

A person wearing a white lab coat is seated at a desk, typing on a laptop. The scene is brightly lit, suggesting a clinical or office environment. In the foreground, a pair of glasses and some papers are visible on the desk, slightly out of focus. The overall atmosphere is professional and focused.

# **AIS & PCS – HIGH RESILIENCE & EXCELLENT PERFORMANCE**

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**CMD Sep 16, 2020**

# AIS – Leading market positions in core markets Germany and France



We are the **leading provider** of ambulatory information systems, servicing

in **~48k** practices

37k GPs

11k dentists

Thereof **~44k** practices also TI customers (+12k other = TI installed base of ~56k in AIS)

**#1** market position  
**>40%** market share

64k GPs

**>80k** doctors

20k dentists

**#1-2** market position  
**>25%** market share



We are the **leading provider** of ambulatory information systems, servicing

**~47k** therapists & nurses

**#1** market position  
**>25%** market share

**#1** market position  
**>40%** market share

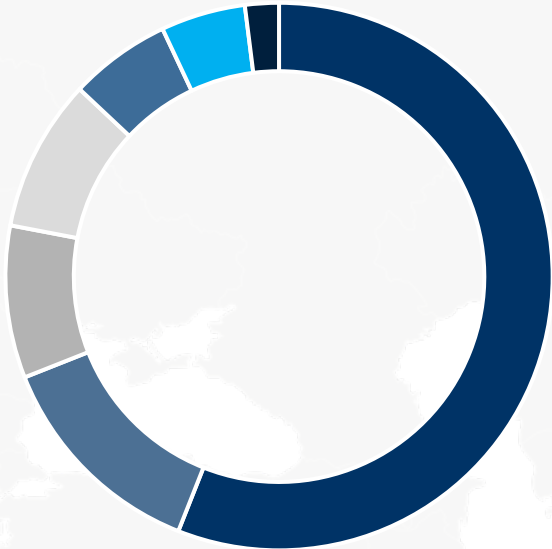
**>40k** doctors

# AIS – Excellent positioning in European markets

## CGM AIS



## Revenue split H1/2020



- DACH
- France
- Benelux
- USA
- Nordics
- Other Europe
- RoW

## DECEMBER 2019

### Acquisition of 100% of France based software provider EPSILOG

- Key product: VEGA, a **leading ambulatory information system for physiotherapists and nurses in France**
- Complementary product and thereby access to new market segments
- **Financial impact** of ~€15m revenues and mid single-digit million EBITDA



## AUGUST 2020



- **47,000** health service providers in the French market
- Smooth integration process
- **Cross selling** initiatives, e.g. CLICKDOC video consultation
- Close coordination with our units in Denmark and Belgium serving similar markets

# Video consultation as example how to quickly adopt and scale market trends



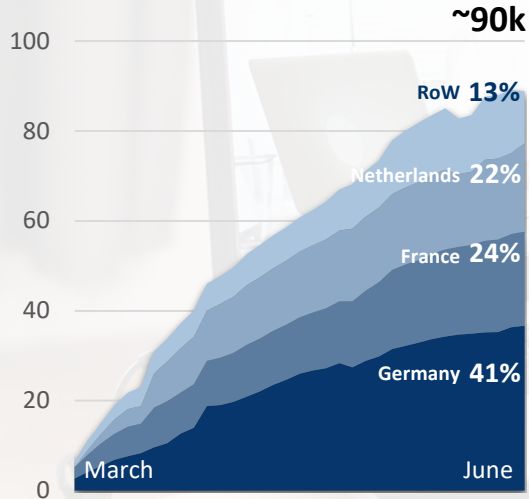
Usage of **video consultation** boosted through **COVID-19 pandemic**

2017  
**2%**  
of practices\*

2020  
**>50%**  
of practices\*

## Free trial phase

# registrations



## Turning into regular usage

- Active users ~25% of registrations
- 30% of active users >3 sessions/week
- Pay packages in US, Germany, France and Netherlands
- Already >7k contracts signed by Aug 20

Expected run rate potential revenue (2022 onwards)  
Low double-digit million euro range

\*Survey snapshot May 2020: share of practices offering video consultation

# AIS – Strong financials with high share of recurring revenues



## Ambulatory Information Systems (AIS)

	LTM 06/20	YOY
Revenue (€m)	<b>437</b>	<b>-1%</b>
Recurring rev share	<b>73%</b>	<b>+8ppt</b>
EBITDA adjusted (€m)	<b>154</b>	<b>-1%</b>
Margin	<b>35%</b>	<b>0ppt</b>

## Revenue development underlines resilience



	Q3/19	Q4/19	Q1/20	Q2/20
<b>organic ex TI</b>	9%	4%	10%	7%
<b>recurring</b>	12%	11%	9%	8%

# PCS – Excellent market positions in our core pharmacy markets Germany & Italy



We are **one of the leading providers** of pharmacy information systems, servicing

in  
**~4k**  
pharmacies

**#4** market position  
**~20%** market share

**Thereof ~2.5k already TI customers by orders in current rollout  
(plus >2.5k other orders = total TI orders of >5k in PCS)**



We are **the leading provider** of pharmacy information systems, servicing

in  
**>10k**  
pharmacies

**#1** market position  
**>50%** market share

# PCS – Strong financials with high share of recurring revenues



## Pharmacy Information Systems (PCS)

	LTM 06/20	YOY
Revenue (€m)	<b>123</b>	<b>+7%</b>
Recurring rev share	<b>61%</b>	<b>0ppt</b>
EBITDA adjusted (€m)	<b>34</b>	<b>+10%</b>
Margin	<b>28%</b>	<b>+1ppt</b>

## High revenue resilience during COVID-19

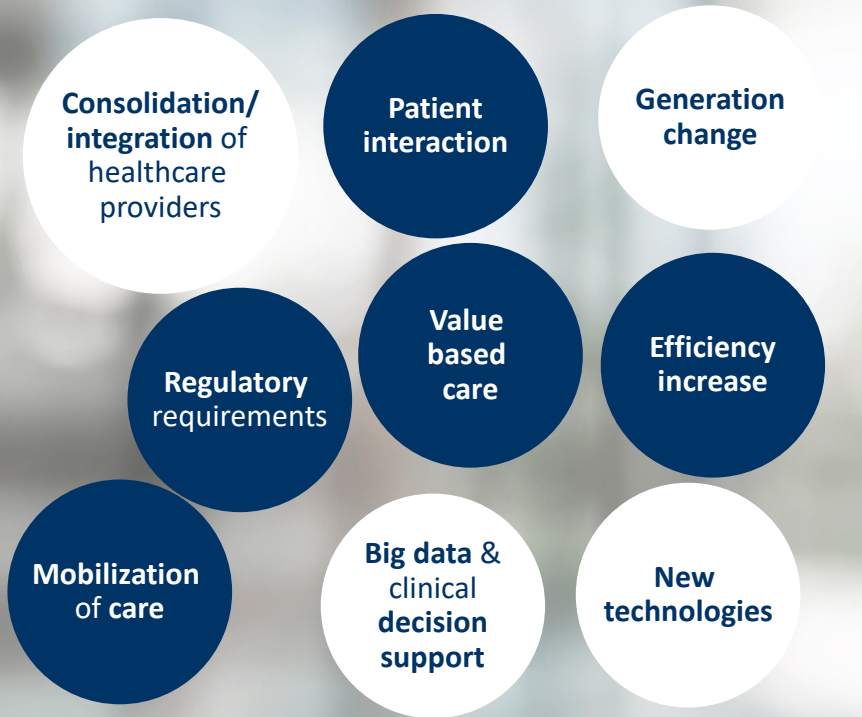


	Q3/19	Q4/19	Q1/20	Q2/20
<b>organic</b>	7%	7%	5%	6%
<b>recurring</b>	3%	7%	5%	9%



# Broad set of market trends continuously drives growth for our business

## Market trends



- **Areas of product innovation**
  - Compliance
  - Administrative process optimization
  - Business value creation
  - Clinical decision support
  - Doctor-patient-interface
  - Professional services / hardware
- **New markets and business models**
- **Introduction of new generation products (G3)**

# Opportunity in business model – Stronger digital interaction between players


Doctors

Patients

Pharmacies




Online appointment  
eQuestionnaire  
Video consultation

 ~1bn  
contacts  
p.a.

Data storing

Recall / reminder

ePrescription

 ~480m  
prescriptions p.a.

Health apps

...



Search

ePrescription

Drug availability check

Home delivery

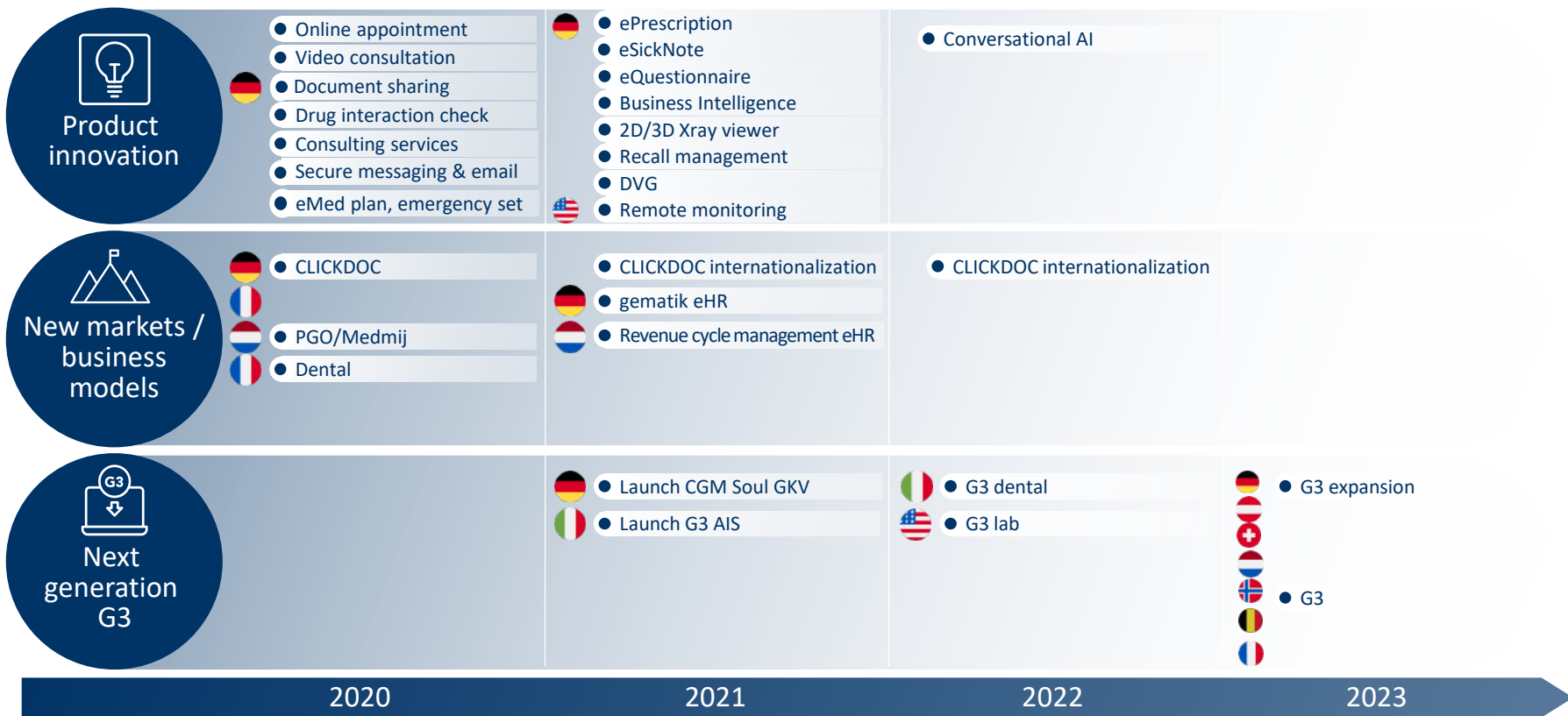
Video consultation

Data storing

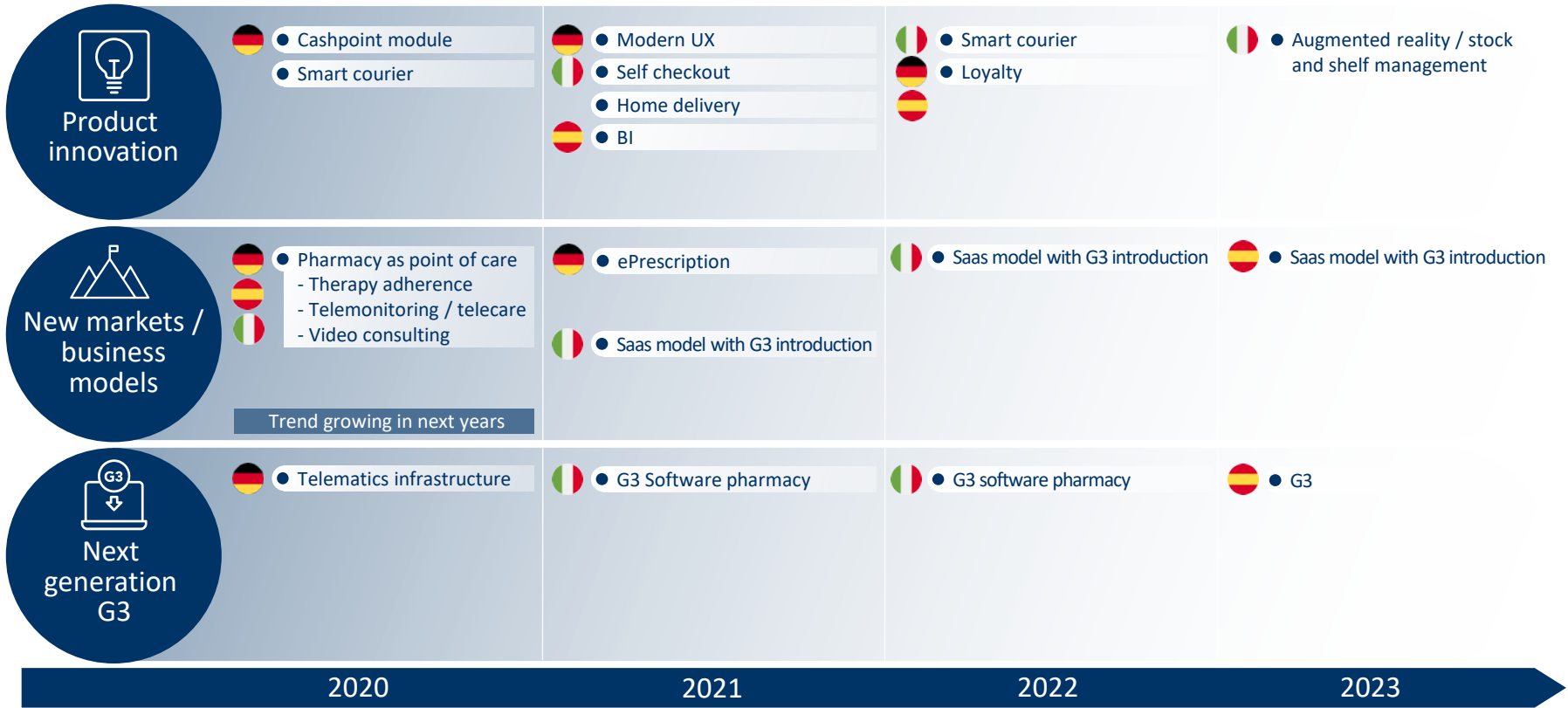
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# AIS – Broad product pipeline as basis for further growth



# PCS roadmap for product innovation and next generation rollout



# CGM uniquely positioned to drive digitization for doctors and pharmacies

- **Attractive customer base and strong market positions**
- High resilience due to **strong recurring revenue base** and broad international setup
- Proven **capability to react quickly during pandemic** with innovative product portfolio
- Driving **next level digitization & connectivity** for doctors and pharmacies through TI rollout
- **High profitability** while continuing to **invest in R&D and innovation**



**Set for further growth, based on broad customer base and comprehensive product pipeline – including new business models**