cegedim

ES

PR

2018

PRESS
KIT

Cegedim Contacts

Aude Balleydier
Communications and PR
Manager
Tel.: +33 (0)1 49 09 68 81
aude.balleydier@cegedim.fr

Jan-Eryk Umiastowski
Chief Investment Officer
and Investor Relations
Tel.: +33 (0)1 49 09 22 00
investor.relations@cegedim.fr

Madis Phileo Contact

Marina ROSOFF
Media Relations

Tel : +33 (0)6 71 58 00 34
marina@madisphileo.com

Cegedim Group Overview

Vocation

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.

Cegedim generated revenue of €457 million in 2017 and employs more than 4,200 people in over 10 countries.

Cegedim (CGM) is listed on Euronext Paris, compartment B (ISIN: FR0000053506).

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 French publishers: 4th in the Truffle 2018 ranking (**http://www.truffle100.fr/2018.html**) 6th in the Syntec Numérique and EY ranking of the Top 250 French software publishers and creators: **http://www.top250-editeurs.com/**.

Moreover, Cegedim maintains leadership positions in each of its branches.

Cegedim Insurance Solutions	Cegedim SRH	Cegedim e-business	Cegedim Healthcare Software
#1 Software & IT in France	#2 In France	#1 European Network	#1 UK Pharmacists French, Italian & Spanish Physicians
#1 Third-Party Payment in France	400 000 workers managed	355 million Electronic document	#2 #3 French Pharmacists UK Physicians

Key Figures

- Founded: **1969**
- **4,200** employees in over **10** countries
- **457,4** million euros of revenues in 2017
- **77.5** million euros EBITDA in 2015
- **355** invoices and eprocurement messages ; **500** million payment flows and **125,000** enterprises connected to its network (*Cegedim e-business*)
- **178,000** doctors workstations, **66,000** pharmacists workstations and **46,000** paramedical staff (*Cegedim Healthcare Software*)
- **43** million policyholders managed, **3** billion euros paid And **190** million third-party payment flows managed per year *(Cegedim Insurance Solutions)*
- **More than 400,000** workers managed daily *(Cegedim SRH)*

Activities

Cegedim's activities are organized into 2 operational divisions according to the services they offer and the clients they serve: *Health Insurance, HR and e-services* (63.6% of 2017 Revenue) and *Healthcare Professionals* (35.5%).

Management

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

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

Cegedim (for Centre de Gestion, de Documentation, d'Informatique et de Marketing) 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, to collecting information for sales and marketing departments.

Laurent Labrune – Deputy Managing Director

Laurent Labrune graduated from the Ecole Nationale Supérieure des Arts et Métiers.

Laurent Labrune joined Cegedim in 1995 and has held several posts, service as the Group's CIO, CEO of the Cegedim SRH subsidiary, and President of Cegedim Relationship Management, the world leader in pharmaceutical CRM.

Following the sale of part of the Group's activities to IMS Health in 2015, **Mr. Labrune** joined the Group senior management as the Chief Executive Officer.

Pierre Marucchi – Deputy Managing Director

Pierre Marucchi 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.

As 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 local communities in the countries where it operates,
- Environmental conservation, by minimizing the environmental impact of Group activities, and
- 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

The 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.
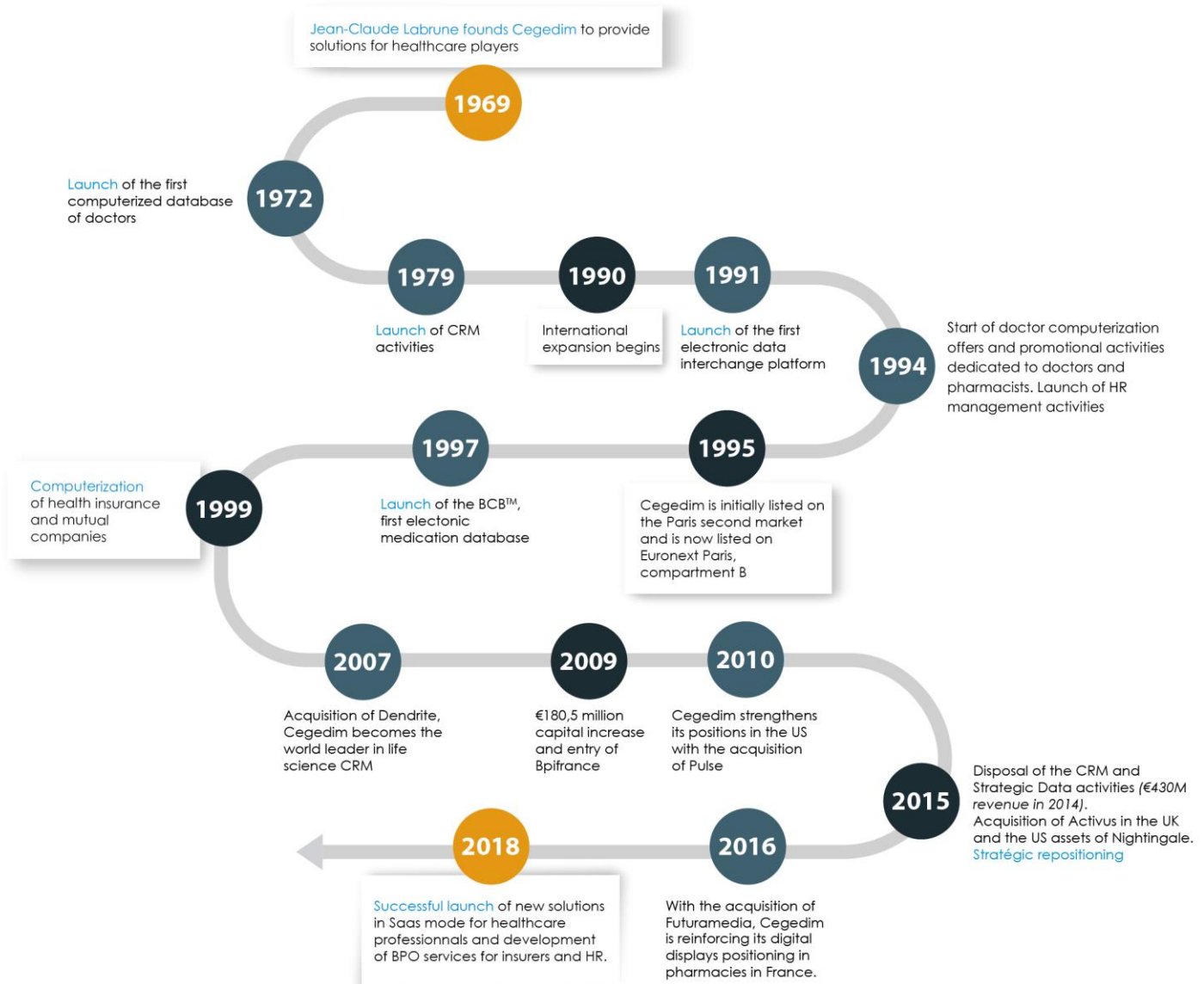We are well versed in the **latest Digital, Cloud, and Big Data technologies, and in expert systems**.
We are present in lucrative market segments, and following the Cegelease sale in late February 2018, we are refocused on our critical businesses.

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

Key Dates

Jean-Claude Labrune founds Cegedim to provide solutions for healthcare players

1969

1972
Launch of the first computerized database of doctors

1979
Launch of CRM activities

1990
International expansion begins

1991
Launch of the first electronic data interchange platform

1994
Start of doctor computerization offers and promotional activities dedicated to doctors and pharmacists. Launch of HR management activities

1997
Launch of the BCB™, first electonic medication database

1995
Cegedim is initially listed on the Paris second market and is now listed on Euronext Paris, compartment B

1999
Computerization of health insurance and mutual companies

2007
Acquisition of Dendrite, Cegedim becomes the world leader in life science CRM

2009
€180,5 million capital increase and entry of Bpifrance

2010
Cegedim strengthens its positions in the US with the acquisition of Pulse

2015
Disposal of the CRM and Strategic Data activities *(€430M revenue in 2014).* Acquisition of Activus in the UK and the US assets of Nightingale. Stratégic repositioning

2018
Successful launch of new solutions in Saas mode for healthcare professionnals and development of BPO services for insurers and HR.

2016
With the acquisition of Futuramedia, Cegedim is reinforcing its digital displays positioning in pharmacies in France.

Recent Highlights

Divestments and Acquisitions

Acquisition of Rue de la Paye in France

On March 30, 2018, Cegedim acquired French company Rue de la Paye via its Cegedim SRH subsidiary. The deal will enable the Group to market digital payroll solutions to 2 million SMEs and small businesses in France, including – importantly – thousands of healthcare professionals that are already Cegedim Group clients.
Rue de la Paye's 2017 revenues were equivalent to around 1% of Group 2017 revenues, and it earned a profit. It began contributing to the Group's consolidation scope in April 2018.

Acquisition of UK Company Adaptive Apps

Adaptive Apps had 2016 revenues of around €1.5 million and earned a profit. It began contributing to the Group's scope of consolidation in May 2017.

Acquisition of UK Company B.B.M Systems

The deal strengthens the Group's expertise in developing Cloud-based products for general practitioners. B.B.M Systems generated revenue of €0.7 million in 2016 and earned a profit. It began contributing to the Group's scope of consolidation from March 1, 2017.

Sales of Cegelease activities in France

On February 28, 2018, Cegedim announced the completed disposal of the Cegelease and Eurofarmat activities to Franfinance (Société Générale Group) for a selling price of €57.5 million. The deconsolidation took place as of March 1, 2018. In 2017, these activities generated Revenue of €13.0 million. After this transaction, Cegedim has a portfolio of businesses that are a good fit for each other and generate strong synergies.
No further divestments are planned.

Cegedim sold its Tunisian subsidiaries, Next Software and Next Plus

Both business activities have been outside the scope of consolidation as of January 1, 2018. In 2017, they made revenue of €0.1 million

Other financial news

Sale of Cegedim shares by Bpifrance

Bpifrance Participations sold 1,682,146 Cegedim shares via an accelerated book building process to French and international institutional investors at a price of €35 per share on February 13, 2018. In the context of the transaction, the shareholders' agreement dated October 28, 2009, between Mr. Jean-Claude Labrune, FCB (the family holding company controlled by Mr. Labrune), and Bpifrance – as well as the concert between the parties – has been terminated. Following the sale, Cegedim's free float increased to 44% of capital (vs. 32% before the transaction).

Products News

Cegedim SRH makes it easy to implement new withholding tax rules

In preparation for implementation of the new withholding tax rules on January 1, 2019, Cegedim SRH has signed a partnership agreement with the French tax authority (DGFiP) and is launching a new service that will work directly with its clients to navigate the change.

Futuramedia's new Clip Santé app lets pharmacists easily create animated digital content for store displays

Clip Santé is a digital solution that is easy to use, allowing pharmacists to create animated messages with just a few clicks. The messages are then displayed on screens inside the pharmacy for customers and in shop windows for passers-by. This new user interface rounds out Futuramedia's range of turnkey digital communication tools, which includes digital displays, player, targeting, and customer service.

Actisure triumphs in Celent Awards

Cegedim Insurance Solutions' health insurance management system wins XCelent awards for "Breadth of Functionality" and "Customer Base".

Crossway by Cegedim Logiciels Médicaux is the first software used to submit an electronic prescription

CLM innovates the field of e-prescribing. Its Crossway software was allowed to create the first e-prescription to the pharmacist for transmission to the CNAM (Caisse Nationale d'Assurance Maladie), in the context of the French national health insurer's PEM2D experiment.

Cegedim Insurance Solutions partners with Humanis to expand its third-party payment service

The Humanis Group, a leading player in the French social protection system, has demonstrated its trust in Cegedim Insurance Solutions by upgrading to an enhanced version of iSanté third-party payment offering, expanding its scope, and adding new services.

Other News

First papers published by French researchers given free access to THIN, the real-life medico-economic database managed by GERS Data

GERS Data is now marketing the database created from Cegedim's medical software in France and the UK under the name THIN (The Health Improvement Network). The database uses a big data format that can be accessed using AI techniques. GERS Data understands the difficulties "unsponsored" French researchers have had gaining access to real-life medico-economic data. The company is now giving those researchers free access to its data, requiring only a quick, simplified application process.

Docavenue is recruiting over 100 new hires in France to roll out its telemedicine and video consultation platform

Cegedim is launching an ambitious, multi-year investment plan focusing on Docavenue, the Group's appointment scheduling and remote consultation platform. This new strategic stage in Docavenue's development will require the recruitment of 100 new hires to help doctors roll out telemedicine, transition their medical practices to digital technologies, and improve communication between doctors and patients.

Cegedim e-business expands its European presence

Cegedim e-business has opened a new office in Brussels and joined the PEPPOL (Pan-European Public Procurement Online) network of EU public sector buyers, which is currently in eight European countries.

Cegedim consolidates its cloud positioning

Cegedim's hosting and facilities management are united under the Cegedim.cloud brand. The new brand will showcase Cegedim's unique line-up of cloud services for hosting critical applications and sensitive data.

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 business 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

4,230 employees

+194 employees

30% abroad
in + **10** countries

2017

An active recruiting policy

To support its development both in France and abroad, **the Group plans to continue recruiting new employees.**

The diverse nature of Cegedim's businesses 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 shared 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 current regulations and a strong sense of ethics.

Cegedim a Group with values

Innovation
Customer satisfaction
Ethics
Synergy
Personal and professional development
Respect

cegedim

2017 Revenues and Results

————

On March 20, 2018, Cegedim published its results for the year 2017:

Revenues :	**€457.4m**	**+ 6.6%**
Operating income before special items :	**€37.4m**	**+ 61.8%**

Consolidated revenues from continuing activities amounted to €457.4 million for the year 2017, up 5.9% like for like and 6.6% on a reported basis compared with the same period in 2016. EBITDA came to €77.5 million in 2017, up 35.0% year on year. EBITDA margin improved significantly to 16.9% in 2017, compared with 13.4% a year earlier.

2017 represents another positive milestone in the Group's transformation. The revamp of its business model continues, capacity for innovation has been bolstered and the organizational structure has been adjusted to make it even more agile. The disposal of Cegelease end-February 2018, completes the refocus initiated in 2015. 2017 results reflect the combined impact of good sales momentum and improved profitability.

Both operating divisions saw like-for-like revenue growth. *Health Insurance, HR and e-services* division revenues rose by 8.5% and *Healthcare professionals* division revenues increased by 1.4%.

EBITDA growth is mainly due to the significant recovery posted by the *Healthcare professionals* division, itself mostly due to a favorable base effect**.**

Simplified income statement

	2017		2016		Var.
	€M	%	€M	%	%
Revenue	**457.4**	100.0	**429.3**	100.0	**+6.6%**
EBITDA	**77.5**	16.9	**57.4**	13.4	+35.0%
Depreciation	**(40.1)**	(8.8)	**(34.3)**	(8.0)	+17.0%
Operating income before special items	**37.4**	8.2	**23.1**	5.4	**+61.8%**
Special Items	**(18.9)**	(4.1)	**(24.1)**	(5.6)	(21.8)%
Operating income	**18.5**	4.1	**(1.0)**	(0.2)	**n.m.**
Cost of net financial debt	**(6.7)**	(1.5)	**(26.0)**	(6.1)	(74.1)%
Tax expenses	**(4.7)**	(1.0)	**(2.3)**	(0.5)	+101.2%
Consolidated profit	**7.1**	1.5	**(29.5)**	(6.9)	**n.m.**
Net earnings from activities sold and held for sale	**4.1**	0.0	**(1.1)**	(0.3)	n.m.
Consolidated profit (loss) Group Share	**0.0**	0.9	**3.8**	0.9	-
Earnings per share	**11.1**	2.4	**(26.7)**	(6.2)	**n.m.**

Outlook

With a position in structurally buoyant markets and its strategic refocus complete, Cegedim boasts solid fundamentals, a balanced portfolio of complementary offerings, a diversified client-base, a widespread geographic footprint and the strength of an integrated group. This should enable it to continue its growth momentum and reach a new stage in its development, so it can deliver lasting, profitable growth.

To continue the initiatives it successfully implemented in 2017, Cegedim will maintain a strategy primarily focused on organic growth and driven by a robust innovation policy.

The Group is cautiously optimistic for 2018 and expects moderate organic revenue growth and a similar increase in EBITDA.

In 2018, the Group does not expect any significant acquisitions and is not issuing any earnings estimates or forecasts.

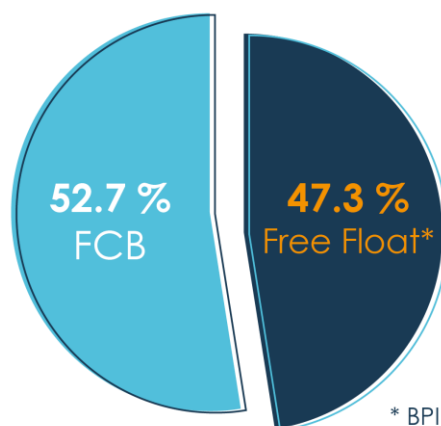# Listing Information

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 Euronext Paris, compartment B.

- ISIN Code: FR0000053506

- Reuters Code: CGDM.PA

- Bloomberg Code: CGM

At May 29, 2018, the market capitalization was €502 million.

Shareholding structure

52.7 %
FCB

47.3 %
Free Float*

* BPI (3 %) and Cegedim (0.5 %) included

Share price trend

Appendix 1: International Presence

IRELAND
CWISL

UNITED KINGDOM
Cegedim Insurance Solutions /
Cegedim RX / Cegedim SRH /
INPS

BELGIUM
HDMP

SWITZERLAND
Cegedim SRH

ROMANIA
Cegedim RX
CCI

CANADA
R&D Center

FRANCE
Headquarter

UNITED-STATES
Pulse

SPAIN
Stacks

ITALY
Millennium

CHILE
Stacks

MOROCCO
Cegedim Insurance Solutions
Cegedim Outsourcing

Appendix 2: Companies of the
"Health Insurance, HR and e-services" division

—————

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*, *Cetip* and *Activus*. 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

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 International Private Medical Insurance markets (Europe, United States, Middle East, Africa and Asia-Pacific), and 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

In 2017, 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 healthcare payer 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.

HR

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.

Digital

<u>e-promotion</u>

MedExact – France

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

<u>Digital displays in pharmacies</u>

Cegedim-MEDIA – France

Cegedim-MEDIA (C-MEDIA), a leader in pharmacy communication and brand pharmacy, is a subsidiary of the *Cegedim Group*. It was born from the merger of *RNP* and *Futuramedia*. C-MEDIA 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 offer 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 BUs, 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.

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*.

<u>Digitalization</u>

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 laboratories, 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.

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 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.

Data

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 to cover 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 as well as modern visualization solutions meeting 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 within the health authorities and unions.

Cegedim Customer Information - 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.

Other services

<u>Management of Medical Samples and Promotional Material</u>

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 Database, on behalf of different pharmaceutical and cosmetics laboratories, the Storage, Order preparation and Shipping 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.

<u>Critical Applications and Health Data Hosting</u>

Cegedim.cloud Services – 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.

<u>Integration and Services</u>

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 the Availability of 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-of-the-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.

Appendix 3: Companies of the "Healthcare Professionals" division

_____

Cegedim Healthcare Software (CHS)

This division contains all of the Group's computerization activities for healthcare professionals. It has over 178,000 physicians workstations, 66,000 pharmacists 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 programs and developing the Patient ecosystem, a true exchange platform between patients and healthcare professionals.

<u>Software for pharmacists</u>

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 through spine connectivity using _Cegedim Rx MHS_ accredited message broker.
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.

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.

<u>Software for Doctors</u>

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) who work in unison of the management tools, information sharing and communication suited for that arrangement;
- 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, 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 offer 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 technological transformation projects of high degree of difficulty.

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.

<u>Software for paramedical staff</u>

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.

<u>Medication Database</u>

RESIP / BCB – 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).* 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.