

Q3/2020



Investor/Analyst Call

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Successfully steering through the COVID-19 pandemic

- #1 priority: Health & safety of CGM employees and of our customers
- Full-service support to our customers (doctors, pharmacies, hospitals)
- Extensive hotline support and field service
- New products and services

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



Big thank you to all doctors, medical personnel & caring nurses for their dedication and commitment during these challenging times!

TI rollout – The next level in German healthcare digitization

eHealth: next level applications



Emergency patient
data records



Secure Email



Qualified electronic
signature

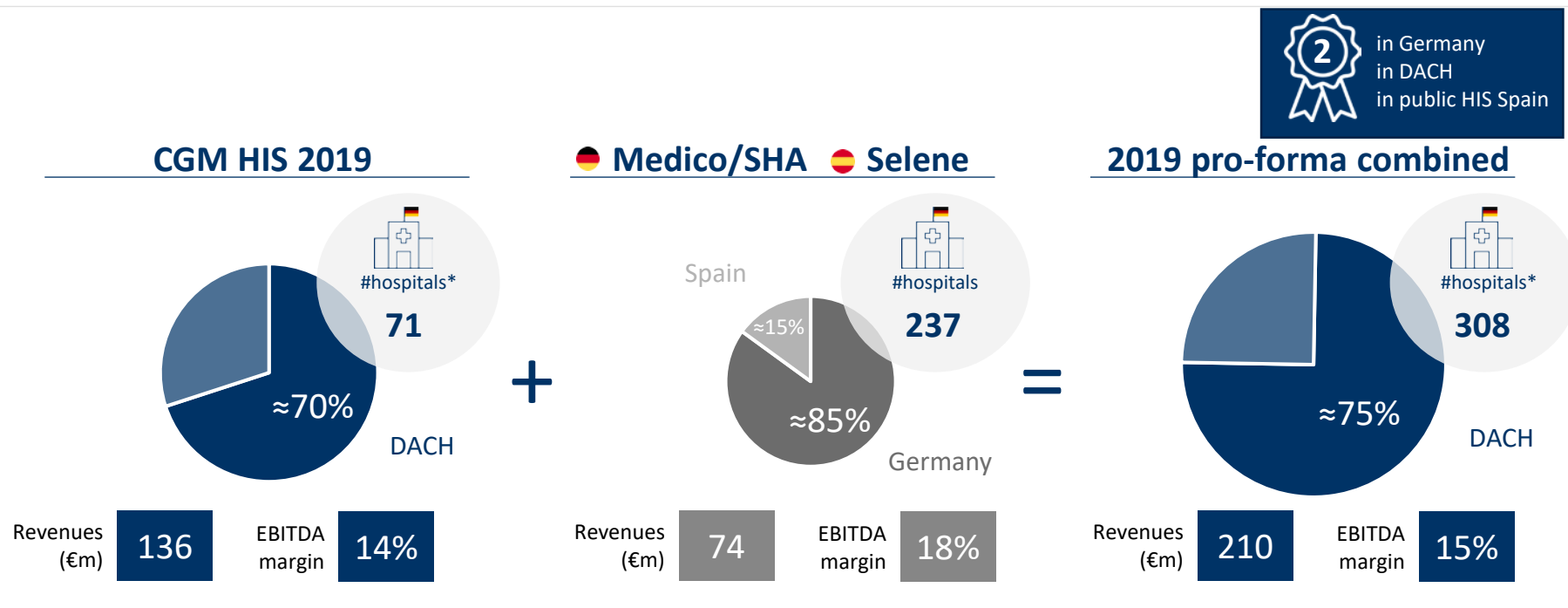


Electronic
medication plan

CGM first mover in terms of eHealth connector

- KoCoBox Med+ approved by Gematik in July 2020
- **Upgrade download** available for all **56k practices**
- First time installation at **pharmacies** started
- **More than 6k PCS orders** received so far
- KIM as enabler for secure communication in healthcare as basis for digitalization of relevant processes
- Stable CGM connector performance, no outage

Excellent start for major HIS transaction with synergies above expectations



Q3/20 first fully consolidated quarter with revenues of €21m well above synergy plan

*German HIS portfolio includes 71 acute clinics & 483 rehab clinics.

Stepping up digital initiatives across the group in Q3/2020

AIS

CLICKDOC video consultations



- Converting registrations into active users and turning active users into paying customers
- > 8k paying healthcare providers
- Expected revenue run-rate (2022ff): low double-digit million-euro

HIS

Hospital Future Act



- > 4bn government package to drive digitization in German hospitals approved
- Focus on electronic medication, patient portals, decision support systems, speech recognition, emergency departments and IT security
- CGM HIS operations in prime position to benefit from mid-2021 onwards post-closing of major transaction

PCS

Digitizing the patient journey



- Cooperation between CLICKDOC and IhreApotheken.de, representing > 7k pharmacies
- Creating open and connected healthcare eco-system
- Patients redeem prescriptions in selected pharmacy via CLICKDOC app within a few hours

CHS

Digital health apps



- Government initiative to include digital health apps in standard collective healthcare
- CGM early mover with prescription assistance for doctors to find the right app for their patients
- CLICKDOC to become the default patient destination for digital healthcare
- Increased investments for integrated health platform

GROUP FINANCIALS

Record quarter fueled by TI rollout and HIS acquisition



€231m
(+30%yoy)

Revenue



€135m
(+16%yoy)

Recurring
Revenue



€67m
(+42%yoy)

EBITDA



29%
(+2ppt)

Margin



€0.71
(PY: €0.51)

EPS



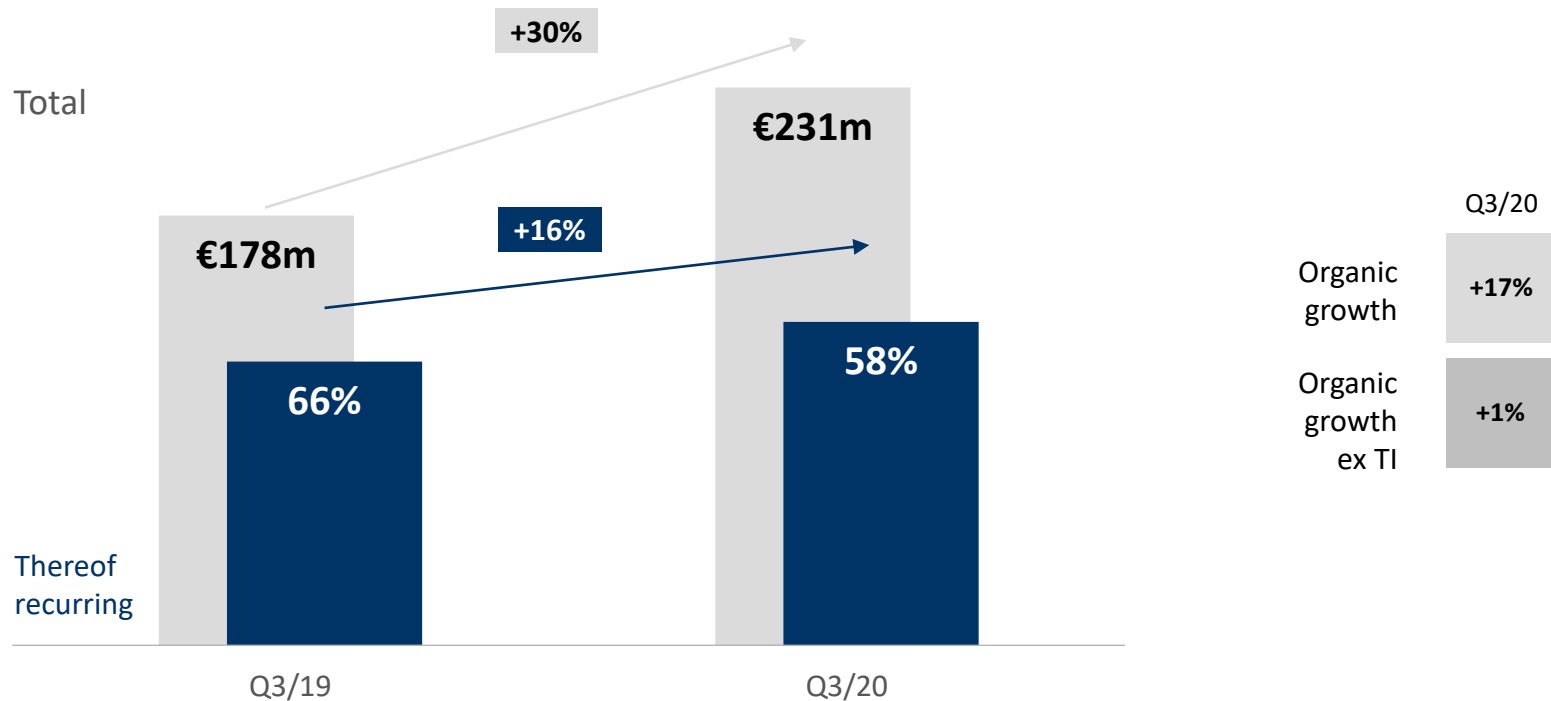
€31.8m
(>+100%yoy)

FCF

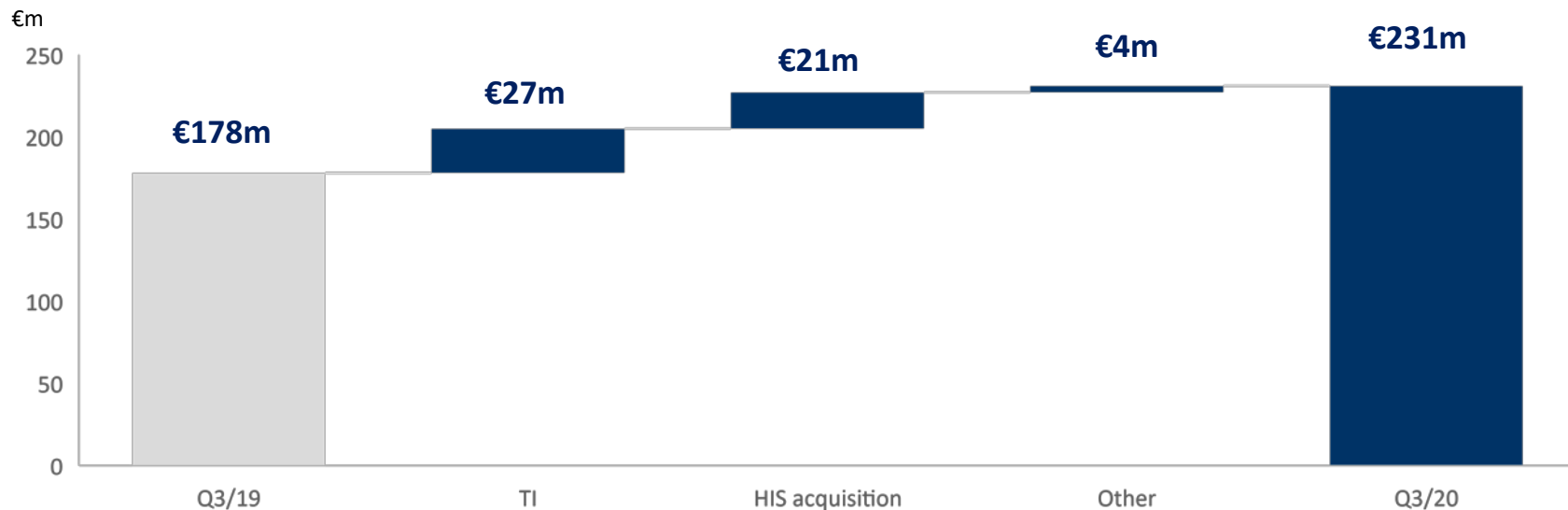
Outstanding quarterly performance on all dimensions

EBITDA, EPS and FCF adjusted, EPS diluted

Organic revenue growth of 17% due to TI rollout



Record revenues and EBITDA boost

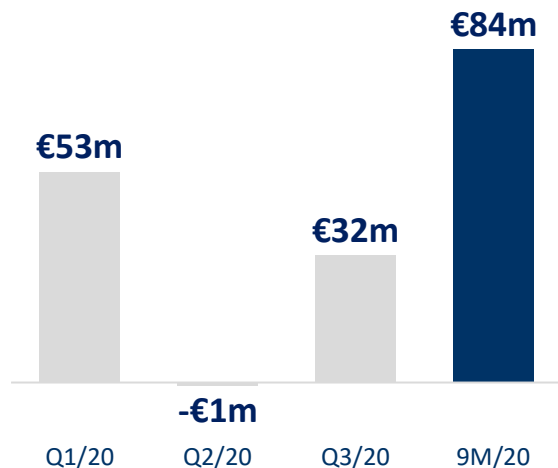


EBITDA +42%, margin at 29% (up 2ppts)

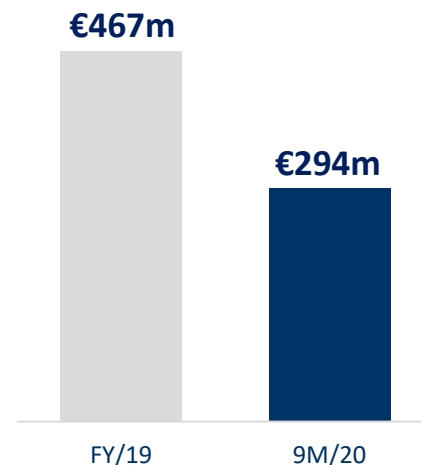
- Excellent start of HIS acquisition, realizing first revenue synergies
- TI rollout fully on track

Excellent cashflow and low leverage post share placement and HIS acquisition

FCF well on track towards FY guidance



Net debt significantly reduced



Leverage¹⁾ **2.4x** **1.3x**

¹⁾ 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




SEGMENTS

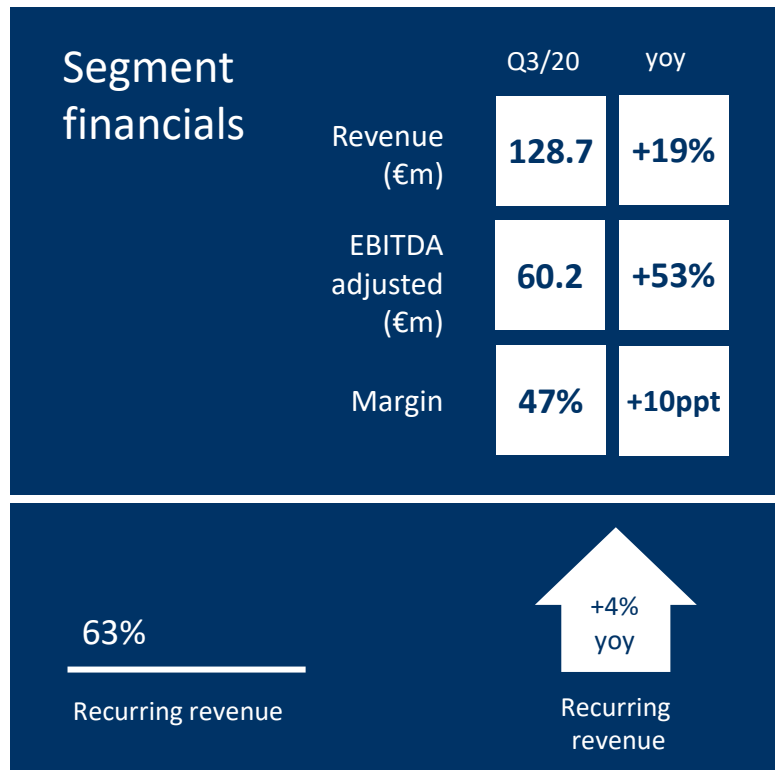


Q3/20 – All segments with excellent performance

Group		Ambulatory Information Systems		Pharmacy Information Systems		Hospital Information Systems		Consumer & Health Management Information Systems			
		Revenue Share									
		Q3/20	yoy	Q3/20	yoy	Q3/20	yoy	Q3/20	yoy		
Revenue (€m)		231.3	+30%	128.7	+19%	34.9	+26%	56.1	+80%	11.6	+5%
EBITDA adjusted (€m)		67.1	+42%	60.2	+53%	8.6	+30%	7.7	>+100%	1.9	-51%
Margin		29%	+2ppt	47%	+10ppt	25%	+1ppt	14%	+4ppt	16%	-19ppt

A photograph of a medical professional in a white lab coat with a stethoscope around their neck, sitting at a desk and typing on a laptop. In the foreground, a patient's hands are visible, resting on the desk. The scene is brightly lit, suggesting a clinical or hospital setting.

AMBULATORY INFORMATION SYSTEMS



Q3/20 yoy

- Excellent organic revenue growth +17% driven by completed TI software upgrade
- Organic revenue ex TI -3%, versus strong PY (Win 10 & ELGA) and COVID-19 (US & dental)
- **Recurring revenues** +4%, representing 63% of total revenues
- **Adjusted EBITDA** +53% yoy and margin up 10ppts due to higher return of TI upgrade

A female pharmacist with short, dark, curly hair is shown in profile, looking towards the right. She is wearing a white lab coat over a dark top. She is holding a tablet computer with both hands. The background is a blurred pharmacy setting with shelves and equipment. A large white rectangular box with rounded corners is positioned on the right side of the image, containing the title text.

PHARMACY INFORMATION SYSTEMS

Segment financials

	Q3/20	yoy
Revenue (€m)	34.9	+26%
EBITDA adjusted (€m)	8.6	+30%
Margin	25%	+1ppt

53%

Recurring
revenue

Recurring
revenue

+6%
yoy

Q3/20 yoy

- Strong **organic** revenue growth of +26%, supported by first time pharmacy TI rollout
- Org. revenue growth ex TI of +6% reflects strength of underlying biz despite pandemic
- **Adjusted EBITDA** in line with TI growth

A photograph of two male doctors in a hospital hallway. The doctor on the right is wearing a white lab coat over blue scrubs, has a stethoscope around his neck, and is holding a tablet. He is looking towards the other doctor. The doctor on the left is seen from the back, wearing a white lab coat over a light blue shirt. The background shows a modern hospital interior with large windows and doors.

HOSPITAL INFORMATION SYSTEMS

Segment financials

	Q3/20	yoy
Revenue (€m)	56.1	+80%
EBITDA adjusted (€m)	7.7	>100%
Margin	14%	+4ppt

60%

Recurring revenue

+69%
yoy

Recurring revenue

Q3/20 yoy

- First time consolidation of largest acquisition leads to +80% revenue jump
- Excellent rebound post softer Q2 with +10% organic revenue growth
- Acquisition of Cerner assets with €21m revenue well above synergy plan
- **Adjusted EBITDA** up significantly yoy and margin up 4ppts

A close-up photograph of a person's hands. The left hand holds a white glucose test strip, which is being inserted into a white smartphone. The right hand is positioned near the phone's screen. A white medical marker lies on the surface to the left of the phone. The background is a soft, out-of-focus light color.

CONSUMER & HEALTH MANAGEMENT INFORMATION SYSTEMS

Segment financials

	Q3/20	yoy
Revenue (€m)	11.6	+5%
EBITDA adjusted (€m)	1.9	-51%
Margin	16%	-19ppt

13%

Recurring revenue



Recurring revenue

Q3/20 yoy

- **Organic** revenue growth of 10% mainly driven by German Intermedix business
- First proof point for consumerization with launch of digital health apps platform
- **Adjusted EBITDA** impacted mainly by increased R&D investments

GUIDANCE



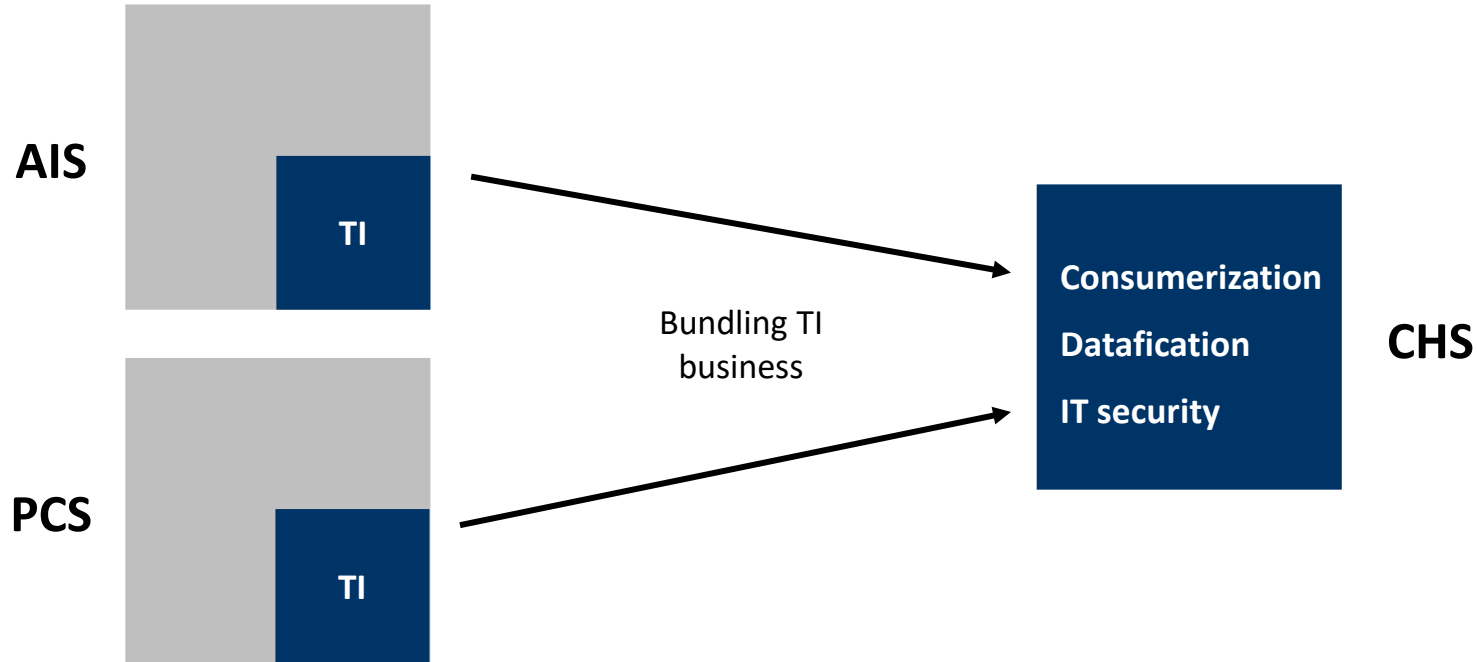
Guidance unchanged versus increase as of August 2020

€m	Updated guidance (Aug 6, 2020)		Updated guidance (Aug 6, 2020)	
Group revenues	820 – 860	Segments	AIS revenues	470 – 490
Adj. EBITDA	205 – 220		PCS revenues	124 – 134
Organic growth (group revenues in %)	2 – 6		HIS revenues	180 – 188
Recurring revenue (in % of total revenues)	> 60		CHS revenues	46 – 48
Adj. EPS (diluted, in €)	1.75 – 1.95			
CAPEX (in €m)	65 – 75			
Adj. FCF* (in €m)	> 85			

Guidance reflects management's best estimate based on the currently available information, particularly with regard to COVID-19 and the further rollout of Telematics Infrastructure.

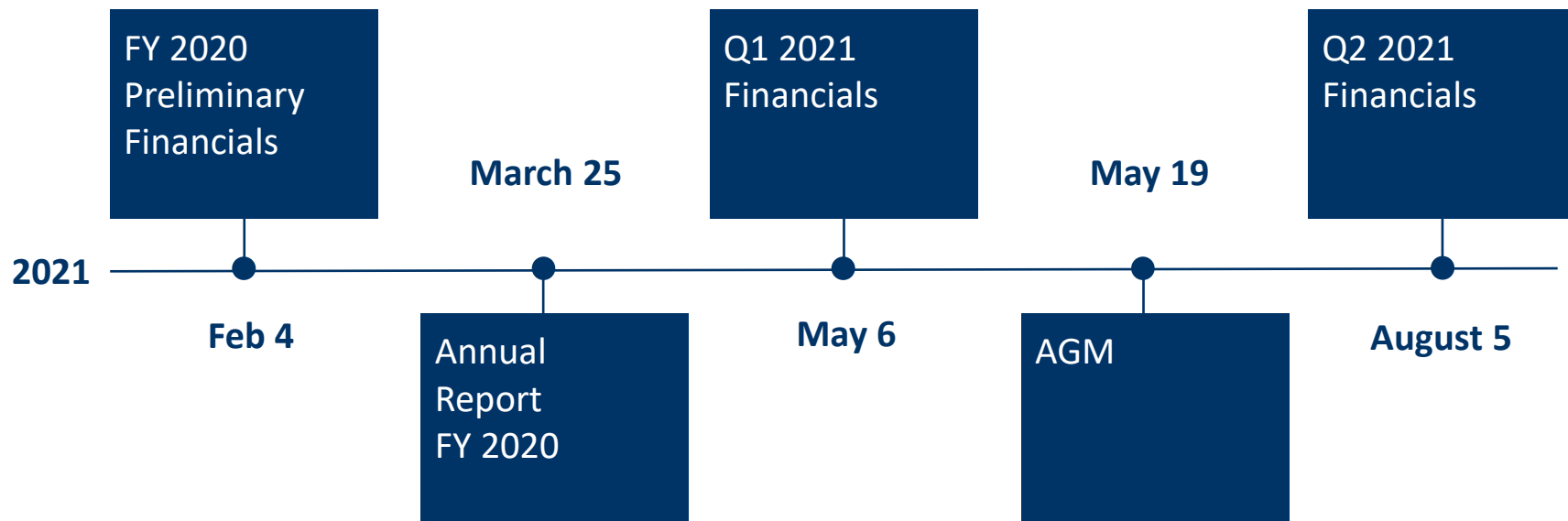
*Adjusted FCF: Operating cashflow incl. interest less capex, adjusted for M&A, restructuring, option programs and other non-operative major one-off effects; updated guidance including dilution following share placement and capital increase in June

Further increasing transparency from 2021 onwards



- Further aligning management responsibility and reporting
- Increasing visibility of AIS and PCS underlying core business for investors

Next events 2021





Q&A

**PLEASE PRESS 01
TO ASK QUESTIONS**

9M/20 segments

Group		Ambulatory Information Systems		Pharmacy Information Systems		Hospital Information Systems		Consumer & Health Management Information Systems		
		Revenue Share								
		9M/20	yoy	9M/20	yoy	9M/20	yoy	9M/20	yoy	
Revenue (€m)	594.3	+10%	344.2	+4%	94.1	+13%	123.2	+30%	32.9	+6%
EBITDA adjusted (€m)	155.2	+10%	131.4	+12%	25.5	+22%	17.4	+67%	5.4	-31%
Margin	26%	+0ppt	38%	+2ppt	27%	+2ppt	14%	+3ppt	16%	-9ppt

EBITDA reported vs. adjusted

€m	Q3/20	Q3/19*
EBITDA reported	66.4	43.3
M&A transactions	-	11.5
Share-based option programs	0.6	-7.6
Restructuring program expenses	-	-
Other non-operative, extraordinary or prior period one-time effects	0.1	-
EBITDA adjusted	67.1	47.3

* 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 Q3/2020

€m	Q3/20	Q3/19
Revenues	231.3	177.9
Capitalized own services /other operating income	10.4	8.0
Expenses for goods & services purchased	-40.1	-28.4
Personnel expenses	-96.7	-78.1
Other operating expenses	-38.4	-36.2
EBITDA reported	66.4	43.3
Depreciation & amortization	-18.4	-14.8
EBIT	48.0	28.5
Financial result	1.3	-0.2
Income from at-equity participations	-	-1.1
EBT	49.3	27.2
Income taxes	-14.5	-9.1
Net income	34.9	18.1
Non-controlling interest	0.1	0.0
EPS reported, diluted (€)	0.66	0.37

P&L Group 9M/2020

€m	9M/20	9M/19
Revenues	594.3	539.7
Capitalized own services /other operating income	32.3	25.3
Expenses for goods & services purchased	-102.2	-96.2
Personnel expenses	-276.3	-250.4
Other operating expenses	-98.8	-92.3
EBITDA reported	149.3	126.1
Depreciation & amortization	-52.2	-44.2
EBIT	97.0	81.9
Financial result	-4.9	-2.8
Income from at-equity participations	-0.8	-2.3
EBT	91.4	76.8
Income taxes	-27.4	-24.0
Net income	64.0	52.8
Non-controlling interest	0.2	0.3
EPS reported, diluted (€)	1.24	1.06

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