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### Committed to provide full customer support during crisis

- #1 priority: Health & safety of CGM employees and of our customers
- Full service support to our customers (doctors, pharmacies, hospitals) during crisis
- Seamless transition of > 5,000 out of ~5,800 employees to home office with IT infrastructure
- Full availability of hotline support and field service
- Regular exchange with authorities established

NOBODY SHOULD SUFFER OR DIE BECAUSE AT SOME POINT MEDICAL INFORMATION WAS MISSING



### Taking responsibility and supporting health system in COVID-19 crisis



- Offering **TELEMED Mobile Praxis Center** solution free of charge until end of June
- Enabling practice teams to carry out admin tasks from home, i.e. reimbursement & accounting
- Accessing practice IT system via Mobile Praxis
   Center meets highest data protection standards

#### **Telemonitoring**

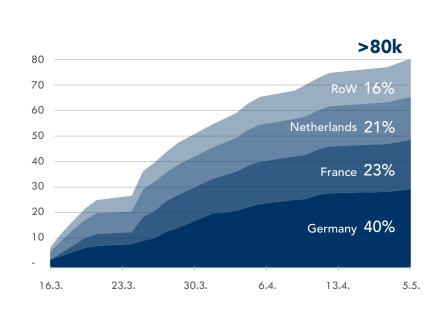


- Relieving hospitals with telesystems for monitoring patients with infection in home quarantine after inpatient treatment
- Protecting medical and nursing staff
- Recording vital parameters wirelessly, transmitting to practitioners and immediately alerting in case of emergency



### Huge demand for free video consultations in COVID-19 crisis

#### Registrations (in thousands)



#### Free video consultation solution

- Since mid-March providing doctors with **video** consultation solution free of charge
- >80,000 registrations for CLICKDOC video consultation within weeks per May 5, 2020
- Protecting doctors, practice teams and other patients from risk of infection by patients suspected of being infected with COVID-19





### Strong Q1/20 during evolving worldwide COVID-19 pandemic



**€183m** (+5%yoy)

Revenue



**€123m** (+10%yoy)

Recurring Revenue



**€43m** (-13%yoy)

EBITDA adjusted



**24%** (-5ppt)

Margin



€0.34

(-28%yoy)

EPS adjusted\*



€53m

(-7%yoy)

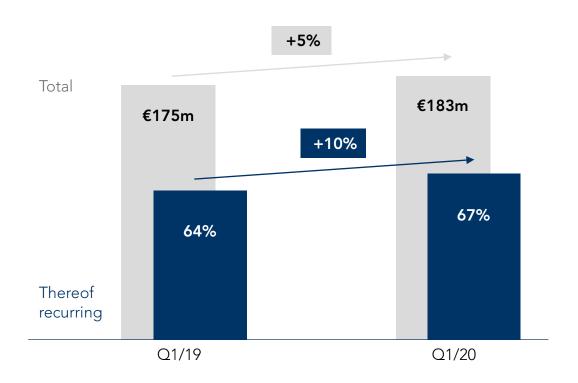
Free Cash Flow adjusted

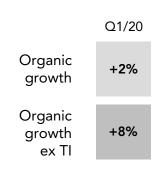
Q1 EBITDA and Free Cash Flow better than expected despite challenging environment





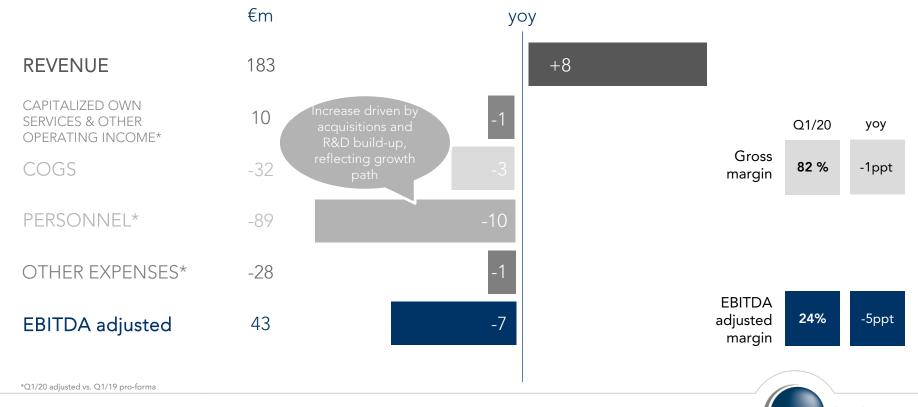
### Significant step forward in recurring revenue contribution







### Adjusted EBITDA better than expected



### Further deleveraging helped by strong free cash flow



#### Net debt significantly reduced in Q1



Since Q1/2020: new €1bn (5Y) loan facility replacing former €0.4bn RCF

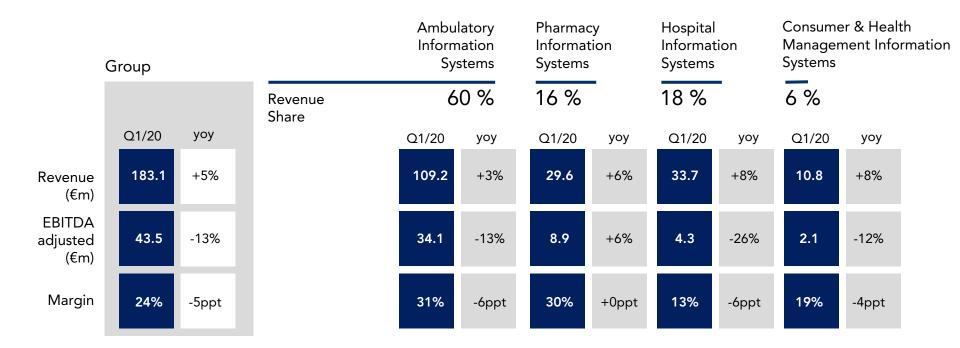
<sup>&</sup>lt;sup>2</sup> Leverage = Net debt (liabilities to banks and financial liabilities (incl. leasing liabilities according to IFRS 16) ./. cash and cash equivalents (with the exception of accounts under third-party management)) / EBITDA adjusted/pro forma (LTM) plus pro rata EBITDA of newly acquired companies



<sup>1)</sup> Q1/20 adjusted vs. Q1/19 pro-forma



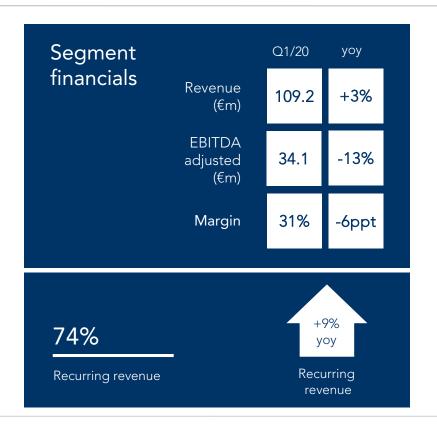
### Q1/20 segments (per new structure, as communicated on Nov. 7)







#### AIS P&L

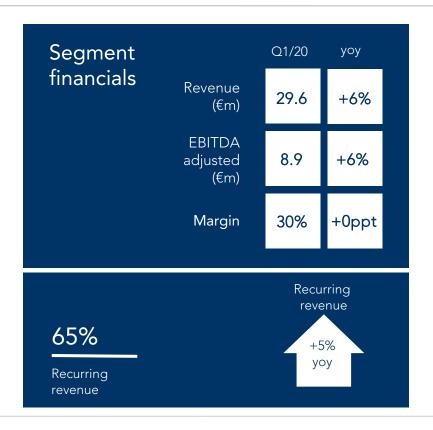


- Organic revenue growth at -1%, ex TI of +10%
- Significant growth in TI services drove 9% growth in recurring revenues
- CGM first to have received Gematik approval for TI connector SW upgrade, subject to field tests
- Prior year EBITDA impacted by positive oneoffs due to IFRS 3 and TI roll-out





#### PCS P&L

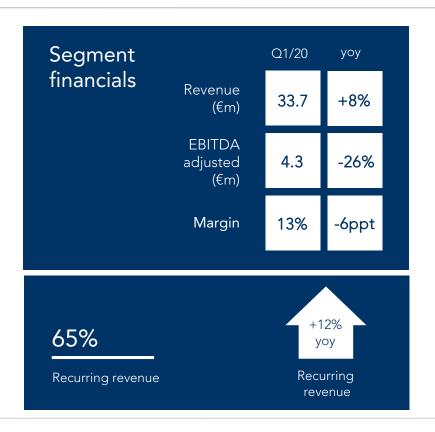


- 5% organic revenue growth, Italy and Germany benefitted from order intake in Q4/19, supported by Windows 7 phasing out
- EBITDA growth in line with revenue development
- TI roll-out expected to start following successful field tests





#### HIS P&L



- 6% organic revenue growth mainly driven by German clinical business and NÖKIS project
- EBITDA decrease due to extra project invest in addition to higher planned R&D spend





### CHS P&L / Operational



- Excellent organic revenue growth of 11% mainly driven by projects with software solutions in health insurance sector
- Prior year EBITDA impacted by positive one-off consolidation effect (IFRS 3)



# **GUIDANCE**



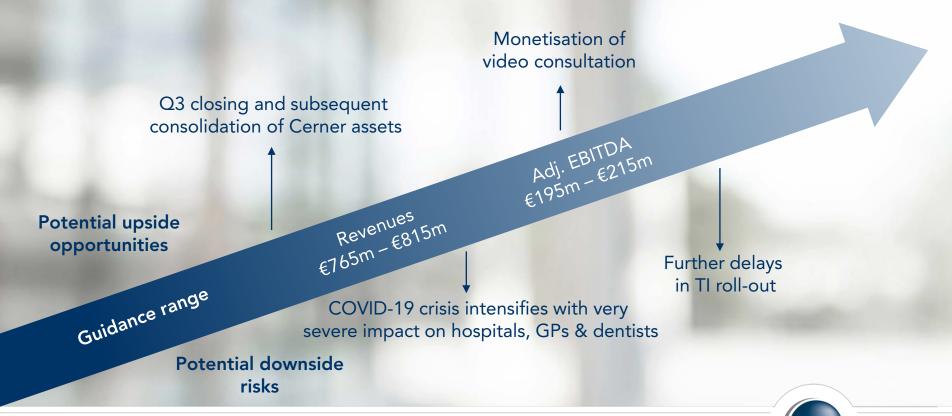
### 2020 Guidance unchanged from Feb 5, 2020

- **Revenues** in the range of €765m to €815m
- Adjusted EBITDA in the range of €195m to €215m

- Guidance represents management's current best estimate of market conditions that will exist in 2020 and how the business segments of CGM will perform in this environment
- Guidance does not include P&L impact associated with potential further acquisitions which have not been closed as of Feb 5, 2020 (Cerner assets <u>not</u> included)
- Guidance reflects all currently available information, particular in regard to COVID-19 and management's forecasts regarding further roll-out of Telematics Infrastructure in 2020



### Guidance 2020 – Moving parts

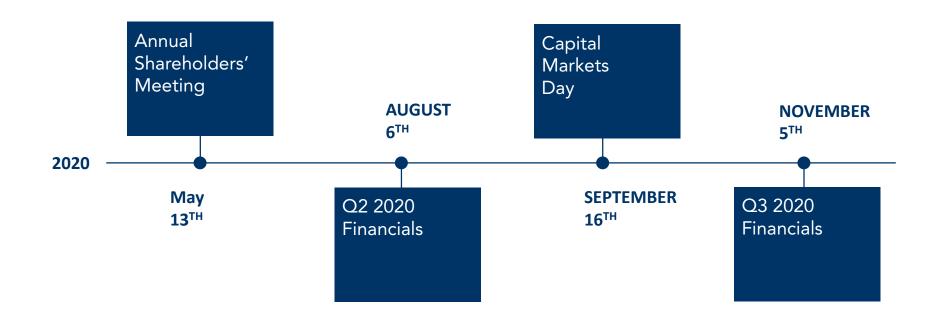


### CGM well positioned for further growth in 2020 and beyond

- Strong market positions across the business segments and regions
- Reliable, <u>crisis-resilient</u> business model with >60% of revenues recurring
- Driving digitization in Healthcare
- Sustainable EBITDA on a high level with strong cash flow profile
- Long-standing track record of value enhancing M&A
- Determined to further enhance value generation and shareholder return



#### Next events 2020



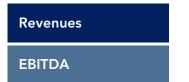


# Appendix



### 2019 segments (per new structure, as communicated on Nov. 7)

	Q1/19	Q2/19	Q3/19	Q4/19	FY/19
Ambulatory Information Systems	106.2	116.5	108.0	113.9	444.6
	39.1	39.3	39.5	43.3	161.1
Pharmacy Information Systems	27.8	27.8	27.7	36.0	119.4
	8.4	6.0	6.6	10.9	31.9
Hospital Information Systems	31.0	32.3	31.2	41.4	135.9
	5.8	1.6	3.1	8.8	19.3
Consumer & Health Management	10.0	10.0	11.0	14.7	45.7
Information Systems	2.4	1.5	3.9	3.4	11.2





### Introducing adjusted earnings KPIs for more transparency

#### **DEFINITION ADJUSTED EBITDA AND EPS (from 2020 onwards)**

- M&A/Transactions
  - Financial impact from acquisitions & divestitures of legal enties and/or essential PPE/material assets
  - Amortization/depreciation as well as write-up of investments
  - M&A transaction costs
  - Effects from purchase price allocation\*
- Share-based option programs
  - Accounting impacts of share-based option programs for executive management
- Restructuring program expenses
- Tax impacts on above mentioned adjustment effects
- Other non-operative, extraordinary or prior period one-time effects



<sup>\*</sup>Adjusting for PPA effects only for the first 12 months post first-time consolidation, mainly for PPA depreciation and amortization as well as corresponding tax effects

### EBITDA reported vs. adjusted

in €m	Q1/20	Q1/19*
EBITDA reported	40.1	45.4
M&A transactions	3.0	-
Share-based option programs	0.5	4.5
Restructuring program expenses	-	-
Other non-operative, extraordinary or prior period one-time effects	-	-
EBITDA adjusted	43.5	49.9



<sup>\*</sup> O1/19 restated (IAS8)
Adjusted figures for 2019 are presented on a pro forma basis: Excluding the one-time effect of stock option-based compensation expenses against cash settlement for a former member of the Management Board and excluding one-time expenses for M&A transactions not pursued further.

## P&L Group Q1/20

in €m	Q1/20	Q1/19
Revenues	183.1	175.2
Capitalized own services /other operating income	9.8	10.6
Expense for goods & services purchased	-32.2	-29.5
Personnel expenses	-89.6	-84.0
Other operating expenses	-31.1	-26.9
EBITDA reported	40.1	45.4
Depreciation & amortization	-16.8	-14.6
EBIT	23.3	30.8
Financial result	-3.9	-1.1
Income from at-equity participations	-0.6	-0.5
EBT	18.8	29.2
Income taxes	-6.0	-8.8
Net income	12.8	20.5
Non-controlling interest	0.1	0.1
EPS reported (€)	0.26	0.41

\*Q1/20 reported vs. Q1/19 restated (IAS8)



### 2020 Revenue segment guidance\*

- AIS (now excl. lab outside US and incl. drug data base business): €453m €485m
  - Acquisition in France contributing ~€15m in 2020
  - TI expected below prior year level due to strong non-recurring revenues in 2019
- PCS: €124m €134m
  - Revenues ex TI with strong prior year comps due to another exceptional performance in 2019
  - Low double-digit million € impact expected from TI rollout
- HIS (now incl. lab business): €142m €148m
  - Low single-digit million € impact expected from TI and acquisition in Italy
- New CHS segment (excl. drug data base business): €46m €48m



### 2020 additionally guided KPIs

- Organic revenue growth 0 6 % for the group
- Recurring revenue >60% of total revenues
- Adjusted\* EPS in the range of €1.70 €1.95
- Capex expected in the range of €70m €80m
- Adjusted\* Free Cash Flow (operating cashflow incl. interest less capex) >€80m anticipated



<sup>\*</sup> adjusted for M&A, restructuring, option programs and other non-operative major one-off effects

#### Investor Relations contact

#### Claudia Thomé

Head of Investor Relations T: +49 (0) 261 8000-7030 claudia.thome@cgm.com

#### CompuGroup Medical SE

Maria Trost 21 56070 Koblenz Germany

Phone: +49 (0) 261 8000-6200 E-Mail: investor@cgm.com ISIN DE 0005437305 WKN 543730 Frankfurter Wertpapierbörse Prime Standard TecDAX / MDAX

