

A group of people in a meeting looking at a laptop screen. The image is overlaid with a semi-transparent white box containing text. The background shows a man with a beard and a woman in a striped shirt looking at a laptop. The lighting is bright and blue-toned.

CGM – THE INNOVATIVE POWERHOUSE

Frank Brecher

Our mission: Striving for great products and efficiency in R&D

The new CTO

- **Coordination of all R&D tasks** with a dotted line to all product teams
- Final decisions on **technology** and **software architecture**
- Providing **near- and offshore development services** to all business units
- Guidance regarding **coding quality & standards, IT security, UX, life cycle management ...**
- Improvement of **development efficiency**
- Focus on **future technologies like AI, machine learning ...**

Turning Covid-19 into an opportunity

We moved ~5,000 employees worldwide into home office within 48 hours.

- due to **readiness, flexibility** and **security** of the **IT infrastructure** (Zoom, Zscaler, checkpoint VPN, open-stack environment)
- and with **full transparency** on **productivity** and **output** due to centralized systems

No loss in efficiency and continuous output in service, support and development

... while at the same time **maintaining our innovative power**
... to **launch market ready solutions** during the pandemic
... and **scale existing offerings** to meet the demand

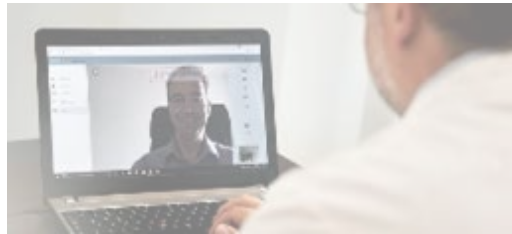
Benefitting from forward looking R&D in previous years during COVID-19

Mobile practice management



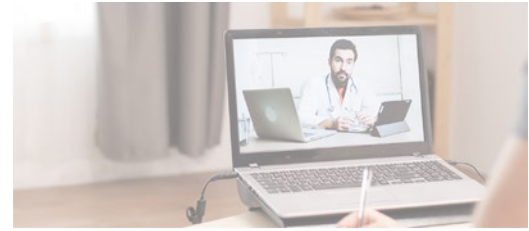
- Offering **TELEMED Mobile Praxis Center** solution free of charge until end of June
- Enabling practice teams to carry out **admin tasks from home**, i.e. reimbursement & accounting
- Accessing practice IT system via Mobile Praxis Center meets **highest data protection standards**

Telemonitoring



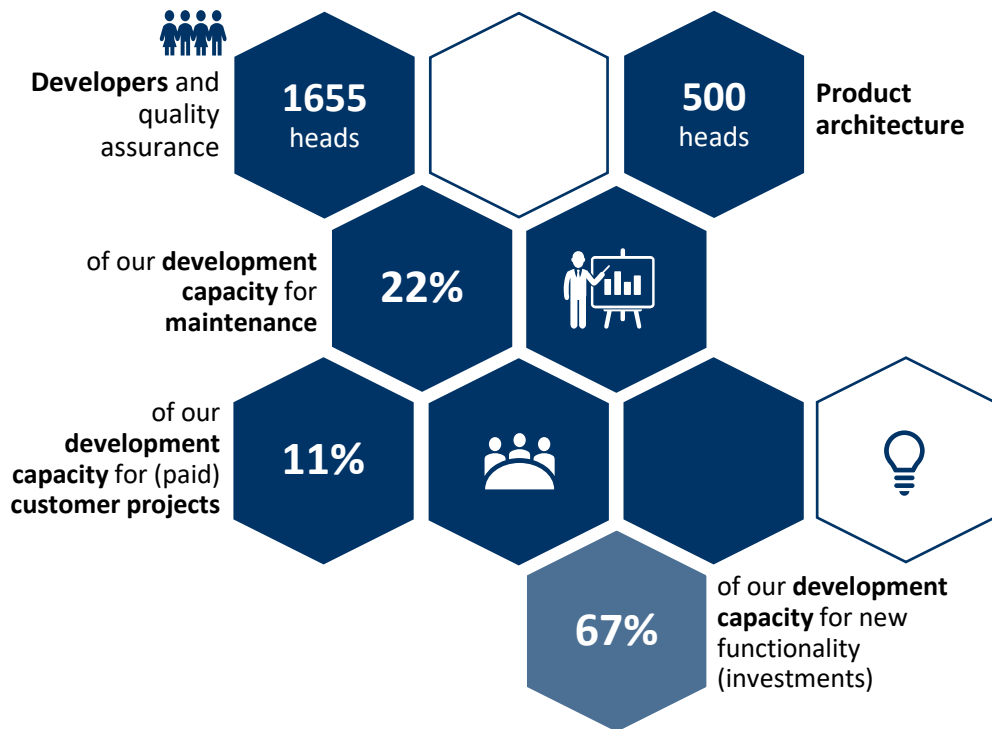
- **Relieving hospitals** with telesystems for **monitoring patients** with infection **in home quarantine** after inpatient treatment
- **Protecting medical and nursing staff**
- **Recording vital parameters** wirelessly, **transmitting** to practitioners and immediately **alerting** in case of emergency

Video consultation

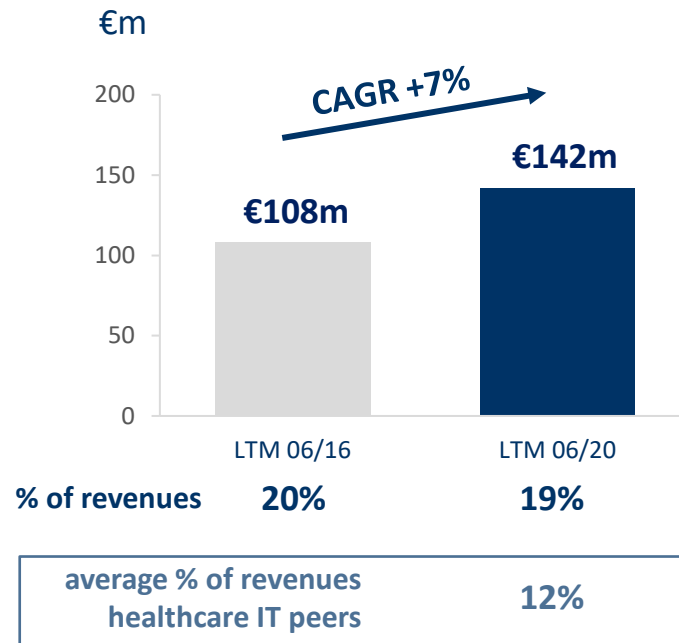


- Massive increase in demand with **~90,000 registrations** for CLICKDOC video consultation within weeks
- Protecting doctors, practice teams and other patients from **risk of infection** by patients suspected of being infected with COVID-19

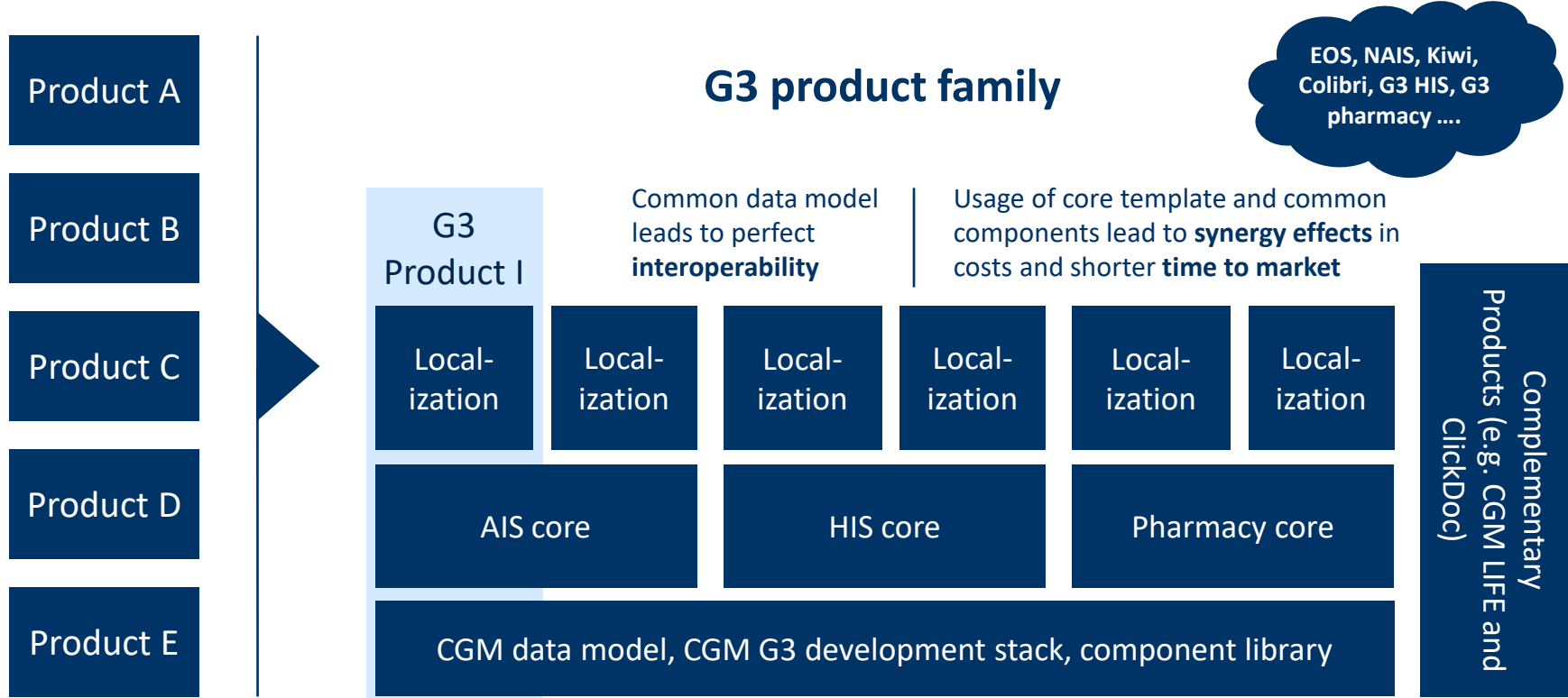
Strong focus on innovation with 67% of R&D for new functionalities



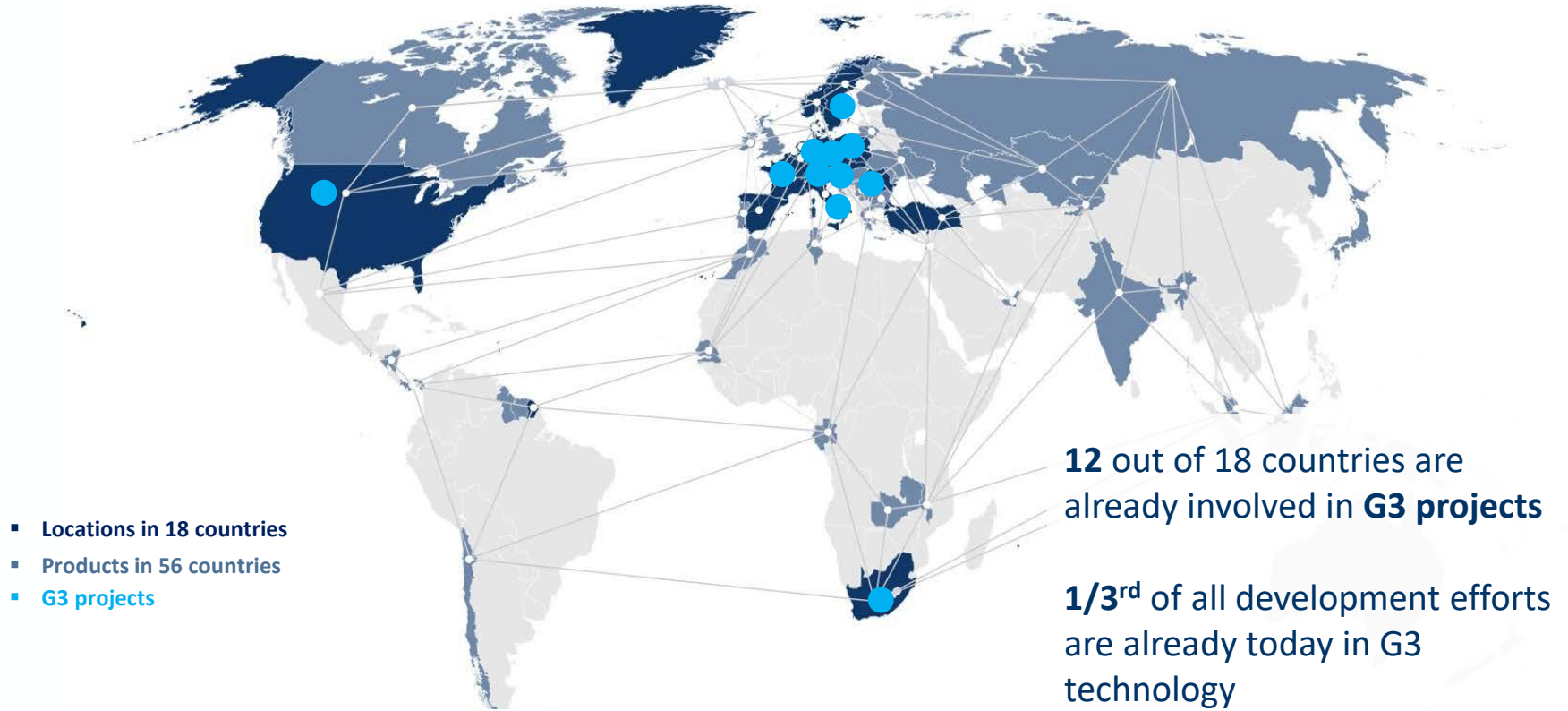
R&D spending (incl. CAPEX)



G3 strategy – Maximum efficiency & shorter time to market

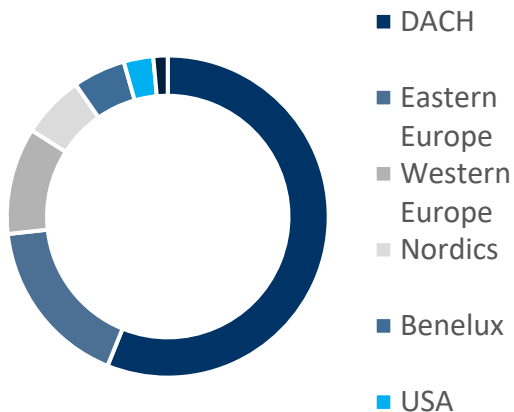


Focus on next generation technology



Enabling growing innovation by build-up in R&D workforce across the group

More than 2,100 employees in R&D



**35% total employees in R&D at CGM versus
27% healthcare IT peer group average**

Our R&D hub CGM Romania



History

Founded in 2016 starting with 3 employees



Strategy

Serves as an intra-group development provider



Employees

from 31 in 2016 to 197 in 2019



Development projects

highly integrated in development projects of business units and central services

Ambition to safeguard excellence and improve efficiency in R&D

- Striving for **efficiency in R&D**
- **Never compromising on product quality**
- **Full focus on IT security & connectivity**
- **Continuously investing** for innovation
- Building up **R&D workforce** globally
- Tailoring **product development** to **market trends** and **customer needs**

