

INTEGRATING TO UNLEASH OPPORTUNITIES IN THE US MARKET

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We delivered since the last Capital Markets Day

Since September 2021...

Organic growth of 3%* before revenue synergies

Numerous successful cross-integration projects creating a best-in-class joint product offering

Our vision

Be THE

premier **healthcare ambulatory software, lab, and revenue cycle management company** in the US that propels a physician practice, enterprise, or lab to the next level of clinical excellence, financial success, and optimal patient engagement leading to healthy outcomes.

Well positioned in attractive US healthcare market

~1,800

employees in US and India

9

physical office locations

#4

player in US ambulatory healthcare IT

1

of the leading US players in lab information systems

30+

years in the market across all units



recognized brands

eMDs, MEDISOFT, LYTEC, APRIMA, LABDAQ

CGM US has the **scale, investment, and expertise** to deliver the most impactful solutions ever. We remove operational burden and **allow providers and healthcare organizations to focus on care.**

"Eat Our Own Cooking"

Permanent testing of our products to ensure customer satisfaction



Excellent customer base in ambulatory and lab business

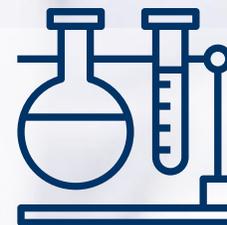


#4 position¹⁾

CGM is one of the **leading providers** of ambulatory information systems in the US, servicing

>60k
providers

>30k
practices



#1 position²⁾

CGM is one of the **leading providers** of laboratory information systems in the US, servicing

>4k
labs

>1.8k
clients

We are processing incredible data volumes

600,000+

Telehealth minutes per year



250,000+

users in our systems every day



>51,000,000

electronic prescriptions per year



millions

of patients impacted every day



tens of millions

of electronic data interchange transactions per month



hundreds of millions

of lab tests per month



billions

of dollars in financial transaction flow



Tailored solutions for the US market



Best-in-class electronic health record and practice management systems

CGM APRIMA

EHR and Practice Management



Market-leading charting workflows and technology expertise

- ✓ Adaptive learning
- ✓ Intelligent navigation
- ✓ Highly interoperable with health information exchange, hospitals, accountable care organization

Multi-time KLAS® award winner

“Anytime, anywhere replication” ideal for disconnected palliative / primary care home care / nursing home care / geriatric care

APRIMA NOW mobile tablet and smartphone enabled

User interface modernization in process

Long-time proven revenue cycle management

ARIA 

Health Services



Tailored, blended shore, flexible end-to-end revenue cycle management services

- ✓ Over 1,300 offshore dedicated revenue cycle management experts in India
- ✓ Onshore account management organization – customer facing

Provider credentialing / enrollment, hospital privileging, and Credentials Verification Organization

Technology-driven using proprietary service delivery optimization software and AI focus starting in H2/2022

KPI-driven operations with power business intelligence tools

B2B market focus starting in H2/2022

eMEDIX – Excellent clearinghouse portfolio

- ✓ Robust electronic data interchange and revenue cycle management tools and tracking
- ✓ Over 30 years of experience
- ✓ Tightly integrated with numerous practice management systems
- ✓ More B2B focus in H2/2022 and beyond



Enrollment

- ✓ Provider enrollment
- ✓ Online tools and team

Claims

- ✓ 4 levels of scrubbing
- ✓ Attachments
- ✓ Real time eligibility
- ✓ Real time claim status
- ✓ Patient responsibility estimation

Remits

- ✓ Remittance manager
- ✓ Denial management

More

- ✓ Statements / collection letters
- ✓ Online patient payments – no registration needed
- ✓ Self service tools
- ✓ Reporting



Largest installed base in lab information systems

CGM LABDAQ

Laboratory Information System

CGM SCHUYLAB

Laboratory Information System

CGM AP EASY

Laboratory Information System

4,000+
labs served

67
analyzer companies
interfaced

30
years lab information
systems experience

More installations than any other lab information system vendor including physician offices independent labs / clinics, reference labs, veterinary, hospitals, and cannabis testing

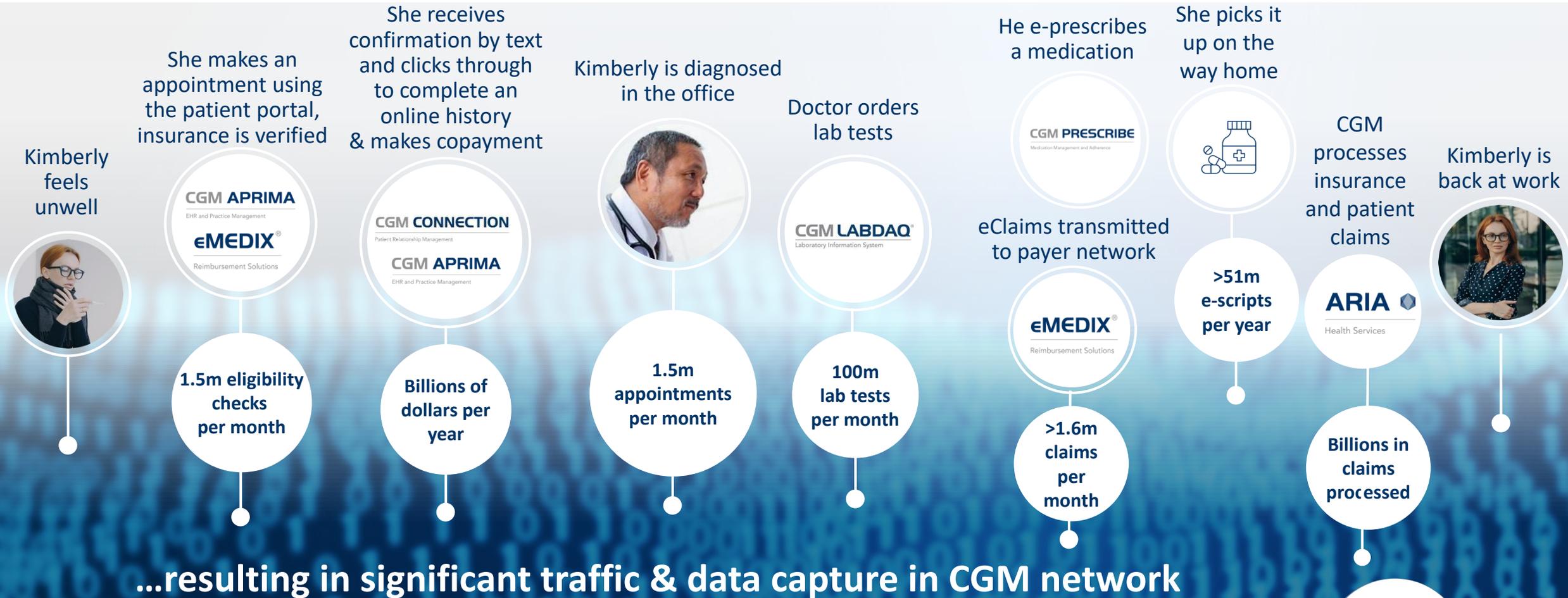
Modular, scalable solutions customized to meet needs of different lab types and sizes

Total connectivity with comprehensive library of interfaces to:

- ✓ Analyzers, e-health records, hospital information and practice management systems, national and regional laboratories, lab outreach, and health departments

Multiple language capabilities marketed in US, Caribbean, South American, and Indo-Pacific markets

We enable the full end-to-end patient journey



2022 and beyond primary organic growth drivers



**Winning
new customers**



**Retain & monetize
the large client base**



**Expand
eMEDIX electronic data
interchange business**

Winning new customers



- ✓ Bundling software & services for practice and revenue cycle management
- ✓ Focusing on growing adjacent markets
- ✓ Addressing larger provider groups and B2B via ARIA health services
- ✓ Adding new smaller customers with “foot in the door” solutions
- ✓ Expanding lab business with adjacent markets
- ✓ New revenue sources / expand ecosystem with partners and new CGM add-ons

Retaining and monetizing the large client base

- ✓ Focus on client satisfaction
- ✓ Revenue cycle management upsells
- ✓ Expand electronic health record and practice management software add-on upsells
- ✓ Increase recurring revenue and cross-selling in lab business
- ✓ Business unit cross sells
- ✓ Further monetize data



Expanding the clearinghouse business

Convert and expand existing ambulatory software customers

- ✓ Migrate and upsell existing direct software clients
- ✓ Upsell into large base of MEDISOFT and LYTEC PM only customers

Net new logo business

- ✓ Direct and value-adding-reseller channel new software sales
- ✓ Strategic B2B channels

Key drivers

- ✓ Tight integrations offering high value to clients
- ✓ Strategic pricing and packaging such as eMEDIX-only subscription bundles



Our path for adjusted EBITDA margin expansion

Product consolidation and migration process over time

Major solution	Practice management system	Clearinghouse / electronic data interchange	Electronic health record	Revenue cycle management
Legacy solutions	<ul style="list-style-type: none"> CGM legacy PM eMDs legacy PM 	<ul style="list-style-type: none"> 3rd party solutions 	<ul style="list-style-type: none"> CGM legacy EHR eMDs legacy EHR 	<ul style="list-style-type: none"> CGM legacy RCM Roll-up RCM companies
Future solution	<ul style="list-style-type: none"> CGM APRIMA CGM MEDISOFT, LYTEC CGM webPractice 	<ul style="list-style-type: none"> CGM eMEDIX 	<ul style="list-style-type: none"> CGM APRIMA 	<ul style="list-style-type: none"> ARIA RCM / CRED

➔ Revenue and adjusted EBITDA synergies going forward



CGM US set for growth and margin expansion



**US healthcare market
poised for growth**



Excellent client base



Strong brands



Proven leadership team



**Organic growth of 6 – 9%
(CAGR) expected from
2021 – 2025**



**Significant margin
expansion**