2018

Activities Overview

cegedim



Activities Overview



Key Figures

CREATION

+178,000

doctor workstations

pharmacist workstations

paramedical staff

355 million

payment transactions managed per year

125,000

43 million policyholders

euros paid

and 190 million

third-party payment transactions managed per year

+400,000

workers managed daily

4574 million euros of revenue in 2017

employees

Cegedim is an innovative technology and services Company

Specialized in the field of digital data flow management for healthcare ecosystems and B2B, Cegedim is also positioned as a business software publisher for healthcare and insurance professionals. Founded in 1969 and listed in Paris, Cegedim employs more than 4,200 people. The company generated revenue of €457.4 million in 2017.

Cegedim offers a wide range of innovative solutions and services for healthcare professionals and industries (pharmaceutical and insurance companies) and companies of all business sectors interested in outsourcing, secure hosting and computerized exchanges.

Cegedim is one of the leading suppliers in each of its branches.



Introduction

Solutions

HR & Finance

| Solutions Overview | p.10 | |
|------------------------------------------------------------------------------------------------------------------|------|--|
| 01 - For Healthcare Professionals | p.13 | |
| 02 - For Pharmaceutical Companies | | |
| 03 - For Mutual and Health Insurance Companies04 - Companies in Every Business Sector | | |
| | | |
| | | |
| | | |
| | | |
| Cegedim Values | p.38 | |
| Human Resources | p.39 | |
| Financial Information | p.40 | |
| Financial Market | | |

Chairman's Statement p.08

Chairman's Statement

Jean-Claude Labrune Chairman and CEO

This year is another step forward in the Group's transformation, paving the way for future success even though the economy's accelerating transition to digital technologies presents numerous challenges. The rapid, widespread transition to digital is being amplified in France by a wave of laws requiring government services to make the switch.

The regulatory, technological, and economic developments affecting our clients and our markets offer opportunities for all of our businesses. As a result, we must continue to invest in our current offerings so we can be there for our clients as they evolve, and we must invest in new products for digital natives.

Our biggest challenge is simultaneously putting in place the necessary human resources while also taking our financial resources into account. We have what we need to succeed. We are well versed in the latest Digital, Cloud, and Big Data technologies, and in expert systems. We are present in lucrative market segments, and following the Cegelease sale in late February 2018, we are refocused on our critical businesses.

In 2018, we are entering a new stage of our business transformation, with the goal of delivering profitable, lasting growth for our employees, our clients, and our shareholders.

We have what we need to succeed >



Solutions

Solutions for Healthcare Professionals, Pharmaceutical Companies, Mutual and Health Insurance providers, and Companies in every business sector.







Cegedim Healthcare Software



178,000 doctor workstations

66,000 pharmacist

workstations K

46,000 paramedical staff

Cegedim offers a wide range of IT solutions dedicated to healthcare professionals tailored to each country and area of specialty. These technology offerings uniquely combine content offerings with medical databases. They are the best evidence of the Group's determination to be an international player in quality of care optimization.

Cegedim Healthcare Software (CHS)

This division contains all of the Group's computerization activities for healthcare professionals. It has over 178,000 doctor workstations, 66,000 pharmacist workstations and 46,000 paramedical staff using its solutions in Europe, in the United-States and in South America.

CHS continued to grow in web software and developing the Patient ecosystem, through an exchange platform between patients and healthcare professionals.

CHS operates in the following areas:

- Software for pharmacists (Smart Rx in France, Cegedim Rx in UK and Romania);
- Software for doctors (CLM in France, INPS/Vision in UK, HDMP in Belgium, Millennium in Italy, Stacks in Spain and Pulse Systems in the US);
- Software for paramedical professions (RM Ingénierie in France);
- Medication database (Resip / BCB Database in France).



SOFTWARE FOR PHARMACISTS

SMART RX - France

Capitalizing on over 30 years of expertise in pharmacy IT, *Smart Rx, Cegedim*'s French pharmacy division, develops and markets comprehensive, integrated software solutions, including the supply of appropriate computer hardware.

Smart Rx is at the forefront of the latest technological innovations, and is meeting its customers' occupational needs with high value-added and continuously updated solutions.

The new challenges related to the business model and to regulations such as the Pharmaceutical File, substitution goals, telemedicine, the electronic prescription of drugs, new pharmacist responsibilities from the HPST laws, etc. are some of the issues that encourage short or medium term changes in IT tools.



CEGEDIM RX - United Kingdom

Cegedim Rx continues to be the leading supplier of Pharmacy software solutions and computer services in the United Kingdom, with over 39% of the pharmacy market which incorporates in excess of 14,500 pharmacies across England, Scotland, Wales & Northern Ireland.

Its product line includes *Nexphase* and *Pharmacy Manager Patient Medication Record* systems, which process over 650 million electronic prescriptions every year.

Cegedim Rx is also a leading supplier of Web-based systems to support the claims administration and performance management of locally commissioned pharmacy and optical services in the UK. The solutions are provided through two IT platforms: ServicePact for pharmacy services and OptoManager for optometry services.

Cegedim Rx offers products and solutions for hardware distribution and engineering, support and training for users, and sale of consumables.

Smart Rx,+ 30 years of expertisein pharmacy IT



39 % of pharmacies in UK

35% of pharmacies in Romania

<<

6,800 doctors and 1,300 primary care centers in UK



2,900 references in Belgium

<<

CEGEDIM RX - Romania

Cegedim Rx develops and provides software solutions and related services to the healthcare sector. On the local market, it is the leading software provider for pharmacies, pharmacy chains and individual doctor offices.

SOFTWARE FOR DOCTORS

CEGEDIM LOGICIELS MÉDICAUX (CLM) - France

CLM offers solutions for office-based physicians, healthcare centers, multi-professional health structures and hospital practitioners:

- for private practitioners (GPs and specialists): MLM (monLogicielMedical.com), Crossway and MédiClick software provide simple, high-performance management of patient charts, appointments and billing, and have the certifications required by the Healthcare Collective Agreement;
- for multi-professional health structures: the MSP MLM solution, certified Asip Santé e-health V2, offers healthcare professionals (physicians, paramedical staff and pharmacists) management tools, information sharing and communication suited for their practice;
- for healthcare centers: the Crossway and MLM software, certified Asip Santé e-health V2, coupled with a third-party payment management solution, offers centers efficient medical, administrative and dental management;

for hospital practitioners, MLM FSE, a fully online SESAM-Vitale approved solution, provides a care sheet management solution that is easy to use and easy to deploy under the private practitioner contracts in place in hospitals.

INPS/Vision - United Kingdom

INPS is in the latter stages of its development plans, aimed at increasing its market share and establishing itself as the leading provider of APPs to the "Primary Care" sector in the United Kingdom with its latest *Vision* offer.

There are national IT projects, driven separately by the National Health Service in each of the four countries in the UK that require *INPS* to continually develop and adapt *Vision* to meet the requirements for interoperability between healthcare professionals and allow simpler interactions with patients.

The *Vision* clinical application is used by approximately 6,800 doctors at around 1,300 primary care centers 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 the industrial medicine sector, out-of-hours services, prevention centers and healthcare centers, with more than 2,900 references.

MILLENNIUM - Italy

Millennium, 49% owned by Cegedim, is Italy's leading medical software publisher, with Millewin installed on about 17,000 paying customers. Millennium strengthened its regional presence and is a strong shareholder of two other publishers, Mediatec focused on General Practitioners and Sosepe for Pediatricians.

Millennium and its and its subsidiaries hold more than 50% of the market.

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. In this line, Stacks has collaborated with relevant organizations in complex technological transformation projects.

Stacks has products for different market segments:

- Hospitals;
- Primary care centers;
- Insurance companies;
- Multi-specialty clinics.

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 is a Revenue Cycle Management ("RCM") company with advanced medical billing services and technologies that help physicians get paid, simply work and improve the delivery of patient services. In addition to technology enabled Revenue Cycle Management, Pulse provides SaaS and mobile empowered certified and integrated Electronic Health Records ("EHR"), population health, electronic prescription, practice management, medical billing clearing house, patient engagement, and payment technologies to physicians, medical service providers and patients.

Pulse is a certified Quality Reporting Registry with the U.S. Health and Human Services Centers for Medicare & Medicaid Services ("CMS"), and helps physicians meet compliance requirements and report Quality and Meaningful Use data to the CMS. More than 1,900 medical practices and 10,000 providers across the United States are part of the Pulse Network and use Pulse to ensure that they achieve the best possible financial and clinical outcomes.

SOFTWARE FOR PARAMEDICAL STAFF

RM INGÉNIERIE - France

RM Ingénierie offers a full range of software (+4,000 line) for paramedical professions: nurses, physiotherapists, speech therapists, orthoptists, chiropodists, podiatrists, midwives, along with a complete solution for multi-disciplinary health structures.









Designer of France's first practice management software for physiotherapists in 1984, *RM Ingénierie* has positioned itself as the French leader in management software solutions for paramedical practices with approximately 46,000 users.

RM Ingénierie also develops innovative mobility solutions:

- The Simply Vitale solution, which is very popular among nurses, offers an all-in-one solution for mostly nomadic practices.
- EKO4000 offers mobility to practitioners who use the legacy +4000 solution.

The first medications and healthcare products database approved by France's Haute Autorité de Santé (HAS) in 2008, BCB is integrated into the various trade software which equips pharmacies, physicians and paramedical offices, and multi-disciplinary health structures (hospitals, clinics, assisted-living senior residences).

The *BCB* is also available to the general public for consultation on healthcare sites and portals as well as on Apple, Android and Windows smartphones and tablets.

75,000

Healthcare
Professionals
use the
BCB Dexther
mobile app'



MEDICATION DATABASE

RESIP - BASE CLAUDE BERNARD - France

RESIP (Research and Studies in Professional Information Systems) provides healthcare professionals with a scientific database to assist them in prescribing and issuing medications: the Claude Bernard Database (French acronym BCB).



For Healthcare Professionals







Cegedim supports pharmaceutical and life sciences companies in their business and medical operations by providing innovative, powerful solutions.

SALES STATISTICS FOR HEALTHCARE PRODUCTS

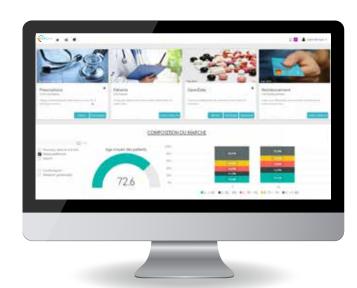
GERS DATA - France

For more than 40 years, *GERS Data* has offered data and analyses for the healthcare market from a single data collection system. The offer covers the different healthcare professionals and the distribution channel for general practitioners and hospitals. The data range (Purchases & Sales), the geographic accuracy (France to the point of sale) and modern visualization solutions meet the needs of the players in the self-medication drugs, food supplements, medical devices and dermo-cosmetic products.

The reliability and accuracy of its data have made *GERS Data* highly recommended with the health authorities and unions.

CEGEDIM CUSTOMER INFORMATION (CCI) - Romania

Cegedim Customer Information Romania supplies sales statistics of pharmaceutical products in that country through a broad line of products and services for the pharmacy and hospital segments.



e-Promotion
Management of Medical
Samples
Health Digital display

E-PROMOTION

MEDEXACT - France

MedExact offers a variety of digital marketing tools to physicians, pharmacists and paramedics using Cegedim software.

MANAGEMENT OF MEDICAL SAMPLES AND PROMOTIONAL MATERIAL

PHARMASTOCK - France

Pharmastock is a pharmaceutical depositary institution. Specialized in the distribution of healthcare products (drugs, medical devices, skin care, cosmetics, etc.),

Pharmastock provides, in keeping with the public drugs databases, on behalf of different pharmaceutical and cosmetics laboratories, the Storage, Order preparation and Shipping (daily shipments by appropriate certified shippers to medical sales representatives, doctors, pharmacies, healthcare institutions, conferences, etc.) activities.

Pharmastock also handles the storage and distribution of documentation for labs as well as various manual operations (making kits, making displays, etc.).

Pharmastock offers an online order site with direct access to the inventory based on pre-defined and customized parameters based on the different user profiles.

HEALTH DIGITAL DISPLAY

CEGEDIM-MEDIA - France

Cegedim-MEDIA (C-MEDIA), a leader in pharmacy communication and brand pharmacy offers 360° solutions to create an innovative shopping experience.

C-MEDIA is a unique point-of-sale media process based on:

- An understanding of the media potential of each point of sale;
- Quality of execution;
- An objective measurement of campaign performance;
- An integrated design studio;
- A team who offers advice and support throughout the creation and production of the merchandising and display print and digital campaigns;
- On a production site of more than 4,500 square meters, dedicated to print element manufacturing and logistics uses printing and large-format digital cutout machines to ensure responsiveness and reliability.

On the ground, thanks to a network of more than 130 promoters, *C-MEDIA* carries out its missions at points of sale nationwide in under three weeks.

FUTURAMEDIA - France

Futuramedia develops digital communication solutions for the Group's entities, pharmacy groups and independent pharmacies.

Futuramedia offers turnkey solutions that include:

- Leasing of hardware and software: screens, mounting, wiring, furniture, players and programming software subscriptions;
- Installation of devices: project management, technical pre-visits, installation, purchasing management, onlining and testing;
- Maintenance and customer service: onsite maintenance, hardware after-sale service, distribution licenses, hosting and servers, hotline.



For Pharmaceutical Companies







Cegedim Insurance Solutions works closely with insurance companies, mutual insurers and provident institutions to execute technology projects amid rapidly changing competitive, regulatory and economic conditions.

Cegedim Insurance Solutions

The Cegedim Insurance Solutions business unit includes all of the Group's solutions and services for insurers, supplemental insurers, provident institutions and intermediaries through its subsidiaries Cegedim Activ, Activus and Cetip. Cegedim Insurance Solutions brings together competencies across the chain of information sharing

between healthcare professionals, insurance organizations and managers of compulsory and supplemental insurance plans. This entity offers expanded digital services, with innovative solutions in preventive healthcare based on managing well-being and health capital, hospitalization, home care and chronic illness.



IT for Healthcare Insurers

Flows, Electronic Payment and Management Services

IT FOR HEALTHCARE INSURERS

CEGEDIM ACTIV - France

With more than 43 million policyholders in France managed with its solutions, *Cegedim Activ* is now the leader of software and services dedicated to personal insurance (supplementary health plans, mandatory health plans, and provident funds). Its products are intended for all market operators: insurance companies, supplemental health insurers, provident institutions, and intermediaries.

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. In this regard, *Cegedim Activ* has a unique combination of know-how: the expertise of its employees, the availability of technologies and an offer of consulting, integration, facilities management and healthcare flow management services.

ACTIVUS - United Kingdom

The 2015 acquisition of *Activus*, one of the leading health and provident insurance software publishers in the United Kingdom, allowed *Cegedim Insurance Solution* to offer a range of services to domestic or non-French speaking IPMI markets (Europe, United States, Middle East, Africa and Asia-Pacific). Four new client benchmarks implement the synergies of the new organizational structure following the acquisition.

It forms the international division of *Cegedim Insurance Solutions*.

FLOWS, ELECTRONIC PAYMENT AND MANAGEMENT SERVICES

CETIP - France

The *Cetip* consolidated its position as leader in the management of third party payment through its brands *SP Santé* and *iSanté*, with over 190 million third-party payment invoices processed now for 22 million beneficiaries and over 3 billion euros benefits paid per year.

Under the *iGestion* trademark, *Cetip* offers management services on behalf of third parties, in supplemental health and provident insurance, to insurance companies, provident institutions, supplemental healthcare insurers, and intermediaries.



43 million

policyholders managed with its solutions



+3 billion

euros benefits paid per year to

22 million

beneficiaries





04

355 million
documents
managed
per year



125,000 companies connected



Leveraging its skills in professional software publishing and in processing complex information, Cegedim has established a leading presence in medical data hosting, outsourcing and electronic data flows.

Cegedim e-business

Specialized in electronic data 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, CG Call, GIS (Global Information Services), Cegedim, Global Payments, Hospitalis* and *Qualitrans-Telepharma*.

DIGITALIZATION

CEGEDIM EDI - France

Dedicated to Electronic Data Interchange (EDI), the Cegedim EDI department offers electronic management of all financial and supply chain documents circulating between companies, such as purchase orders, fulfillment records, invoices, contracts, catalogs, etc.). Born from the Edipharm system for pharmacies, wholesale distributors and pharmaceutical companies, this division quickly spread beyond the healthcare market, particularly to mass retailing and services.

CG Call - France

With a multi-channel solution (telephone, platform, EDI, etc.) this division handles all the different direct-sales promotion transactions on behalf of pharmaceutical companies.

GIS: GLOBAL INFORMATION SERVICES - Europe

Global Information Services (GIS) is an SaaS platform providing the digitization and management of all types of documents papers, structured files, images - and of processes. The platform integrates natively with all information systems, both for flows in and for flows out. Whatever the

size of the business, GIS handles all its digitization needs by offering a great many ancillary services.

The GIS platform combines all services for digitizing

The GIS platform combines all services for digitizing business documents and processes: GIS e-invoicing (digitizing invoices to customers and from suppliers), GIS EDI, GIS workflow, GIS sign&archive, GIS payments and GIS financing.

The KISS portal, made available to major suppliers, offers very small, small and medium-size businesses the advantages of going paperless free of complications.

Once uploaded to KISS, invoices can be marked up (accepted, to be paid, paid) and are accessible on the portal at all times.

CEGEDIM GLOBAL PAYMENTS - France

Cegedim Global Payments offers a set of solutions enabling the optimization of subscription and receivables processes on the one hand and, on the other hand, digitization and electronic signature for various types of documents, and in different areas of B2C or B2B activity (contracts, selling /management /rental mandates, payment orders, HR files, etc.):

- MA€A, the application for managing SEPA orders and associated payment flows;
- CP Pass, simple or biometric electronic signature server compliant with the European EiDAS regulations; and
- CG Pay, a new bank deposit process.

HOSPITALIS - France

Hospitalis is a Web portal that provides information and data exchanges between healthcare institutions and their suppliers, and digitizes all flows in managing the procurement of drugs, medical equipment, and laboratory reagents. Hospitalis is now present in more than 1,300 major healthcare institutions, 28 of which are university hospitals, and was used to transmit more than 2.6 million orders in 2017.



QUALITRANS-TELEPHARMA - France

Qualitrans-Telepharma is a centralizer of claims for reimbursement (electronic care sheets - Feuilles de Soins Électroniques - FSE) from pharmacies and allocates them to the appropriate mandatory and supplemental health insurers.



2.6 million
hospital orders
transmitted
per year





CRITICAL APPLICATIONS AND HEALTH DATA HOSTING

CEGEDIM.CLOUD - France

Cegedim has extensive experience in facilities management for healthcare professionals, pharmaceutical companies and insurers and supplemental health insurers and in the management of financial flows and paperless exchange documents.

Because of their strategic and sensitive nature, these activities have led the Group's teams to develop expertise and deploy technical infrastructures that meet among the highest security requirements, which have been various approvals and certifications (ISO27001, ISAE3402, approval for Health Data Hosting).

Building on these strengths, *Cegedim* offers a complete range of cloud hosting services under the *Cegedim.cloud* trademark that gives users performance, security and availability levels adapted to the operation of critical applications and the processing of sensitive data.

INTEGRATION AND SERVICES

CEGEDIM OUTSOURCING - France and Morocco

Cegedim Outsourcing, specializing in the fields of IT infrastructure and Business Process Outsourcing (BPO), provides to businesses of all sizes services in two core areas of activity:

- "IT Services" includes the Integration of high added-value technological solutions (centralized management solutions for users, hyperconvergence, unified collaboration); the Information management and managed services (managing all or part of the infrastructure, Level 2/3 user support); and IT resources. Cegedim Outsourcing provides services and innovative solutions with renowned partners such as Ivanti, SentinelOne, Nutanix, VMWare, Citrix, Microsoft, etc.
- "BPO-Customer Relations" incorporates Digitization, Contact center, and Back Office core activities.
 Cegedim Outsourcing proposes a multi-channel offer with its partner Vocalcom that combines state-ofthe-art technology, integration and highly secure hosting services.

CEGEDIM SERVICE CENTER - Romania

Created in 2017, Cegedim Service Center supplements the services offered by the Cegedim Group's subsidiaries with a nearshore approach that has high added value for BPO & customer relationship management activities:

- Data processing activities in back-office mode;
- Payroll management and administrative management;
- HR Information System IT Consultancy;
- Hotline-type advice;
- · Helpdesk-type technical support.

OUTSOURCED PAYROLL AND HUMAN RESOURCES MANAGEMENT

CEGEDIM SRH - France and Switzerland

Cegedim SRH offers Human Resources Departments TEAMS^{RH}, a complete, modular HRIS platform via SaaS.

The *TEAMS*^{RH} solution covers a wide range of functions: payroll, personnel administration, business activities, HR indicator management, career and skills management, HR analytics, digitization of HR processes and documents, etc.

This innovative solution can be coupled with a Business Process Outsourcing (BPO) service, locally (in Boulogne, Nantes, Lyon, Toulouse, Strasbourg and Montargis) or offshore (Morocco), with the aid of the *Cegedim Service Center* (Romania). Its clients can start off with a limited range of functions and add to its list of outsourced services as the collaboration progresses (BPO on Demand).

In 2017, Cegedim SRH opened its Lille office in response to the growing local market.

Cegedim SRH assists more than 250 clients, national and international businesses, in all business sectors, from large and mid-market accounts.

+ 400,000 workers managed daily









Cegedim a Group with Values

This need for innovation, quality and investment for the future is the core of the Group's strategy for growth and is based on strongly-held values.

Cegedim is dedicated to creating products using the most advanced technologies and to spurring its **talented employees to develop innovative products and services.**

Innovation

Our company is highly nimble and quick to adapt to changes because of its efficient communication channels and rapid decision-making.

Customer satisfaction

Respecting current regulations and acting ethically are integral to the **development** of the company and all of its individuals.

Ethics

The Group encourages the **share of skills, experiences, knowledge, expertise and resources**between its activities.

Synergy

Cegedim's management style is based on measuring individual and group performances, dynamic and personalized career management, an active training policy, and potential for mobility both in France and abroad.

Personal and professional Development

Cegedim employees work in an atmosphere of mutual respect, equality and recognition, caring for each other and the environment.

Respect

Cegedim's values are founded on a permanent quest for innovation and the optimization of product and data quality to support the "business" needs of its customers' markets.

Human Resources

Apply now and follow us on: www.cegedim.com/carreers









Cegedim has been conducting an active HR policy for several years in order to develop individual and group skills according to the company's strategic projects, thus ensuring greater continuity of the company's in-house workforce.

OPPORTUNITIES FOR PROFESSIONAL ADVANCEMENT

The diverse nature of Cegedim's businesses and its international presence mean that the Group is able to offer employees development in terms of skills and individual experiences, such as the opportunity to take on new responsibilities.

The Group has been carrying out an active HR policy based on training and in-house mobility and considers professional advancement to be a lever for motivating its employees to succeed.

Joining Cegedim means seizing an opportunity to work in an advanced technological environment with rich and varied projects, while growing continuously.

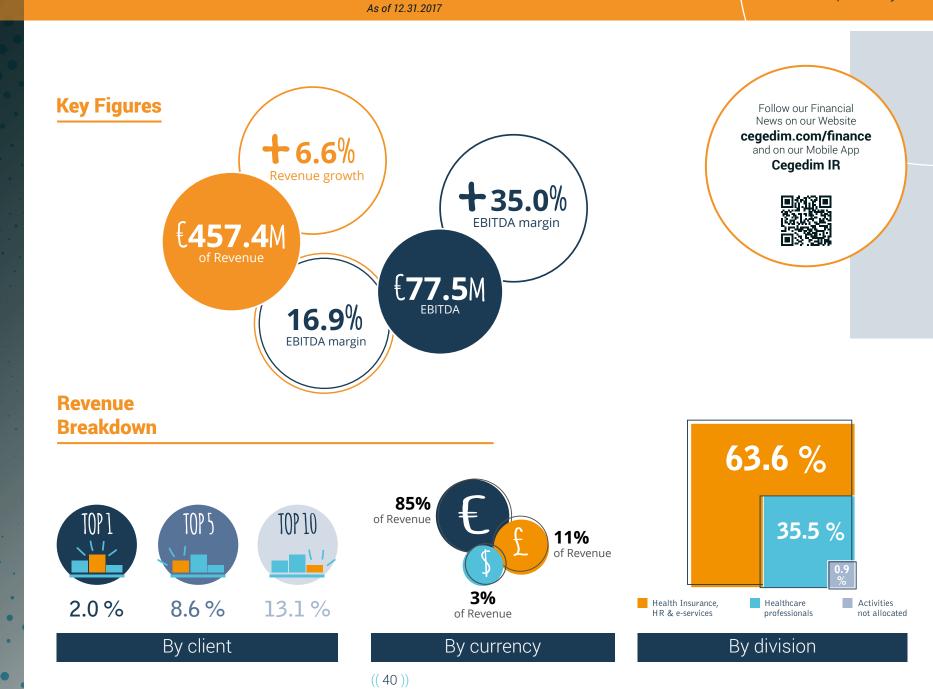
LET'S GROW TOGETHER

In support of Cegedim's strategic plans, the company:

- hires several hundred new employees in France every year, and is doing more and more to increase employee diversity and make the workplace more accessible to the disabled;
- brings aboard a growing number of interns and young employees on trainee contracts;
- recruits internationally through its presence in more than 10 countries.

Financial Information

Clarty Simplicity Transparency



Financial Market

Contact:

Jan Eryk Umiastowski

neryk.umiastowski@cegedim.com

janeryk.umiastowski@cegedim.com 01 49 09 33 36

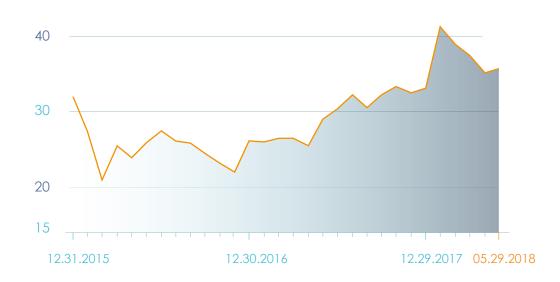
Market Capitalization **€502m**

Cegedim share

Cegedim has been listed in Paris since 1995.

| ISIN | FR0000053506 |
|------------------|-----------------------|
| Bloomberg Ticker | CGM |
| Reuters Ticker | CGDM.PA |
| Market | Euronext Paris |

Cegedim share price performance



Long-term shareholder support

