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# ACTIVITIES OVERVIEW

2016



2016





Cegedim is an **innovative**  
**technology** and **services** company

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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 3,600 people. The company generated revenue of €426 million in 2015.

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.

**3,600**  
employees

**€ 426 m**  
of revenue in 2015

# Summary

## Presentation

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# Chairman's statement

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## After a remarkable 2015 in the story of Cegedim and its employees, 2016 promises to be even more exciting

The disposal of our CRM and strategic data business division in April 2015 was the first step in a major overhaul of our activities, the ultimate goal of which is a Cegedim refocused on growth markets.

Our new organization is now operational. It should allow us to invigorate and optimize the our products' transition towards SaaS, digital, and big data, and reach our target of returning to growth. It has already given us the mobility and agility needed to navigate our businesses' transformations.

**In healthcare**, government healthcare reforms, new ways of delivering care, new technologies and the increasing complexity of medical knowledge offer huge opportunities for developing and creating new products. Moreover, medical data are growing more and more complex, requiring the development of knowledge bases covering products and therapies, and accelerating the need for prescription and dispensing software to be used during the course of care.

The growing need to make the economics of healthcare more efficient means that we need to develop new patient monitoring and health record management tools, and create tools for coordinating healthcare between health professionals. To do so, we need a strategy that integrates connected devices and telemedicine.



*"After a remarkable 2015  
in the story of Cegedim  
and its employees,  
2016 promises to be  
even more exciting"*

**New developments are also required in the Health Insurance business** owing to regulatory changes in response to the new insurance policies (ACS, National Interprofessional Agreements, Responsible contracts) and the widespread adoption of third-party payment processes which involve online control of patient benefits and online invoicing and payment.

With the acquisition of Activus, one of the leading publishers of health insurance software, Cegedim is now a global player in this sector.

The Group is also playing a major role in the transformation of the economic model for administrative services. We have scored numerous successes in managing digital and electronic flows with our SaaS platform: GIS.

We are seeing growing opportunities in human resources management against a backdrop of regulatory changes, the spread of digital technologies and companies' desire to outsource a wide range of administrative tasks (including training coordination, work-time management, talent management, and management of supplemental health insurance and pensions).

We will continue to pursue an investment strategy focused on innovation. In this time of profound changes, I would like to thank all our employees for their contributions, our clients for their trust and our shareholders for their support.

Jean-Claude Labrune  
Chairman

# Management Bodies

## General Management

- ▶ Jean-Claude Labrune *CEO*
- ▶ Laurent Labrune *Managing Director*
- ▶ Pierre Marucchi *Managing Director*
- ▶ Alain Missoffe *VP Strategy and Development*

## Operational Management

- ▶ Arnaud Guyon *Cegedim e-business*
- ▶ Stefan Janssens *Cegedim Healthcare Software*
- ▶ Philippe Simon *Cegedim Insurance Solutions*
- ▶ Claude Garcès *Cegedim Outsourcing*
- ▶ Jérôme Rousselot *Cegedim SRH*
- ▶ Patrick Oscar *GERS SAS*
- ▶ Alexis Guffroy *RNP*

## Corporate Management

- ▶ Tania Sabbah *Accounting Department*
- ▶ Aude Labrune *Communications Department*
- ▶ Sandrine Debroise *Financial Department*
- ▶ Jan Eryk Umiastowski *Investment and Investor Relations*
- ▶ Philippe Hamon *R&D Department*
- ▶ Benoît Garibal *Human Resources Department*

## Board of Directors

- ▶ Jean-Claude Labrune *Chairman of the Board of Directors*
- ▶ Bpifrance *represented by Anne-Sophie Hérell*
- ▶ Jean-Pierre Cassan *Independant Board Director*
- ▶ Sandrine Debroise
- ▶ FCB *SAS, represented by Pierre Marucchi*
- ▶ GERS *GIE, represented by Philippe Tcheng*
- ▶ Marcel Kahn
- ▶ Aude Labrune
- ▶ Laurent Labrune
- ▶ Valérie Raoul-Desprez

426

MILLION EUROS  
revenue

11

countries

CGM

LISTED in Paris

1969

foundation

3,600

employees

300 million

documents processed  
each year for more than

100,000

companies connected  
to its network

2.9 billion

euros paid and  
400 million  
third-party payment  
flows managed per year

+ 320,000

healthcare professionals

+ 300,000

WORKERS MANAGED  
DAILY

Key  
Figures

# Cegedim values

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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. By respecting these values, we together ensure our future success.

## AN AGILE ORGANIZATION CONCEIVED TO FOSTER INNOVATION AND ENTREPRENEURIAL SPIRIT

The Cegedim Group is based on business units and on very independent companies, led by entrepreneurial managers who are able to share and promote the technological excellence of their products in sectors with large potential for growth.

Most offerings proposed are complete lines of customer services, involving high levels of knowledge and business specializations. The technical teams follow the products from the initial innovation to the production stage. Product development teams are fully aware of customers' needs and of the features of the solutions they offer.

## A FOCUS ON CLIENT SATISFACTION

Cegedim's goal is to deliver the added-value that customers need at a fair price. Great responsiveness and adaptability to change are possible because teams have a human scale that promotes communication, the transfer of skills and sharing of experiences. Cegedim bases its work on efficient, proactive and motivated teams, which benefit from short information circuits and rapid decision-making, and which are very adaptable to change.

## COMPLIANCE

The nature of Cegedim's activities requires it to handle sensitive data, primarily in the pharmaceutical industry. Compliance is the source of Cegedim's credibility in the world of healthcare, in particular concerning confidential customer data and commitments to anonymity.

Adherence to applicable regulations and strong ethics are the core values that enable Cegedim to develop and encourage its employees to grow as individuals.

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

The Group wishes to mobilize its human capital to shore up the company's performance.

**3,600** employees  
with **30%** abroad

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.

Cegedim uses infrastructures that enable the Group to meet the regional and international challenges and requirements of its customers, with an ultra-fast international network linking its main secured IT centers in France and the USA and the largest R&D structure dedicated to pharmaceutical CRM (13% of global workforce).

## 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 80 countries around the world.

Consult our online  
job offers >



Apply now and follow us on:

[www.cegedim.com](http://www.cegedim.com)



# Solutions

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

## CEGEDIM HEALTHCARE SOFTWARE

### Software for Pharmacists

Smart Rx, Cegedim Rx (UK and Romania),  
Webstar Health, Next Software

### Software for Doctors

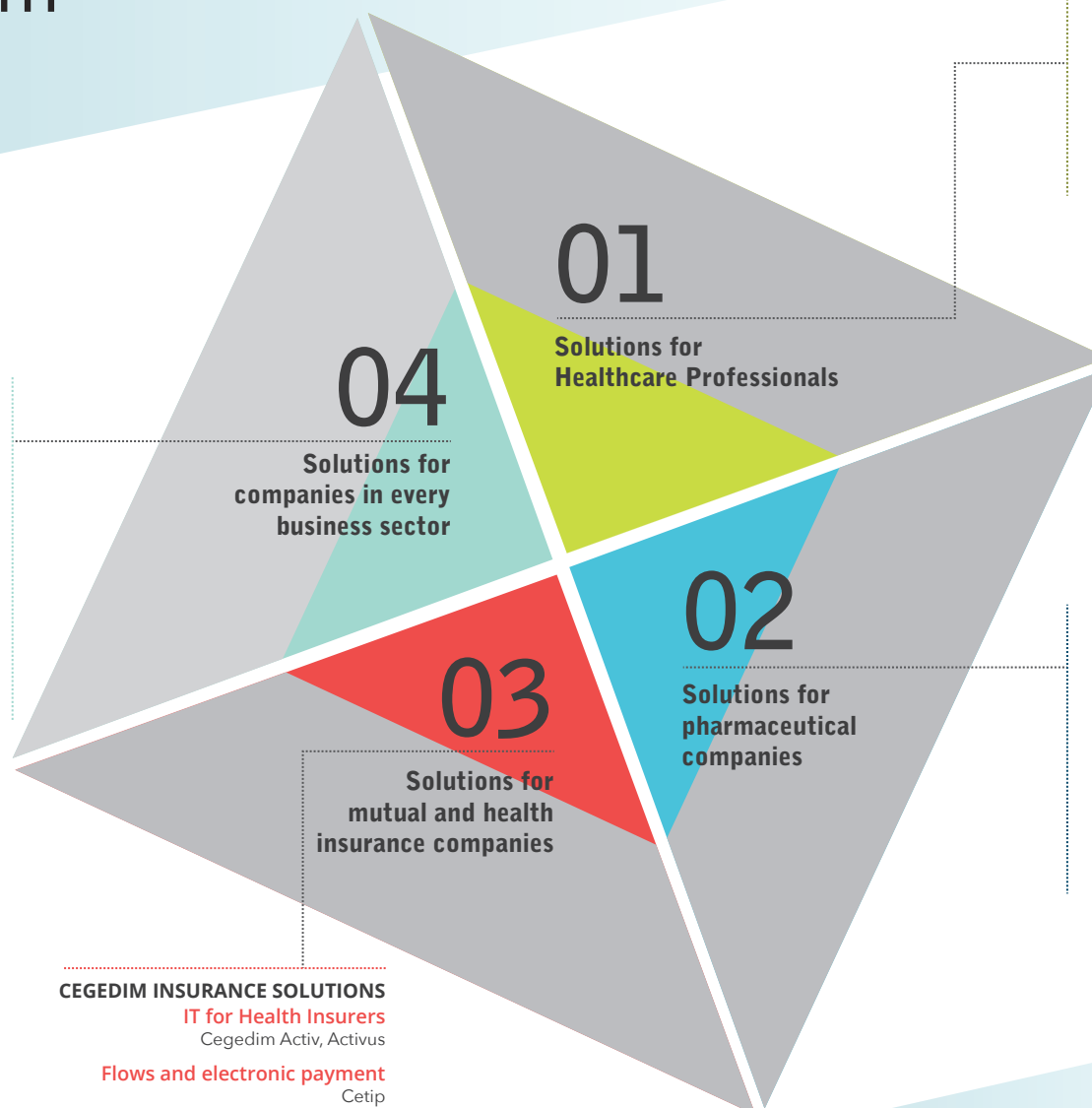
CLM, INPS, HDMP, Millennium, Stacks,  
Pulse Systems Inc.

### Software for Paramedics

RM Ingénierie

### Medication Database

RESIP - Base Claude Bernard (BCB)



## CEGEDIM E-BUSINESS

### Electronic data interchange

Cegedim EDI, CG Call, GIS,  
Cegedim Global Payments, Hospitalis,  
Qualitrans-Telepharma

### Healthcare data hosting

Cegedim Cloud Services

### Integration and services

Cegedim Outsourcing

### Outsourced payroll and

### HR management

Cegedim SRH

### Financial services

Cegelease

## CEGEDIM INSURANCE SOLUTIONS

### IT for Health Insurers

Cegedim Activ, Activus

### Flows and electronic payment

Cetip

### Management services

iGestion

## Sales Statistics for pharmaceutical products

GERS, Cegedim Customer Information (Romania)

### Digital Health

Medexact

### Health digital display

RNP

### Management of medical samples

Pharmastock

### e-detailing & e-collaboration

Cegedim Kadriga

01

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# **Solutions for Healthcare Professionals.**

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

## Cegedim Healthcare Software (CHS)

This division contains all of the Group's computerization activities for healthcare professionals in nine countries (Belgium, Chile, Spain, the United States, France, Italy, Romania, the United Kingdom and Tunisia). CHS has grown stronger in Web software and in the development of the Patient Ecosystem, a true platform for exchanges between patients and healthcare professionals.

### Software for pharmacists

#### SMART RX

Smart Rx, the new name of Cegedim's French pharmacy division, contains the entities *Alliadis*, *PG Informatique*, *ASPline* and *NTPharm*.

Capitalizing on over 30 years of expertise in pharmacy IT, Smart Rx 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, product traceability, the electronic prescription of drugs, and new pharmacist responsibilities under the HPST laws are just some of the issues that are driving short- and medium-term changes in IT tools.

+ 320,000  
doctor,  
paramedic  
and pharmacist  
workstations  
in 9 countries

40% of  
pharmacies  
in France

01

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**50%**  
of pharmacies  
in UK

**25%**  
of pharmacies  
in Tunisia

**36%**  
of pharmacies  
in Romania

For Healthcare  
Professionals

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#### **CEGEDIM RX (UK)**

Cegedim Rx continues to be the leading supplier of pharmacy software solutions and pharmacy computer services with its offers *Nexphase* and *Pharmacy Manager Patient Medication Record*. Its systems handle 500 million prescriptions every year. The leading pharmacy chains such as Walgreen Alliance Boots and Well Pharmacy Group (previously The Cooperative Group) all use one of Cegedim Rx's solutions, as do many independent pharmacies.

#### **WEBSTAR HEALTH**

Webstar is 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;
- ▶ *OptoManager* for optometry services.

#### **NEXT SOFTWARE**

Next Software is a company specialized in publishing and distributing solutions for healthcare professionals in Tunisia. Already heavily involved in IT support for reimbursement systems installed by the healthcare authorities, Next Software relies upon Cegedim's experience in matters of therapeutic databases (*Claude Bernard Database*) and electronic information exchange in order to add value to its offering.

#### **CEGEDIM RX ROMANIA**

Specialized in publishing and distributing solutions for healthcare professionals in Romania, Cegedim Rx is the leading company in the software for pharmacists. Cegedim Rx Romania is also a key up-and-coming player in the physician computerization market in Romania.

## Software for doctors

### CEGEDIM LOGICIELS MÉDICAUX (CLM)

CLM offers software programs dedicated to:

- ▶ **private practitioners (general and specialist):** the *Crossway*, *MédiClick* and *monLogicielMedical.com* software programs, which provide simple and effective patient record management;
- ▶ **multi-care nursing homes:** a specific version of *monLogicielMedical.com* has been adapted to the requirements for data sharing between healthcare professionals (physicians and paramedics) within a single structure;
- ▶ **healthcare centers:** *Crossway CDS* software (coupled with a management solution for direct payment) offers medical center management.

*Resip FSE* and *MLM FSE* software programs, used alone or integrated with medical software, respectively allow medical information to be shared through secure e-mail and electronic care sheets to be prepared in compliance with regulations.

Late in the year, CLM launched its new *Docavenue* service (*docavenue.com*), which lets physicians put their available time slots for visits online and lets patients make their appointments online. This service is the first component in the doctor-patient relationship, which will have other services added to it in the months ahead (a patient portal).

### INPS

INPS is one of the leading providers of APPs and software solutions in the "Primary Care" sector in the United Kingdom with its *Vision* offer. The national IT projects, driven by the National Health Service require INPS to continually develop and adapt *Vision* to meet the requirements for interoperability between healthcare professionals.

25,000 doctors  
in France

9,000 doctors  
at 1,700 primary  
care center in UK

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For Healthcare  
Professionals

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**2,700**  
references  
in Belgium

**25,000**  
doctors in Italy

**30,000**  
users in Spain

**28,000**  
healthcare  
professionals in US

#### **HDMP**

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.

#### **MILLENNIUM**

Millennium, 49% owned by Cegedim, is Italy's leading medical software publisher, with *Millewin*. Millennium recently strengthened its regional presence and became a strong shareholder of two other publishers, one focused on general practitioners and the other for pediatricians.

#### **STACKS**

The leader in physician software in Spain, Stacks specializes in the analysis, design, and development of information systems dedicated to the healthcare sector. 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 Chilean subsidiary.

Stacks also supplies the health management system for the Madrid region and its 6 million patients. Stacks software is the cornerstone of the Group's new web offerings.

#### **PULSE SYSTEMS, INC.**

Pulse Systems provides market-leading electronic healthcare management solutions with its fully integrated suite of products and service solutions. These solutions successfully address the requirements of healthcare reform and are being developed to provide eligible providers with certified electronic health records ("EHR's") in the United States.

The incentive programs undertaken by the US Department of Health and Human Services have been encouraging the adoption of these healthcare technologies since 2011. Pulse continues to adapt its proprietary solutions for practice management, electronic data interchange, patient portals and mobile applications in order to remain at the forefront of these technologies.

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## Software for paramedics

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### RM INGÉNIERIE

RM Ingénierie offers a full range of software (+4000 line) for paramedical professions: nurses, physical therapists, speech therapists, orthoptists, chiropodists, podiatrists and midwives. It also offers a complete solution for residential care and healthcare hubs. Designer of France's first practice management software for physical therapists in 1984, RM Ingénierie has positioned itself as the French leader in management software solutions for paramedical professions.

RM Ingénierie also develops innovative solutions designed for its clientele of physical therapists and private practice nurses (*Simply Vitale*, a portable packaged solution) and for physical rehabilitation (*Kinapsys*, the leading rehab-gaming application).

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## Medication Database

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### RESIP - BASE CLAUDE BERNARD

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 of approved by French Haute Autorité de Santé (HAS) in 2008, *BCB* is integrated into the various trade software packages used to equip pharmacies, physicians' offices, and multi-care nursing homes (hospitals, clinics, assisted-living senior residences, etc.) The *BCB* is also available to the general public for consultation on healthcare sites and portals as well as on Apple, Android and Windows smart phones and tablets.

**42,000**  
paramedics  
in France

**50,000**  
healthcare  
professionals  
use the BCB  
daily

**01**

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For Healthcare  
Professionals

.....  
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02





# **Solutions for Pharmaceutical Companies.**

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

## Sales statistics of pharmaceutical products

### **GERS SAS**

GERS SAS establishes sales statistics for all pharmaceutical and HABA products using a unique and comprehensive system that collects data from wholesale distributors, pharmaceutical companies and pharmacists.

The only company to cover the entire distribution channel across all points of sale, GERS SAS offers the widest range of sales statistics: Sell Ins and Sell Outs nationwide right down to pharmacies and healthcare facilities.

The reliability of its data has also enabled GERS SAS to conduct studies and offer consultancy services, giving people in the healthcare sector a better understanding of the performance and proper use of low-volume products with low digital distribution.

The nature and quality of GERS data have become regulatory data for agreements in France between LEEM (professional organization that unites and represents pharmaceutical companies operating in France) and CEPS (Healthcare Products Pricing Committee).

### **CEGEDIM CUSTOMER INFORMATION (CCI)**

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

### **SANTESTAT**

Using sales data collected from a panel of pharmacies in France, Santestat compiles a statistics database that is continuously enriched. Thanks to Santestat, pharmacists and network of independent pharmacists have the tools they need in order to optimize pharmacy management, monitor pricing policies and have an overview of their purchasing market. These statistics provide pharmaceutical companies with the data necessary to better understand drug distribution channels.

**200**  
healthcare  
industry clients  
in France

**02**

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## Leader

in digital  
pharmacy displays  
in France

For  
Pharmaceutical  
Companies

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### e-promotion

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#### MEDEXACT

Medexact offers a variety of digital marketing materials for healthcare professionals.

Its [Screenpub](#) product allows information sharing and lets doctors with Cegedim software download and display ad campaigns. This visual communication has been expanded to complementary products such as Screenweb, which boosts the visibility of a client's spot via a professional website. Medexact also offers doctors, pharmacists and paramedic professionals email campaigns paired with mini informational websites.

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### Digital displays in pharmacies

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#### RNP (Réseau National de Promotion or National Promotional Network)

RNP, offers its customer a set of services to increase the penetration and visibility of their products in pharmacy and drugstore chains: point-of-sale media campaigns (store windows, jumbo screens), shelvings, promotions to strategic groups and POS surveys.

RNP is the French benchmark for point-of-sale advertising in terms of the number of pharmacies covered by its display network and the speed with which it can cover the country, with 120 promoters in its employ.

## Management of Medical Samples and Promotional Materials

### PHARMASTOCK

For pharmaceutical laboratories, Pharmastock takes over the storage, preparation and routing of medical documents and physician samples to the sales force in the field, and also handles obsolete products (takes back batches of expired products and sends out new batches).

## e-detailing and e-collaboration

### CEGEDIM KADRIGE

A pioneer in the development of Web and mobile collaborative applications, Cegedim Kadrigé launched, more than 15 years ago, one of the first Remote e-detailing solutions (long-distance medical sales calls), making it possible for the life sciences industry to promote its products from a distance to healthcare professionals, and to put truly “multi-channel” strategies into place.

Cegedim Kadrigé's patented solutions make it possible for their users to be mobile and connected, in order to communicate long-distance with no time or location constraints, and to optimize their efficiency. They adapt automatically to the configuration of healthcare professionals, in compliance with security constraints.

Collaborative  
solutions already  
deployed in  
**26 countries**

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For  
Pharmaceutical  
Companies

.....  
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03





# **Solutions for Mutual and Health Insurance 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, Cetip and iGestion. This unit brings together competencies across the entire chain of information sharing between healthcare professionals, insurance organizations and managers of compulsory and supplemental insurance plans.

Cegedim Insurance Solutions has broadened its digital product offering with innovative solutions in preventive healthcare based on managing wellbeing and health capital, hospitalization, home care and chronic illness.

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### IT for Health Insurers

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#### CEGEDIM ACTIV

Cegedim Activ is now the leader in software and services dedicated to personal insurance (health and provident).

Its products are intended for all market operators: insurance companies, supplemental health insurers, provident institutions, and intermediaries.

Cegedim Activ has a unique combination of know-how:

- ▶ employee expertise;
- ▶ available technologies;
- ▶ outsourcing solutions in IaaS, PaaS and SaaS modes, supported on a private Cloud;
- ▶ healthcare flow management services;
- ▶ online services.

#### ACTIVUS

The acquisition in July 2015 of Activus, one of the leading publishers in the UK of health and accidental death and disability insurance software, has enabled Cegedim Activ to deepen its software suite by having a product for non-French-speaking markets (the UK, Ireland, the USA, China, the Middle and Far East, Africa and Asia-Pacific) that perfectly meets the many needs of international customers.

**40 millions**  
policyholders  
managed with  
its solutions

**400 million**  
EDI flows  
processed  
per year

**03**

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**2.9 billion**  
benefits paid  
per year to  
**19 million**  
beneficiaries

For Mutual  
and Health  
Insurance  
Companies

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## Flows and electronic payment

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### CETIP

In 2015 Cetip consolidated its position as leader in the management of third-party payment through its brands *SP Santé* and *iSanté*, the leading third-party payment management platform in France.

Cetip processes nearly 165 million invoices for third-party payment by insurers, 98% of which are transmitted electronically, with the highest rate of secure electronic claim submissions (Demandes de Remboursement Électronique - DRE) on the market, also including exchanges with hospitals, a rapidly growing segment.

Third-party payment and online verification of policyholder benefits are expected to become widespread, which means Cetip is set to take its development to the next level.

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## Management Services

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### IGESTION

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

This offering enables these entities to outsource all or part of their business processes.

04

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**Solutions for  
Companies in every  
business sector.**

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 file storage and EDI through its Cegedim e-business business unit. This unit also manages the flow processing solutions of GIE Edipharm, GIE Diagdirect, Hospitalis and Qualitrans-Telepharma.

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### Electronic data

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#### CEGEDIM EDI

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 operation quickly spread beyond the healthcare market, particularly to mass retailing and services.

Backed by its experience, Cegedim EDI is now able to offer customers an industrial solution for electronic exchanges that adapts to their specific requirements and integrates the constraints of their particular business.

#### CG Call

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

**1<sup>st</sup> company**  
to obtain approval  
for invoice digitization  
from the French Tax  
Authority in **1992**

More than  
**1,000** invoice  
digitization  
projects

**04**

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**100,000**  
clients connected

**500 million**  
of SEPA payments  
per year

For Companies  
in every  
business  
sector

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#### **GIS: GLOBAL INFORMATION SERVICES**

*Global Information Services (GIS)* is an SaaS platform for 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**

*Cegedim Global Payments* offers a set of solutions enabling the optimization of subscription and receivables processes through the proper utilization of the appropriate SEPA guidelines, no matter the channel used (Web, face to face, CRM, push via email/text) and does so in all areas of business:

- ▶ *MAEA*, the application for managing SEPA orders and associated payment flows;
- ▶ *CG Pass*, simple or biometric electronic signature server compliant with the European eIDAS regulations; and
- ▶ *CG Pay*, a new bank deposit process.

### **HOSPITALIS**

Hospitalis is a Web portal that provides information and data exchanges between healthcare institutions and their suppliers, and digitizes all flows related to managing the procurement of drugs, medical equipment, and laboratory reagents. Hospitalis is now present in more than 1,000 major healthcare institutions, 26 of which are university hospitals.

### **QUALITRANS-TELEPHARMA**

Qualitrans-Telepharma acts as a central collection point for reimbursement forms (electronic care sheets - Feuilles de Soins Électroniques - FSE) from pharmacies and allocates them to the appropriate mandatory and supplemental health insurers.

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## **Healthcare Data Hosting**

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### **CEGEDIM CLOUD SERVICES**

Cegedim has extensive expertise in facilities management for pharmaceutical companies, insurers and supplemental health insurers, and healthcare networks, as well as in the management of financial flows and paperless exchange 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, standards governing the hosting of health data.

Cegedim obtained approval from the French Ministry of Health to "host personal health data", allowing it to offer all those involved in e-health a line of "private cloud" hosting services using first-rate infrastructures and know-how. Its Tier III+ data centers located in Boulogne (92) and in Toulouse-Labège (31) provide ideal levels of redundancy and security to operate critical applications that call for a high degree of availability.

**2.5 million**  
hospital orders  
transmitted  
per year

04

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For Companies  
in every  
business  
sector

p.39

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## Integration and services

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### **CEGEDIM OUTSOURCING**

For over 30 years, Cegedim Outsourcing has provided infrastructure solutions to companies, allowing them to secure, administer, and supervise their information systems, technological data management and electronic data interchange.

Its business is now conducted in two divisions:

- ▶ **IT** (integration, information management, delegation of personnel);
- ▶ **Business Processing Outsourcing** (customer relations, digitization, call center).

In 2015, Cegedim Outsourcing accelerated its expansion in France and abroad, particularly in North Africa, through its subsidiary Cegedim Outsourcing Maroc.

## Outsourced Payroll and Human Resources Management

### CEGEDIM SRH

Cegedim SRH offers Human Resources Departments *TEAMS<sup>SRH</sup>*, a complete, modular HRIS platform via SaaS. The *TEAMS<sup>SRH</sup>* solution covers a wide range of functions:

- › **Payroll;**
- › **Personnel administration;**
- › **Career and skills management;**
- › **HR staff management;**
- › **Digitization of HR processes and documents;**
- › **Compensation and more.**

This innovative solution can be coupled with a business process outsourcing (BPO) service, locally (in Boulogne, Nantes, Lyon, Toulouse and Strasbourg) or offshore (Morocco). Its clients can start off with a limited range of functions and add to its list of outsourced services as the collaboration progresses.

Cegedim SRH has assisted over 200 customers to date, targeting medium to large accounts (such as Fnac, Crédit Agricole, Sephora, Saint-Gobain, GE and Adecco).

**+ 300,000**  
employees  
managed daily

04

p.40



**100,000**  
leasing contracts  
signed since  
its creation

For Companies  
in every  
business  
sector

p.41

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## Financial leasing

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### **CEGELEASE**

In France, Cegelease offers professionals and businesses from any sector, financial leases on computer equipment (software, hardware and maintenance) and on pharmacy fixtures and furnishings (signs, robotics, furniture, etc.)

Cegelease self-finances a portion of its leases and places the remainder with the largest French lending institutions.

Originally specializing in financing IT solutions, Cegelease has diversified the range of assets it finances:

- ▶ **IT solutions** (hardware and software);
- ▶ **Office and telephone equipment;**
- ▶ **Capital equipment, real estate and build-outs** (automated machines and manipulators, pharmacy crosses, signs, fixtures for window or store displays, etc.);
- ▶ **Equipment made for opticians, dentists and ophthalmologists.**

*Cegelease* financing products are organized around the following trademarks:

- ▶ *Pharmalease* for pharmacies;
- ▶ *Medilease* for other healthcare professionals;
- ▶ *Cegelease Santé* for pharmacies that are customers of the Group;
- ▶ *Cegelease Entreprise* for a few secure occupational niches (the legal profession, municipal governments, etc.);
- ▶ *Minilease* for oral surgeons.





**Finance.**

# Financial Information

## Key Figures

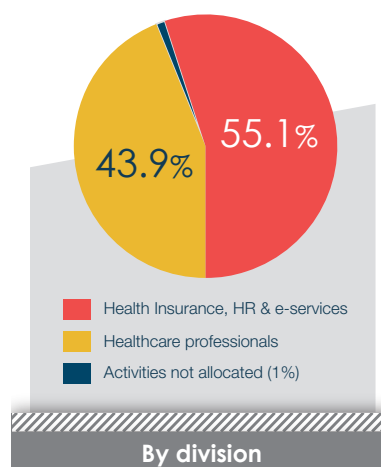
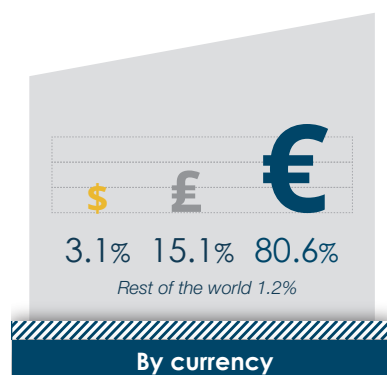
On April 1, 2015, Cegedim announced the completion of the sale of its CRM and Strategic Data division to IMS Health. The transaction lets Cegedim refocus on fast-growing activities. While also accelerating its debt reduction and giving more financial flexibility to insure its development.

**€426.2M**  
of Revenue

**€78.5M**  
EBITDA

**18.4%**  
margin  
EBITDA

## Revenue Breakdown



Follow our Financial  
news on our Website  
**[www.cegedim.com](http://www.cegedim.com)**

and on our Mobile App  
**Cegedim IR**



iOS



Android

As of December 31<sup>st</sup>, 2015

# Financial Market

“Clarty, Simplicity,  
Transparency”

our financial communication  
objective

## Market Capitalization

**€447.9 M** **+9.7% in 2015**

as of December 31, 2015

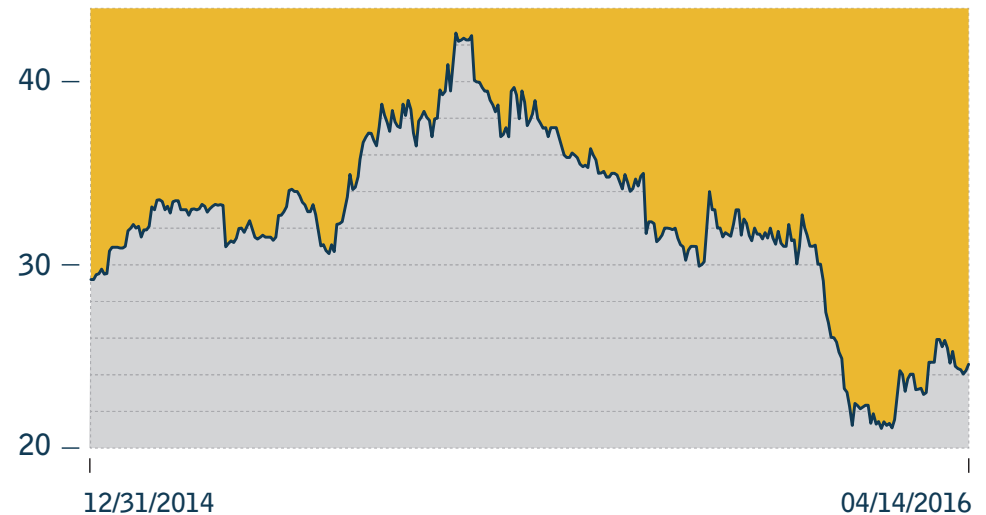
ISIN	FR0000053506
Bloomberg Ticker	CGM
Reuters Ticker	CGDM.PA
Listing	Euronext Paris

## Market Financing

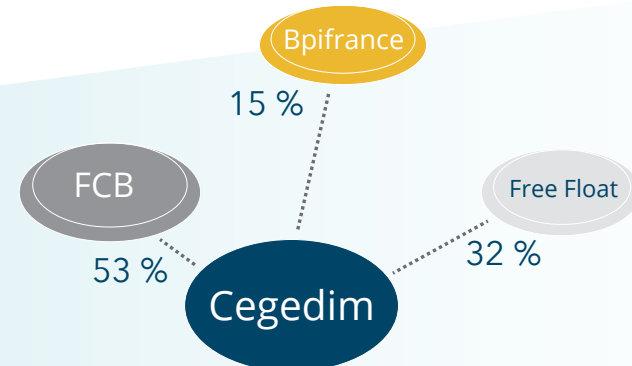
Cegedim has been listed in Paris since 1995.  
The company's accounts are published quarterly.  
The Group also uses market financing in the form of listed bonds.

S&P Credit Rating **BB** Outlook Stable

## Cegedim share price



## Long-term shareholder support



as of March 31, 2016







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Electronic version available on our website  
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