of diagnostics, prescriptions, pathologies, allergies, family history, test results, etc.

Computerization of pharmacists in France: Today all French pharmacies are computerized. The pharmacy software market is therefore a replacement market. Nevertheless, this market remains dynamic given the considerable technological developments it has experienced and continues to experience, particularly with respect to computerizing flows (both for managing direct payment with health insurance and for orders placed with wholesalers and pharmaceutical companies).

The new regulatory challenges such as the Pharmaceutical File, the development of the SESAM-Vitale environment, substitution goals, product traceability and coding, over-the-counter drugs, new pharmacist responsibilities from the HPST laws, etc. are some of the issues that encourage short or medium term changes in IT tools.

Insurance and services

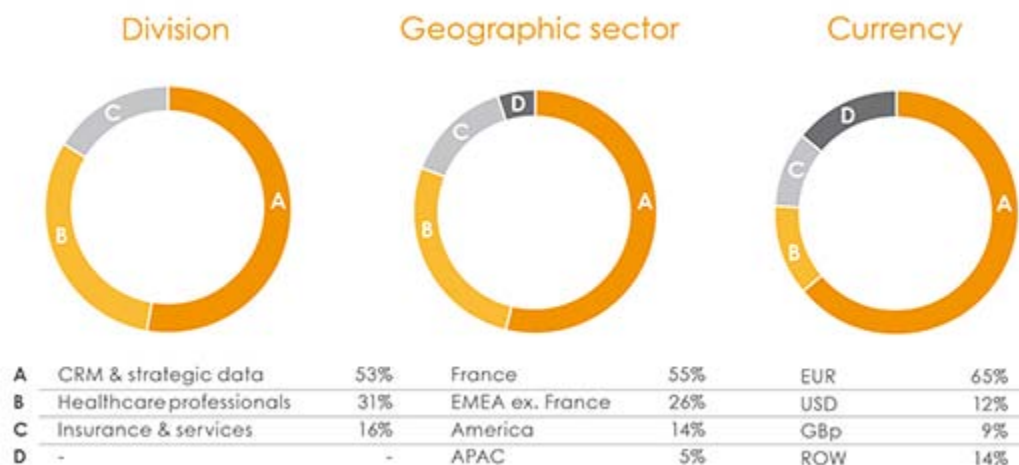
Main market trends of Insurance market in France: In 2012, despite unfavorable economic conditions, French insurance industry revenues stayed at a high level, around 182.3 billion euros (Source: FFSA). Personal insurance premiums amounted to 132.5 billion euros but declined 6% from the previous year, largely due to an outflow in life insurance, while premiums for property and liability insurance rose 4% in 2012 to nearly 50 billion euros for the year. In view of the continued economic crisis, the health market remains an important strategic stronghold for insurance companies. For this reason revenues grew by 5% in this area to 18.3 billion euros and expenditures by health insurers continued to grow as well (up 3% from 2011 to 2012).

An International Culture

Cegedim affirms its presence in more than 80 countries on the 5 continents



2012 revenue distribution:



CRM and strategic data

Cegedim started developing its historical core business activities internationally in the 1990s. These CRM businesses gradually expanded throughout Europe as the company opened subsidiaries in the following countries:

- **1991:** Belgium
- **1992:** Italy, Spain and Portugal
- **1994:** Germany and England
- **1997:** the Netherlands and Switzerland
- **1998:** Greece, Turkey, Hungary and the Czech Rep.
- **1999:** Poland
- **2001:** Romania, Slovakia and Austria

At the same time, these international subsidiaries launched “doctors” databases in these countries. In 1999, the group added entities specializing in certain strategic databases, such as Medimed in Germany, Icomed in Belgium, InfoSanté in England and Romania.

Established in the 2000s as the European leader in CRM, Cegedim has pursued its global development:

- **2001:** CRM affiliates opened in Brazil and United States
- **2002:** acquisition of the CAM Group (measures promotions and the effectiveness of medical reps' visits)
- **2002:** acquisition of MSM Group (CRM), which covers South and Central America with affiliates in Mexico, Colombia, Ecuador and Guatemala
- **2004:** Cegedim enters the Nordic market with the acquisition of Pharma Marketing group, the main Scandinavian player in CRM and doctor databases, with subsidiaries in Norway, Sweden and Denmark
- Subsidiaries founded in CRM: Tunisia (2002), Russia (2004), Algeria (2004) and Morocco (2005); and in strategic databases: CAM activities launched in China (2004); and panel activities progressively expanded to England, Italy, Belgium and Germany (2004/2005)
- **2005:** acquisition of US company Target Software and of the Egyptian Trends Technology solution used by more than 1,000 medical reps in Egypt and the Middle East. Acquisition of UK companies Epic and Compufile, which specialize in qualitative studies based on information gathered from doctors
- **2006:** creation of Pharma CRM and Cegedim Strategic Data subsidiaries in Korea, Mexico and Finland
- **2007:** creation of a subsidiary in India and acquisition of US company Dendrite
- **2008:** acquisition of Ultima (supplier of CRM solutions) in Turkey
- **2010:** acquisition of SK&A enabling Cegedim to strengthen its *OneKey* offer in the United States.

Cegedim affirms its leading position in its field:

- Innovation is an ongoing process for *OneKey*, the global database for healthcare professionals with more than 8.5 million contacts.

Healthcare professionals

The “**Healthcare professionals**” activities began their international development in 1998:

- **1998:** acquisition of In Practice Systems in England (software publisher for doctors)
- **2003:** acquisition of HDMP in Belgium (doctor's software)
- **2004:** acquisition of Cegedim Rx (formerly NDC Health) and Enigma in England (software publishing activities for pharmacists)
- **2006:** expansion in Europe with the acquisition of a significant stake in Millennium in Italy, and the acquisition of Stacks, the Spanish leader, which is also present in Chile
- **2009:** acquisition of Next Software (pharmacist software) in Tunisia, enabling Cegedim to strengthen its positions in North Africa
- **2010:** acquisition of Pulse Systems Inc. enabling Cegedim to access the American healthcare professionals market in a very favorable context.
- **2011:** acquisition of Pharmec in Romania, Cegedim Healthcare Software is now present in 9 countries.

Insurance and services

“Insurance and services” division activities, historically based in France, are also expanding its services to markets whose health insurance systems are similar to the French system, particularly in French-speaking Africa, with confirmed success in Mali.

The outsourced payroll and human resources management businesses have operated in the United Kingdom and Switzerland since the late 1990s.

Recent Highlights

Divestment and Acquisition

■ In the "CRM and strategic data" division

Cegedim sold its Pharmapost subsidiary on April 30, 2012, one of France's leading printers of drug information sheets, to the Chesapeake group. Pharmapost contributed €5.9 million to Group consolidated revenues in 2011; its contribution to consolidated EBITDA was close to zero.

■ In the "Healthcare Professionals" division

On July 3, 2012, Cegedim completed the acquisition of ASP Line, France's fourth-largest publisher of pharmacist software, strengthening its leadership position in the pharmacy computerization market in France. Financed by internal financing, these activities represent annual revenues of around €9 million and are part of the consolidation scope of Cegedim Group from July 1, 2012.

New products

■ In the "CRM and strategic data" division

The sustained investment over recent years in innovation for this activity has had a direct effect on product quality, hailed by observers such as IDC or Frost & Sullivan.

In 2012, Cegedim Relationship Management is continuously upgrading Mobile Intelligence, its CRM platform in Cloud mode, to meet and address user expectations and issues, particularly in terms of effectiveness, flexibility and mobility. Dozens of new and enhanced features were thus implemented on this solution, which is available on tablets (MI Touch), Smartphones (MI Pocket), laptops and PCs (MI PC). These features include a wholly overhauled mobile application including a particularly intuitive graphic interface, new CLM (closed loop marketing) functionalities, advanced configuration tools, sectorization improvements, etc. Compatible with Windows 8 and Apple iOS, Version 9 of Mobile Intelligence, launched in late 2012, is the most comprehensive offering on the market.

In compliance, in 2012, Cegedim Relationship Management launched a new version of AggregateSpend360, its expenditure consolidation solution for life sciences industries. It also announced a new partnership with Clifford Chance to extend its information portal on transparency regulations for life sciences companies worldwide: E-Reg Monitor Services.

Cegedim has also continued to develop OneKey, its global database of healthcare professionals, the Group's core business. Available in over 70 countries, OneKey exceeded the threshold of 8.5 million validated healthcare professionals in early 2012.

In 2012 Cegedim also launched Docnet, a social network dedicated to physicians, enabling them to consult or share medical questions, post links and updates, invite colleagues to events and send messages to other users. With over 16,000 users as of December 31, 2012, Docnet is currently available in eight countries in Europe with plans to expand into other countries.

In France, Cegedim Communication Directe has brought out GlobalDataValid, a new service dedicated to improving data reliability, and is marketing a new "BtoB Car Fleets" database of all French companies with a vehicle fleet.

■ In the "Healthcare Professionals" division

In 2012, Cegedim Healthcare Software continued to reinforce international synergies among its different entities as well as strengthen its leading position in health-related data exchange in all countries where its Business Units operate (Belgium, Chile, Spain, the United States, France, Italy, Romania, Tunisia and the United Kingdom). For example:

- **In the United Kingdom:** In 2012 INPS installed a new medications data base, the British version of the Cegedim Groupe's Claude Bernard Base (BCB). Its Vision software was also one of two applications adopted for use in Wales over the next five years, starting in 2013. INPS also introduced and installed new versions of several modules of its Vision 360 application for health centers. In 2012 Cegedim Rx completed the installation of its Pharmacy Manager application at one of the largest British supermarket chains and plans to extend its services to the seven largest pharmacy networks in the country. Cegedim Rx also took part in implementing the electronic transmission of prescriptions (Electronic Prescriptions Service), which has been a major national project in England.
- **In Belgium:** During 2012 HDMP's HealthOne became the first computerized medical file to be compatible with Belgian social security's eHealth platform, supporting Hub-MetaHub (decentralized medical data exchanges) and eHealth Box (secured inboxes). Also in 2012, as a partner in the Flemish government's Vitalink project (a data exchange platform among professionals who dispense medication), HDMP firmly established its market position for outreach clinics and started selling RMI products such as BioValRescue and RM Feedback to Belgian physiotherapists.
- **In Spain:** In 2012 Stacks launched a new Web 2.0 portal application that facilitates and improves exchanges between patients and health professionals using a new communication channel. Stacks also consolidated its market position with over 15,000 professionals connected and over 7 million items of medical data handled in the greater Madrid area, making it the largest centralized healthcare system in Spain. Beyond the public sector, Stacks launched mispacientes.es, an application for private practices, insurance companies and health centers. Based on the latest technologies and available on the cloud, this application improves IS management, security, maintenance and user autonomy.
- **In the United States:** In 2012 Pulse continued to expand its marketing and sales presence in the United States. Because it is eligible to submit quality data to the CMS (Center for Medicare and Medicaid Services) and is an officially recognized member of the PQRS (Physician Quality Reporting System), Pulse's legal status continues to benefit its clients, as it enables them to submit their data to the CMS and to receive PQRS subsidies in 2013.
- **In France:** In 2012, Cegedim Logiciels Médicaux launched monLogicielMedical.com, a 100% Web-based medical office management program. The year was also notable for the introduction of new versions of MédiClick (a prescription assistance application certified by HAS, the French national health agency), and Crossway/Docware (more modern look and continued functional improvements). Cegedim Logiciels Médicaux software was also enhanced by the electronic service of the French national Health Insurance Agency, providing Payment histories, treating physician statements, disability notices and a module for calculating performance indicators from the new collective agreement for medicine. In this way Crossway became the first software in France to combine Electronic Healthcare Records (EHR), the electronic services of the national health insurance, HAS certification and the P4P (payment for performance) indicators calculation module. Resip launched a new Web application for healthcare institutions, hospitals and clinics: BCB Dexter. The main innovations of BCB Dexter are a new interface, a new search engine, the addition of information on non-medicinal products, such as diet, skincare and related products, and daily online updates. Both an ecological and business application, BCB Dexter enables users to easily access information from anywhere within a healthcare institution with an Internet connection. The BCB Dexter mobile solutions for iOS and Android will be available from early 2013. In 2012, updates using CD ROMs

were phased out, as they have been progressively replaced by online updates. Almost all equipment should receive online updates from 2013.

In September 2012, RM Ingénierie launched its Simply Vitale mobile system on touch-screen tablets, which is aimed in particular at nurses and midwives. This system was very well received by a large number of health professionals, who were keen to have an efficient, simple and exhaustive mobile solution.

By the merger in 2012 with ASP Line, publisher of Périphar software, Alliadis added to its product offering already consisting of the Opus and Alliance Premium software suites. In a constantly changing market, moreover, Alliadis continues to diversify, so as to keep improving its ability to anticipate the needs of pharmacists, primarily with product lines aimed at enhancing the sales area and making it more secure. Also anticipating the new pharmaceutical collective agreement that, as of 2013, gives a major role to pharmacists in caring for patients at the pharmacy, Alliadis introduced MSP (MonSuiviPatient) in 2012, a full-Web application available to all pharmacies whether or not they own the Group's professional software.

■ In the "Insurance and services" division

Regarding IT for healthcare insurers and mutual funds:

2012 was a year of significant development for Cegedim Activ's services:

- The arrival of new clients on the ACTIV'Infinite, and ACTIV'Premium software packages, mainly in relation to outsourcing solutions;
- The integration of new clients for the ACTIV'Infinite contingency plan offering, thereby consolidating the positioning of this offering with a portfolio of several million people protected;
- Migration and switchover to the outsourced platform of the Toulouse Data Center of all registered organizations with a private healthcare agreement that had chosen ACTIV'RO, and APRIA's decision to join this platform: ACTIV'RO has become the most commonly-used solution for management of the mandatory healthcare plan for self-employed workers, with a market share of more than 75%;
- The development of Comport&a, a fraud detection tool that detects atypical prescriber or consumer behavior, enabling insurers, using data from its information system, to undertake additional investigations and the actions they deem appropriate vis-à-vis health professionals or subscribers, or to adjust cover;
- The deployment of an interface for SEPA migration for ACTIV'Infinite and ACTIV'Premium clients, and the additional purchase by certain clients of MA€A, the Cegedim Group's software solution for managing payments and SDD;
- The launch of a solution for improving productivity in relation to delegating management of the mandatory healthcare plan (monitoring of performance level, tools for improving results, recommendations for optimizing workstations, etc.);
- Installing software internationally, in particular in Africa, primarily through a partnership established with the Moroccan group SAHAM.

Regarding flows and direct payment

Major changes in services in this area were proposed in 2012. The aim was to attain higher rates of digitalization of data flows while simultaneously providing optimal management of all the processes in the "Healthcare suppliers/Healthcare funders" chain (Online verification of insurance coverage, fraud detection tool, Electronic data exchange facilities for care sheets and the paper invoices of hospitals and clinics, etc.).

Regarding outsourced payroll and HR

In 2012 Cegedim SRH announced the introduction of five innovative products that fill out its SmartRH range of services: SmartRH BI (Business Intelligence), SmartRH DSIJ (wage statement for per diem payments), SmartRH Visites Médicales (medical visits), SmartRH Coffre-fort (safety vault), and SmartRH AED (digitized employer statement).

Completely integrated into Cegedim SRH's payroll management and human resources platform, these new products help HR Departments achieve greater agility, flexibility and performance levels.

Cegedim SRH showed very solid growth throughout 2012. La Société Générale de Surveillance, the global leader in inspection, audit, analysis and certification, and Crédit Agricole, the leading banking institution in France, were among the new accounts acquired by Cegedim SRH during the year.

Regarding paperless exchanges

In 2012 Cegedim e-business brought out a new integrated Business Intelligence application based on Reportive V9 for the users of its GIS (Global Information Services) paperless platform. This application makes it possible to make full use of all data conveyed on GIS: usage and performance indicators, financial items and business data.

Cegedim e-business also strengthened its position in the area of digitized payment through Cegedim Global Payments and its innovative software suite MA€A, designed to facilitate migration to the SEPA (Single Euro Payment Area), which will become mandatory as of February 1, 2014.

Other highlights

■ Award

On September 26, Cegedim received the “Mid Cap Corporate Governance” award, sponsored by L’AGEFI, in recognition of the quality of the transparency and governance practices that the Group has adopted.

■ Readjustment of bank covenants

On October 3, Cegedim obtained the consent of its banking partners under the credit facility to amend certain covenants. This consent signals the continued confidence of its banking partners in the Group.

■ Bond issue

On March 20, 2013, Cegedim issued a €300 million senior Reg S/144A bond with a coupon of 6.75% maturing April 1, 2020. The issue price was 100% of the nominal value. Cegedim used the proceeds to:

- Redeem 7% bonds maturing in 2015 as part of a redemption offer at a price of 108% on a principal amount of €111.5 million. Including accrued unpaid interest, the total amount was €121.5 million. There are €168.6 million in bonds still outstanding;
- Repay a term loan of €140 million;
- Repay amounts drawn on a revolving credit;
- Pay fees and charges related to these transactions.

When the operation was announced on March 11, 2013, rating agency Standard and Poor’s placed Cegedim’s B rating on “credit watch positive”.

Human Resources

The Group's HR policy involves training new graduates in the nature of Cegedim's business while also attracting more experienced candidates to bring their expertise into the Group.

Working conditions, a long-term compensation policy and development opportunities created by growth are among the factors ensuring a low workforce turnover rate in line with statistics for similar activity sectors.

Moreover, the Cegedim Group allocates significant funds to employee training with a view to driving business growth and expanding its service offering. These factors play a leading role in ensuring the continuity and quality of services delivered to the Group's customers.

Workforce characteristics

- 8,100 employees
- 60% abroad (80 countries)
- In more than 100 subsidiaries

An active recruiting policy

To support its development both in France and abroad, **the Group plans to follow the recruitment of new employees.**

The diverse nature of Cegedim's business and activities position it to offer exciting career opportunities in areas ranging from sales, research and consulting to information technology (technical architecture and operational management of application projects).

In addition to technical qualifications and a sound understanding of its customers' business, Cegedim's hiring criteria include the sharing of values such as innovation, pragmatism and a service focus.

A unique culture

Over the last 40 years, Cegedim has successfully established its own culture and know-how based on a strong sense of identity and values embraced by all of its employees and guiding its ongoing growth and development:

- A flexible organization designed to favor innovation and the company spirit;
- A company culture resolutely oriented to client satisfaction;
- Compliance with the regulations in force and a strong ethic.

2012 Revenues and Results

On April 4, 2013, Cegedim published its results for the year 2012:

■ Revenues:	€21.8m	+1.1%
■ Operating income from continuing operations:	€0.1m	+7.4%

Operating margin was 9.8%, up from 9.2% a year earlier.

The second half was more favorable, with reported revenues up 3.4% and a 23.6% increase in operating income from continuing operations compared with the second half of 2011.

As a result, the CRM and strategic data margin was stable over the full year despite a drop in revenues, whereas the Healthcare professionals margin rose and the Insurance and services margin dipped slightly.

Continued sales momentum, ongoing R&D efforts, innovative new product launches and the effects of the Performance Improvement Plan will all boost Group revenues and operating income from continuing operations in 2013.

Simplified income statement

	2012		2011		Δ
	€m	%	€m	%	
Revenue	921.8	100%	911.5	100%	+1.1%
EBITDA from continuing operations	153.6	16.7%	150.4	16.5%	+2.2%
Depreciation	-63.5		-66.5		-4.5%
Operating income from continuing operations	90.1	9.8%	83.9	9.2%	+7.4%
Exceptional operating income / expenses	-9.9		-8.0		+23.8%
Impairment of goodwill on acquisition	-115.0				
Operating income	-34.8	-3.8%	75.9	8.3%	
Net cost of financial debt	-44.1		-37.7		+17%
Tax expenses	-7.6		-6.6		+15.1%
Share of earnings in equity-accounted affiliates	1.2		1.0		
Consolidated profit	-85.3	-9.3%	32.7	3.6%	
Profit attributable to the owners of the parent	-85.4	-9.3%	32.6	3.6%	

* at constant scope and exchange rates

Outlook

For 2013, barring any significant changes in market trends, the Group reiterates its targets:

- Revenue growth of around 2% as a result of stability at the *CRM and strategic data* division and growth of around 5% at the *Healthcare professionals* and *Insurance and services* divisions.
- A 50 basis point increase in the operating margin from recurring operations.

Listing Information

Share information

Cegedim's stock was initially offered at €9.52 on the Second Marché of the Paris Stock Exchange in April 1995.

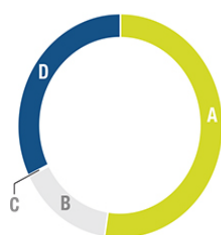
It is now listed on NYSE Euronext Paris, compartment B.

- ISIN Code: FR0000053506
- Reuters Code: CGDM.PA
- Bloomberg Code: CGM

At December 31, 2012, the market capitalization is of €260.3 million.

Shareholding structure

Economic interest



A	FCB	52.6%
B	FSI	15.0%
C	Cegedim	0.2%
D	Free Float including Alliance Healthcare France	32.2%

Voting rights



A	FCB	64.9%
B	FSI	11.2%
C	Cegedim	0.0%
D	Free Float including Alliance Healthcare France	24.0%

Debt financing

The bonds are shown chronologically based on maturity date.

7.00%, due 2015	
Amount	EUR 168,550,000
Issue Date	July 27, 2010
Coupon	7.00% ; paid semi-annually
ISIN RegS	FR0010925172
6.75%, due 2020	
Amount	EUR 300,000,000
Issue Date	March 20, 2013
Coupon	6.75% ; paid semi-annually
ISIN RegS	XS0906984272
ISIN Rule 144A	XS0906984355

Appendix 1:

The “CRM & strategic data” division

The purpose of the “**CRM and strategic data**” division is to provide support for healthcare firms world-wide in their various commercial and medical operations by supplying them with data bases, marketing tools, standard and tailor-made audits.

These various services enable them to optimize their investments by supplying the technical tools and data required to link to the needs of the prescribers.

Cegedim also supplies various “compliance” services so that the right use of the medicine can be known and to check the prescription’s compliance with the drug approvals.

Cegedim’s solutions combine performance and compliance with the Public Health Code and personal data protection regulations in force in all the countries in which it operates.

In particular, Cegedim offers:

- Tools for optimizing information resources and sales and marketing investments.
- Reports and analysis tools for office and hospital sales forces.
- Databases and tools that provide better knowledge of prescribers.
- Strategic marketing, operational marketing and competitor monitoring tools and studies.
- Performance measurement and promotional spending auditing tools.
- Business Intelligence solutions.

| CRM for the life sciences industry

Cegedim Relationship Management

With more than 200,000 users of its solutions in 80 countries, Cegedim is one of the world’s leading providers of solutions for the life science industry. Cegedim Relationship Management offers a very profession-oriented overall solution very close to users’ needs in the sales, marketing and regulatory compliance fields.

Cegedim Relationship Management’s offer includes:

- *Mobile Intelligence*, a quality CRM platform combining powerful and flexible digital functionalities. This robust platform responds to the local, regional and international needs of its users thanks to its unparalleled “hierarchical” model. This offer includes: a complete suite of CRM solutions, advanced configuration, administrative management and sales force sectoring tools, robust Closed Loop Marketing capabilities installation and support services adapted to local issues, and hosting and business intelligence services.
- *OneKey*, the most complete healthcare professional database in the world, with more than 8.5 million contacts, allowing for global management of international data.
- *AggregateSpend360*, a compliance solution that helps life sciences companies to monitor and communicate all of their expenses to healthcare professionals in order to cope with the global generalization of transparency regulations.

SK&A

SK&A is the main supplier of healthcare IT solutions and databases in the US. Integrated into Cegedim’s *OneKey* solution, SK&A researches and maintains the contact info and profiles of more than 1 million healthcare professionals. SK&A data facilitates canvassing and marketing efforts in many sectors, and particularly in the areas pertaining to the pharmaceutical industry, medical equipment, medical management, direct marketing, publishing, education, etc.

Business Intelligence

Reportive

Reportive publishes a unique business intelligence software suite. This facilitates the creation and automatic circulation of customized reporting and interactive activity coordination management charts (sales teams, marketing, finance, human resources) with the aim of improving the organizations' competitiveness, productivity and efficiency. Nowadays, Reportive is a significant player on the business intelligence software publishing market and has more than 200 references, including 16 of the 20 largest pharmaceutical laboratories in the world. A large number of Cegedim entities also use the *Reportive* solution to improve the quality of the service rendered to the clients as well as their own productivity.

Market research studies

Cegedim Strategic Data (CSD)

Cegedim Strategic Data (CSD) is one of the leading market research companies dedicated to the healthcare industry. CSD offers a wide range of studies and services based on the integration of its numerous data sources (ad hoc studies, promotional data, patient data, communication follow-up, medical studies). This information is collected from the general practitioners and specialists (office-based and hospital), pharmacists and patients.

CSD, nowadays established all over the world, has more than 50 international laboratories and 500 local laboratories among its clients. Its international expertise enables it to provide its clients with analyses comparing one country with another.

Each stage is carried out internally, from the collection of raw data, continuing through their processing, their analysis and their interpretation up to presenting the studies to the clients.

Sales force optimization

Itops Consulting

Itops Consulting offers its customers support in their strategic thinking on promotional issues. Its expertise covers projects relating to organization, recommendation, performance, strategic analysis, compliance and support.

Sales statistics for pharmaceutical products

Gers SAS

Gers SAS manages the reference file of French pharmaceutical products. On behalf of the Gers (Economic Interest Group, grouping together the pharmaceutical laboratories operating in France), it processes and establishes the sales statistics on all the pharmaceuticals by UGA (Geographic Analysis Units), on the basis of the data collected from the wholesale distributors and the laboratories. Since 1999, these statistics may be consulted on line and are available each week.

Cegedim Analytics

Specialized in data processing, Cegedim Analytics offers a complete outsourcing service through the integration of all types of data, and the reprocessing and distribution of dashboards.

InfoSanté

Through its subsidiaries InfoSanté in Romania and Gers Maghreb in Tunisia, the Cegedim Group provides sales statistics on pharmaceutical products.

Santestat

Using sales data collected from a range of pharmacies, Santestat compiles a statistics database that is continuously enriched. Thanks to Santestat, pharmacists and their groups have the tools necessary to optimize the management of their agencies, the monitoring of their pricing policies and the vision of their purchasing market.

Medical prescription analysis

Cegedim Customer Information (CCI) – Europe, USA, Canada

Cegedim Customer Information provides pharmaceutical companies defined nominative information on healthcare professionals. Using the *OneKey* database, the world's leading reference among healthcare professionals, CCI offers its customers two main types of studies:

- **Icomed (Prescriber in Germany):** performs syndicated surveys with general and specialized practitioners on their activities and prescription preferences with significant response rates - from 30% to 50% - depending on the specialty and country. These studies exist in France (in 44 specialties) as well as in Germany, Italy, Spain, Benelux, Nordic countries, Russia, Poland, Turkey and Romania.
- **Physician Connect:** identifies experts and their networks of influence managing a pathology due to a unique and robust peer-to-peer nomination methodology. This study responds to different departments' needs (medical, marketing, sales and SFE) to optimize their relationships with networks of influence throughout the product's life cycle.
- **Digital Customer:** profiles physicians according to their readiness to adopt new media and allows to integrate a new operational axis of segmentation to optimize mix media.
- **KPI on Reps quality:** considering the emergence of new needs expressed by pharmaceutical companies.

Corporate databases, CRM and associated service

Cegedim Communication Directe (CCD)

Specializing in professional databases and marketing tools throughout the world, and backed by its expertise in these fields, Cegedim has developed a specific department for its French activities in direct marketing, Cegedim Communication Directe (CCD), which offers: specific databases, data processing / data quality management, online services, products and services dedicated to Press and Web publishers.

Medical sample management

Pharmastock

Pharmastock stores, prepares and dispatches documentation for medical reps and samples to physicians.

Digital promotion

MedExact

MedExact works in synergy with all Cegedim Group companies involved in promotion with the exception of medical reps visits. The *ScreenPub* offer concerns doctors equipped with Cegedim Logiciels Médicaux's software interconnected to Cegedim servers.

Appendix 2:

The “Healthcare professionals” division

With many years of experience dedicated to healthcare professionals, Cegedim has positioned itself as one of the leading European publishers of medical and paramedical management software.

The Group works daily with pharmacists, general practitioners and specialists, whether they work independently or in group practices, in healthcare centers or networks.

Cegedim’s software responds to the needs of professionals and to the latest technical and regulatory requirements. This is a main vector for the transfer of scientific, and medical information between healthcare professionals at the place of practice.

> Cegedim Healthcare Software

| Software for pharmacists

Alliadis

Specializing in pharmacy computerization, the Alliadis group has been providing support to pharmacists since the beginning of the sector’s computerization, i.e. for more than 20 years. It develops and markets comprehensive, integrated software solutions for pharmacists, including the supply of suitable IT equipment.

Alliadis is at the forefront of the latest technological innovations and is meeting its clients’ occupational needs with high value-added and continuously updated solutions. The new regulatory challenges, such as the Pharmaceutical File, development of the SESAM-Vitale environment, substitution targets, the pharmacists’ new missions under the HPST Act, product traceability and product codification all require the development of IT tools in the short and medium term.

In France, 450 employees, 30 skill centers and 2 help-lines deployed around the country provide daily local service at a level of quality that is recognized by the clients. With over 8,500 clients, Alliadis is one of the leaders of the pharmacy computerization market in France.

Cegedim Rx

Cegedim Rx is the United Kingdom’s leading company in the supply of software and computerized services to pharmacies, with a market share of more than 50%, which represents more than 12,200 pharmacies. Its product offering consists of the *Nexphase* and *Pharmacy Manager PMR* systems, which are used to process more than 300 million prescriptions annually. Cegedim Rx also offers services relating to distribution, hardware installation, and set-up, support, training and consumables sales.

Next Software

The leader in the field of pharmacy computerization with a 25% market share, Next Software is the only company present nation-wide in Tunisia.

Pharmec Healthcare Software

Specialized in publishing and distribution solutions for healthcare professionals in Romania, Pharmec Healthcare Software is the leader in the pharmaceutical software industry with over 40% market share. Pharmec is also one of the up and coming players in the physician computerization market in the country.

Cegedim Logiciels Médicaux

CLM offers solutions for office-based physicians, oncology institutions and healthcare centers, and multidisciplinary residential and long term care centers:

- for physicians: *Crossway*, *Doc'Ware*, *Médiclick*, and *monLogicielMedical.com* software ensure simple and efficient patient record management;
- for multidisciplinary healthcare centers: structure version of *monLogicielMedical.com* has been tailored to data sharing needs between healthcare professionals (physicians and paramedics) within a single structure;
- for healthcare centers: *Crossway CDS* software offers medical center management (coupled with a management solution for third party payment);
- for oncology institutions: *OncoBaze*, and *OncoWeb* software offers comprehensive management of the workflow for chemotherapy treatments and their complete traceability;
- the *Secure Medical Mail*, *Resip FSE* and *e-FSE* software programs, used alone or integrated with medical software, allow medical information to be shared through secure e-mail and CPS authentication, and to prepare electronic care sheets in compliance with the latest regulations in effect.

INPS – United-Kingdom

INPS is strengthening its position as leader in the Primary Care sector in the United Kingdom with its *Vision* offer. The reforms undertaken by the National Health Service require different levels of interoperability between healthcare professionals, and In Practice Systems continues to develop and adapt its software solutions in order to meet these requirements for General Practitioners. The *Vision* application is used by almost 10,000 doctors at more than 2,300 primary care locations in the United Kingdom.

HDMP - Belgium

The second-leading player on the Electronic Patient File market for general practitioners in Belgium with the *Health One* solution, HDMP is also very active in sectors involving hospitals, industrial medicine, out-of-hours services, prevention centers, healthcare centers, etc. with more than 2,200 references.

Millennium - Italy

Based in Florence, Millennium, 49% owned by Cegedim, is Italy's leading medical software publisher, with *Milléwin* installed on nearly 16,500 workstations. Millennium strengthened its regional presence and became a principal shareholder of two other publishers, one focused on general practitioners and the other on pediatricians. Millennium now directly or indirectly equips more than 22,800 physicians, representing a market share of 39% with Italian general practitioners and 45% with pediatricians.

Stacks – Spain and Chile

The leader in physician software in Spain with more than 30,000 users, Stacks specializes in the analysis, design and development of information systems dedicated to the healthcare sector. Stacks also offers consulting and technical services for identification, adaptation and integration of solutions in order to meet the needs of healthcare professionals.

The primary market for Stacks is the Spanish public sector, which represents more than 60% of its sales. The company has its own commercial network throughout the country. It is also present in South America through its establishment in Chile.

Pulse Systems – United States

Pulse reinforces its position in the management of electronic patient records (Electronic Health Record or EHR), the management of the medical practice and payment follow-up in the United States. The support plans set up by the American Minister of Health and Social Services encourage the adoption of these medical technologies started in 2011. Pulse Systems is continuing its efforts to develop and upgrade its software solutions to remain on the cutting edge of these technologies. There are more than 20,000 users of Pulse solutions in the United States.

Software for paramedics

RM Ingénierie

RM Ingénierie offers a full range of software (+4000 line) for paramedical professions: nurses, physiotherapists, speech therapists, orthoptists, chiropractors, podiatrists and midwives. Designer, in 1984, of France's first practice management software for physiotherapists, RM Ingénierie has positioned itself as the French leader in management software solutions for paramedical practices with approximately 33,000 users. RM Ingénierie also provides a new Maisons Médicales (Medical Homes) offer that responds to the new demand to regroup medical and non-medical healthcare professionals.

Medication database

RESIP Banque Claude Bernard

RESIP (Recherches et Etudes en Systèmes Informatiques Professionnels) provides healthcare professionals with a scientific database to assist them in prescribing and issuing medications: the *Base Claude Bernard (BCB)*. The *BCB* is the first drug database accredited by the French National Health Authority, the Haute Autorité de Santé (HAS), as of September 2008, as a certification of prescription assistance software. The *BCB* is integrated into pharmacy management software, software programs for doctors, and hospital healthcare sites and portals.

> Other companies of the healthcare professionals division

Promotional information

RNP

RNP (Réseau National de Promotion) is the benchmark in France for pharmacy and parapharmacy intervention regarding: dynamic display, structural and opportunistic marketing, sales space organization and point of sales surveys.

Medical financial leasing

Cegelease

Cegelease, with its *Pharmalease* and *Médilease* brands, is a financial leasing company that offers financing options to retail pharmacies and healthcare professionals.

Appendix 3:

The “Insurance and services” division

Leveraging its professional software publishing and complex information processing skills, the Cegedim Group brings together offers in the “**Insurance and services**” division for major health insurance and technological expertise players intended for partners and customers in all sectors.

> Cegedim Insurance

| IT for healthcare insurers

Cegedim Activ

Cegedim Activ's solutions are now used to manage more than 40 million policyholders in France, making it the leader in software and services dedicated to personal insurance (supplementary health schemes, mandatory health plans, contingency plans, life insurance and retirement). Its products are intended for all market operators: insurance companies, mutual healthcare companies, provident institutions and brokers.

With its expertise in personal insurance, Cegedim Activ works closely with its customers to create innovative offers and help them optimize the profitability of their business. To accomplish this, Cegedim Activ has a unique combination of expertise: the expertise of its employees, the availability of technologies and an offering of consulting, integration, facilities management and healthcare flow management services with 300 million EDI flows per year (Noemie, direct payment by insurers and SESAM-Vitale 1.40).

Midiway

Midiway designs and implements online services on the Internet and on Mobile devices designed for the insured and for companies involved in individual health insurance. Due to its expertise in this field, Midiway has also developed digital communication strategy consulting services for customers in the Business Unit on the Internet, on mobile devices and on social networks.

| Flows and electronic payment

CETIP

CETIP consolidated its position in 2012 by becoming the leading third-party payer management platform with its SP santé and iSanté brands. CETIP handles more than 150 million data flows per year for more than 200 Supplemental Health Insurance agencies, close to 170,000 Healthcare Professionals and 19 million beneficiaries.

| Management service

iGestion

iGestion proposes management services, on behalf of third parties in supplemental healthcare insurance and pensions, to insurance companies, pension institutions, mutual healthcare companies and intermediaries.

> Other services

| Cegedim e-business

Specialized in electronic data exchange since 1989, Cegedim designs, develops and markets invoice digitization, probative value filing offers and EDI through its Cegedim e-business Business Unit, which groups together the activities of Cegedim EDI, *GIS (Global Information Services)*, *Cegedim Global Payments*, *Hospitalis* and *Qualitrans-Telepharma*.

Cegedim EDI

Dedicated to Electronic Data Interchange (EDI), Cegedim EDI offers electronic management of all documents circulating between the companies (orders, follow-ups, invoices, etc.). Initiated through the Edipharm system, mainly between wholesale distributors and laboratories,

this activity has quickly spread outside the healthcare market, particularly in the mass distribution and administrative services sectors.

Global Information Services

Global Information Services (GIS) is a modern and robust platform in SaaS mode that manages all types of documents (paper, structured files, and images), all communications protocols and all information systems. GIS can meet all electronic data exchange needs via its range of complementary services: GIS edi, *GIS Business Process Management*, and *GIS e-invoicing* (clients/suppliers).

Cegedim Global Payments

Cegedim Global Payments offers a (MA€A) software suite that facilitates and optimizes migration to SEPA Direct Debit (SDD). Available in license or SaaS mode, this offer allows customers to minimize adaptations made in the debit issuer's information system and makes the complex regulations tied to the use of the mandate and SEPA Direct Debit transparent to users.

Hospitalis

Hospitalis is a Web portal that provides information and data exchanges between healthcare institutions and their suppliers, ensuring the global computerization of all procurements of drugs, medical equipment, and laboratory reagents. Hospitalis is now present in over 1,000 major healthcare institutions, including 26 hospitals, and was used to transmit more than 1.75 million orders in 2012.

Qualitrans-Telepharma

Qualitrans-Telepharma is an OCT (technical concentrator) that centralizes the claims for Electronic Care Sheets issued by pharmacies and allocates them to the appropriate Mandatory and Supplementary healthcare insurers. Qualitrans-Telepharma carries more than 84 millions flows per year for more than 3,000 pharmacists.

Outsourced payroll and human resources management

Cegedim SRH

Cegedim SRH intervenes in the HR outsourcing market by proposing innovative solutions and services with high added value, from payroll management to Human Resource Management. A benchmark player in the market, Cegedim SRH is based on TEAMS^{RH}, its own HRIS solution to offer value added solutions, adapted to needs depending on the size of its customers.

Within the context of complex economic and legislative changes, TEAMS^{RH} responds to the HR function's need for agility. TEAMS^{RH} is an innovative, complete and modular HRIS solution designed for outsourcing. Its design mode allows reactivity and flexibility of use. It is specifically adapted to manage companies with varying sizes and structures: from tens to tens of thousands of employees.

Hosting, services and internet

Cegedim Hosting

Cegedim has extensive expertise in facilities management for pharmaceutical companies, insurance providers, and healthcare mutuals and healthcare networks (Electronic Patient File trials), as well as in the management of financial flows and paperless documents. Due to their strategic and sensitive nature, these activities have led the Group's teams to devise architectures with very high availability that meet the security requirements of its customers and, in particular, the standards governing the hosting of medical records. Cegedim is an accredited "private healthcare data hoster" by the French Health Ministry and obtained in 2012 ISAE 3402 and SSAE 13 accreditations for all hosting activities worldwide. Cegedim's facilities management services are located in three different geographical zones: America (Chesapeake site in the USA), Europe (Boulogne-Billancourt and Toulouse sites in France), and Asia-Pacific (Bangalore sites in India and Singapore).

These sites, three of which are Tier III+ level (in France and the USA), provide the back-up and launch of Business Continuity Plans (BCP) for coverage of all time zones.

Cegedim Outsourcing

Cegedim Outsourcing provides infrastructure solutions and facilities management services to companies, allowing them to secure, administer and supervise information systems.