



CAPITAL MARKETS DAY 2023

SESSION II

CompuGroup Medical SE & Co. KGaA | September 7, 2023

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Agenda

Session I

Start at CEST: 11:00 / UK: 10:00 AM / ET: 05:00 AM

End at CEST: ~13:00 / UK: 12:00 / ET: 07:00 AM



Michael Rauch
Chief Executive Officer
& Chief Financial
Officer

**Creating the
future of e-health**



Hannes Reichl
Managing Director
Inpatient and Social
Care

**Executing on growth
opportunities in
highly dynamic
hospital sector**



Dr. Eckart Pech
Managing Director
Consumer and Health
Management
Information Systems

**Building a leading
player in the
healthcare data space**



Dr. Ulrich Thomé
Managing Director
Ambulatory Information
Systems DACH*

**Driving digitization
and connectivity
for doctors in the
DACH region**



Emanuele Mugnani
Managing Director
Ambulatory
Information Systems
Europe

**Delivering best-in-
class performance in
European ambulatory
and pharmacy space**



Derek Pickell
CEO CGM US

**Boosting growth in
the US through
integrated
products & brand
recognition**

Session II

Start at CEST: ~15:00 / UK: ~02:00 PM / ET: ~09:00 AM

End at CEST: 17:00 / UK: 04:00 PM / ET: 11:00 AM



DRIVING DIGITIZATION AND CONNECTIVITY FOR DOCTORS IN THE DACH REGION

Dr. Ulrich Thomé | Managing Director Ambulatory
Information Systems DACH



**„Patient is not
a third person
word.**

**Your time
will come.“**

Dave deBronkart



**At CGM, we support
healthcare professionals...**

...for that very moment.

Physicians caught between limited time with patients and exploding knowledge

Limited time for a patient

- **6 hours 48 minutes**
with patients
- **7 – 8 minutes**
per patient (from anamnesis to prescription)
- **1 hour 18 minutes**
without patients
- **42 minutes**
practice management

VS.

Exploding medical knowledge

- **every 73 days**
medical knowledge doubles
- **100,000 drugs**
thereof prescription drugs: 50k
- **>200**
S3-guidelines in Germany
- **>6,000**
rare diseases

Setting the scene for AIS & connectivity in Germany

One of the best
healthcare systems
worldwide



Regulatory / governmental
initiatives on high level and
increasing



Highest number of
doctor-patient
interactions



Technological progress
as gamechanger for
doctors and patients

Trend towards
concentration &
integrated healthcare



Highly specialized
customer needs compared
to classical software



CGM synchronizes a unique healthcare ecosystem



We service tens of thousands of practices in the DACH region and provide connectivity to the healthcare ecosystem

Our comprehensive product portfolio serves the entire healthcare market



Our systems are the backbone of every practice...

CGM
Core systems

CGM MEDISTAR
Arztinformationssystem

CGM ALBIS **DATA VITAL** 
Arztinformationssystem Arztinformationssystem

CGM TURBOMED
Arztinformationssystem

CGM M1 PRO
Arztinformationssystem



Patient interaction



Telematics Infrastructure



Calendar function



Interface to practice devices



Emergency record
Health record



Patient management

**~78%
recurring
revenue
share***

...while guaranteeing customer centricity, fulfilling the patient's needs and meeting all regulatory requirements



...while CLICKDOC and m.Doc open the window to the patient

CLICKDOC



Selecting a doctor



Doctor appointment



Pharmacy visit



Reordering prescriptions, if necessary

Appointment as self-check-in or with assistance



Chat with doctor or nurse about symptoms



Treatment and medication plan



Access to lab results, treatment plan, billing, etc.



Sharing experiences with others



Reminders for follow-up treatments



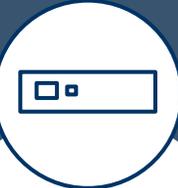
Chat or visit to the doctor to check progress



m.Doc

Smart Health Evolution

CGM connector secures data exchange among all healthcare practitioners

<p>First mover with >50k connectors thereof >40k direct client relationships</p>  <p>Experience</p>	<p>Strong partner network to guarantee a specialized & timely customer support</p>  <p>Service</p>	<p>As the only provider of AIS & TI services CGM has unique insight into customer needs</p>  <p>Customer centric</p>	<p>Resilient high quality connector with extensive security audits, field testing & ISO certification</p>  <p>High quality</p>	<p>Unique portfolio including complete offering of TI applications and modules</p>  <p>One stop shop</p>	<p>Secure high-tech platform complemented by IT security services</p>  <p>Security</p>
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TI modules enable significant traffic in German healthcare

We have equipped our customers with TI modules

kim

>30k*

eRX

>40k*

eHR

>40k*

Increasing traffic within German TI network with significant headroom

11m

electronic doctor's letters

+200% ytd

135m

electronic sick notes

+200% ytd

184m

KIM messages

+250% ytd

>3m

redeemed electronic prescriptions

+240% ytd

>6k

medical facilities that issue e-prescriptions

+200% ytd

11k

pharmacies that issue e-prescriptions

+110% ytd

755k

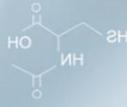
electronic patient records

+30% ytd

*CGM modules provided to healthcare practitioners and pharmacies

Source: <https://www.gematik.de/telematikinfrastruktur/ti-dashboard>, Aug 31, 2023

Introduction of flat rate boosts recurring revenues in TI



TI flat rate enables:

- cost predictability for our customers
- higher visibility of revenue stream

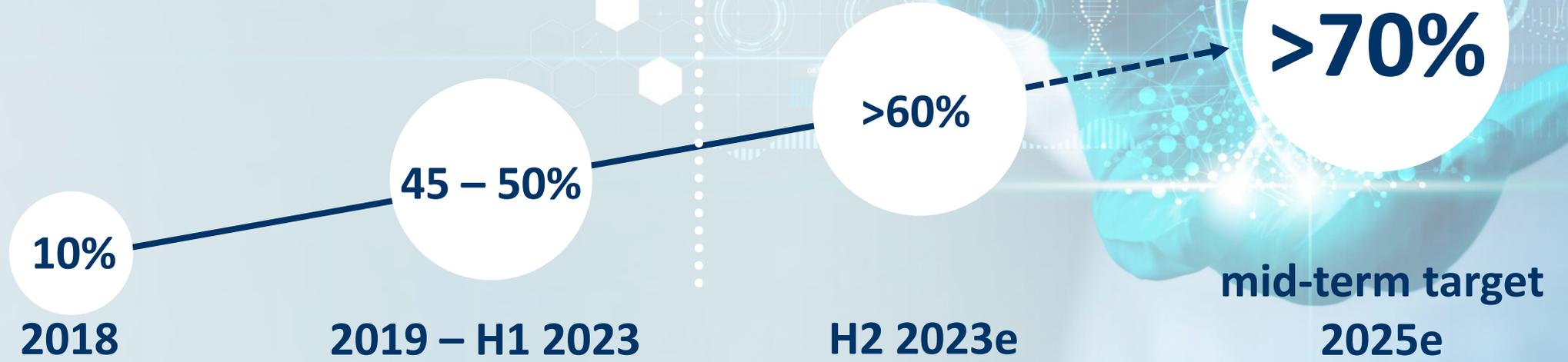
Now includes former one-offs:

- software upgrades
- hardware exchanges

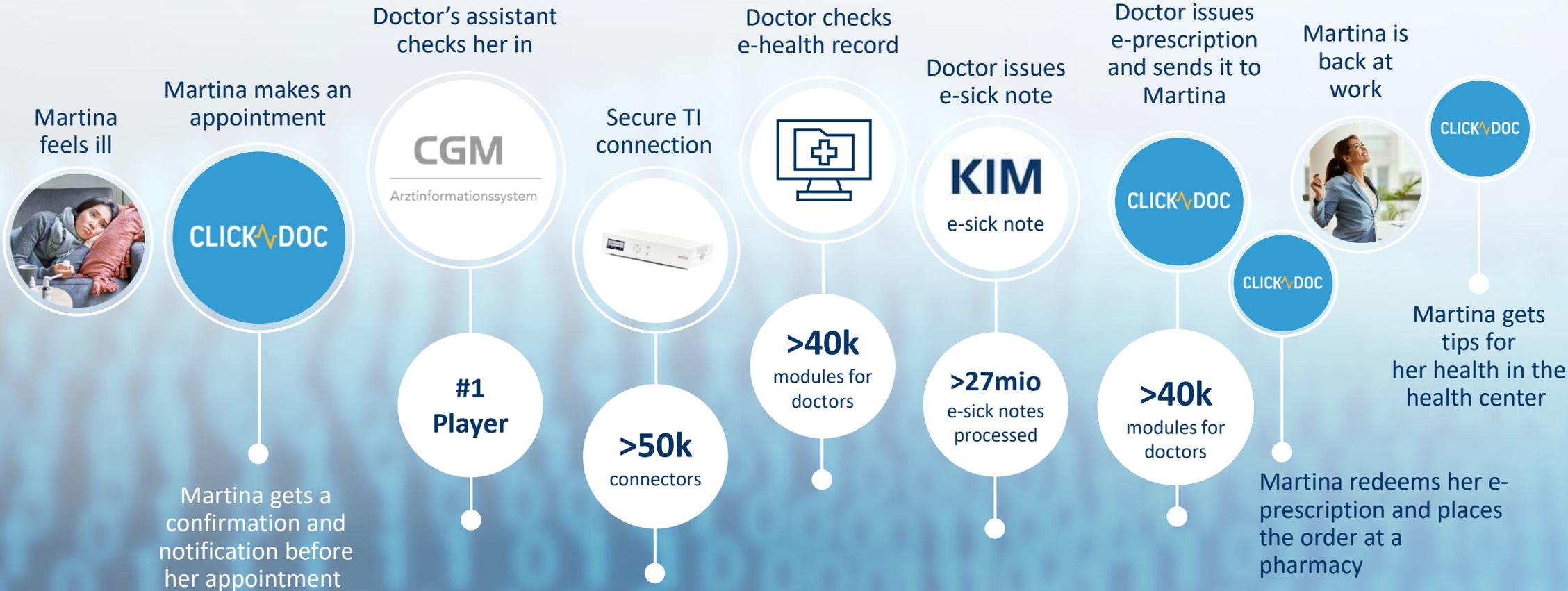
TI flat rate



Share of recurring revenues in TI



We are the only vendor supporting an end-to-end patient journey



There are numerous opportunities for optimization using AI in healthcare

Artificial Intelligence in healthcare

Medical Decision Support

Alerts for critical conditions

Detection of rare diseases

Suggestion for differential diagnosis

Documentation of patient visit

Automated retrieval of billing codes from EHR

Benchmarking & notification on billing codes

Optimizing documentation & re-imburement

Improving image analysis

Computer-aided detection & diagnosis

Localization of anatomies

Segmentation, e.g. of tumors

Advancing software usability

Speech navigation

Chatbot for support

Triaging & scheduling

Driving digitization & connectivity for physicians



CGM synchronizes a unique healthcare system



Enabling next level digitization & connectivity for doctors



Unique and demanding customer base



Regulatory initiatives as tailwinds



High resilience due to strong recurring revenue base



Numerous opportunities from optimization from AI based technology



BEST-IN-CLASS PERFORMANCE IN EUROPEAN AMBULATORY AND PHARMACY SPACE

Emanuele Mugnani | Managing Director Ambulatory
Information Systems Europe

We delivered since the last Capital Markets Day



+2%

**AIS organic growth
H1 2023 yoy**



+8%

**PCS organic growth
H1 2023 yoy**



74%

**recurring
revenue share**



+15% / +5%

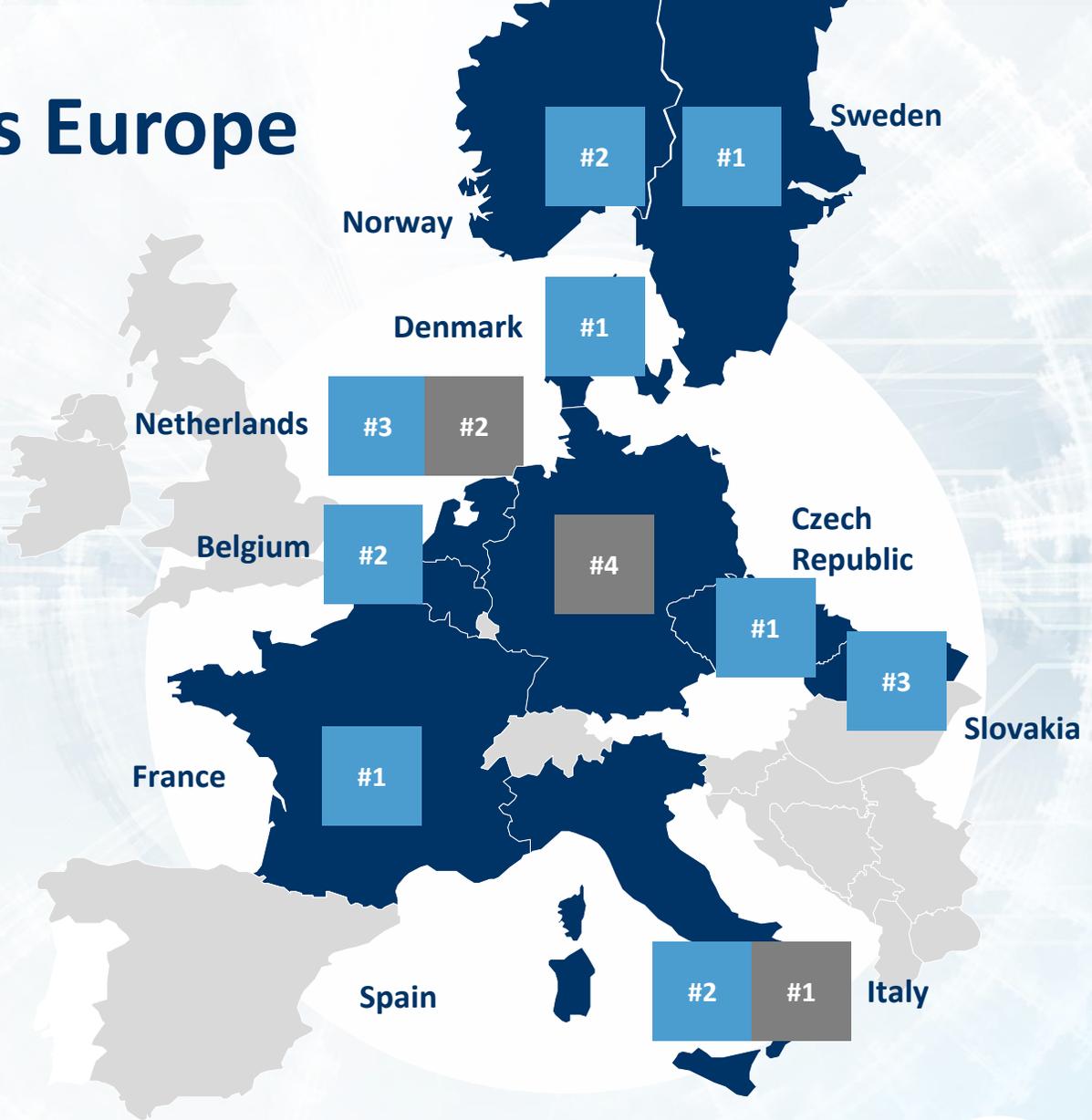
**revenue per employee
AIS Europe / PCS**

Contributing to profitable growth

Our strong footprint across Europe

AIS PCS

We service
physicians and pharmacies
in 10 European countries



Our unique product offering addresses healthcare practitioners needs

Next generation cloud products in our European core markets

CGM STELLA

Pharmacy Information Systems

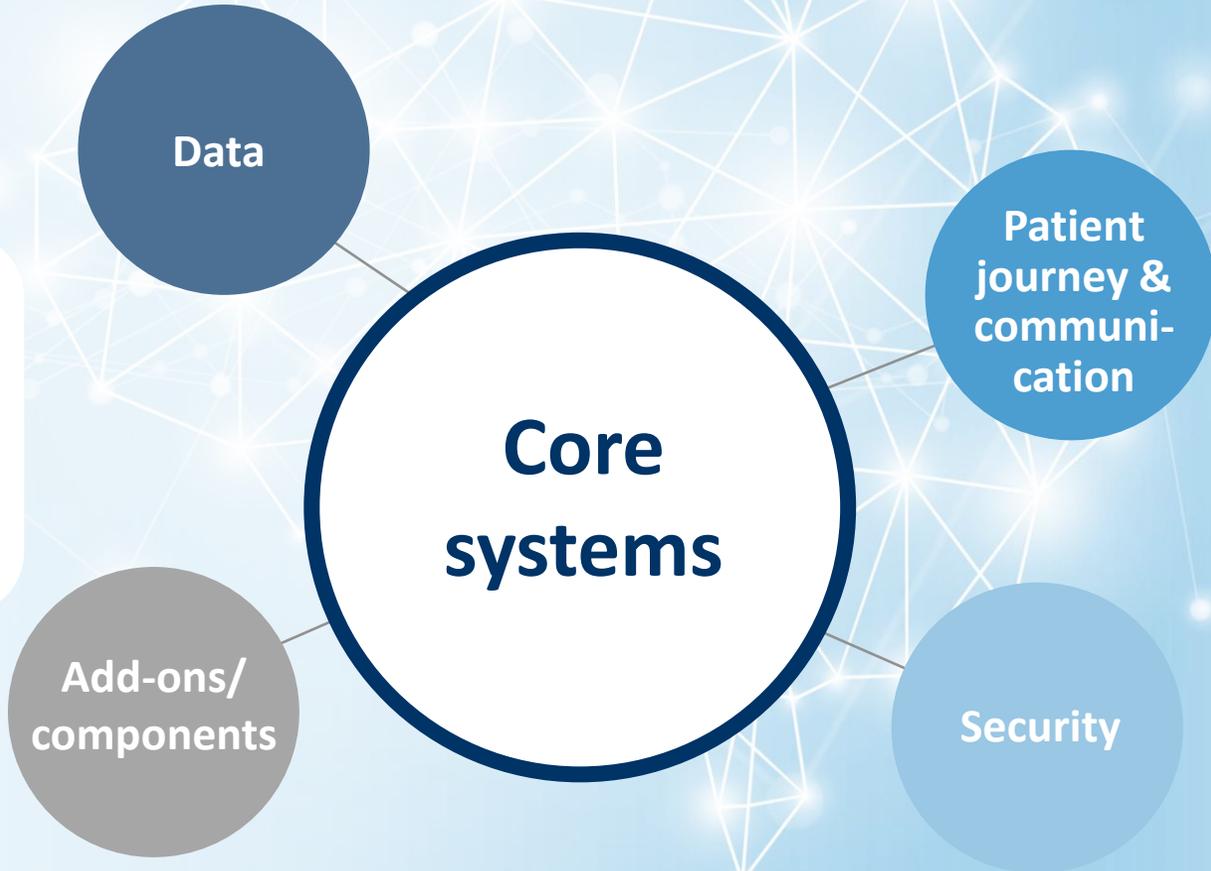
CGM STUDIO

Sistemi Informativi Ambulatoriali

CGM XDENT

Zahnarztinformationssystem

74%
of revenues
recurring *



*AIS & PCS, H1 2023

Key market dynamics

Increasing healthcare spent (% of GDP)



Trend towards larger practices



Healthcare sector with huge digitization potential



More holistic and integrated healthcare required

Emergence of new digital, verticalized players



Data & IT security of utmost importance

Attractive growth opportunities – Big rocks 2023



**Regulatory
initiatives**

Ségur



**Transforming the
organization**

**Product &
system house**



**Evolving portfolio
& product
innovation**

**XDENT
AI**



**Digital
patient journey**

**France
Denmark**



**Enabler for
national
ecosystems**

**VEGA, France
Pharmacies, Italy**

We create the future of European e-health

Digitization of healthcare in France – First wave of Ségur successfully rolled out

Project scope

- **1 year**
alignment with French government
- **16 certifications**
obtained for product features
- **18 months**
project duration
- **660 requirements**
validated

Benefits for healthcare practitioners

- **100%**
medical data digitized
- **100%**
medical data structured
- **>500 million documents**
now exchanged in French healthcare / year
- **100%**
patient history immediately available

Second wave of Ségur to follow 2024 / 2025

Transforming and streamlining the organisation

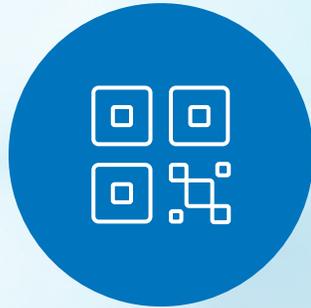
From 10 local silos to 1 European product house & 4 local market organizations

- **Higher focus** on end-to-end healthcare processes in every single country
 - Increase **speed** and **effectiveness** in bringing innovation to the market
- New organization to face new requirements & create synergies**
- **System Houses:** Focus on market – One voice to the customer
 - **Product House:** Focus on product – Synergies & speed up innovation



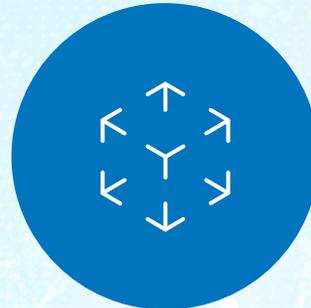
Revenue per employee +15% for AIS Europe & +5% for PCS Europe (H1/23 yoy)

Sustainable execution in building Poly-Ambulatory Information System



Streamline portfolio

Decommission of 5 products in 2023 with users migrated to more modern solutions



Innovation in G2 and G3

Launch unified payment solution across G2 & G3 products in France
Integration of AI supported functions and modules in France



Launch of new G3 products

Launch of CGM Xdent (Germany) and CGM Studio (Italy)
G3 pilot in France

Combined innovation, modernization and portfolio rationalization

AI use case I – Clinical decision support for drug prescription in France



AI partnership
started in September 2022



AI based insights using patient profile
embedded in CGM AIS



Suggesting
prescriptions



Optimizing
prescriptions



Therapeutic
follow-up



Scientific
watch



Tracking
documents

AI use case II: Predicting frailty and risk of falling for elderly people in France



AI partnership
started in 2022



SmartPredict – Frailty, mobility and fall risk assessment software

Data to be transferred on patient demand to patient file within CGM AIS

SmartPredict application enables predictive analysis by collecting data on body-worn inertial sensors, to predict the risk and so prevent the fall of elderly people

Prix de l'innovation numérique dans le secteur médico-social 2022

CGM brand VEGA now #1 for paramedics in France



VEGA Nr. 1

in paramedics market in France since April 2023

Over **50k** users serving



nurses



physiotherapists



speech therapists

CLICKDOC with significant progress in France

CLICKDOC

CLICKDOC product news

- Automatic patient invoicing for physiotherapist
- Launch CLICKDOC pro mobile app
- Technical integration in HELLODOC & AXI SANTE customer base fast progressing

Patients

>330k

Paramedics calendar users

>2.5k (+200% yoy)

Online bookings

>70k / month (+75% yoy)

Doctor search
Online scheduling
Video consultation

Diagnosis
Prescription

Rehab
Physiotherapy

CLICKDOC

AXISANTE

Le Logiciel du Cabinet Médical

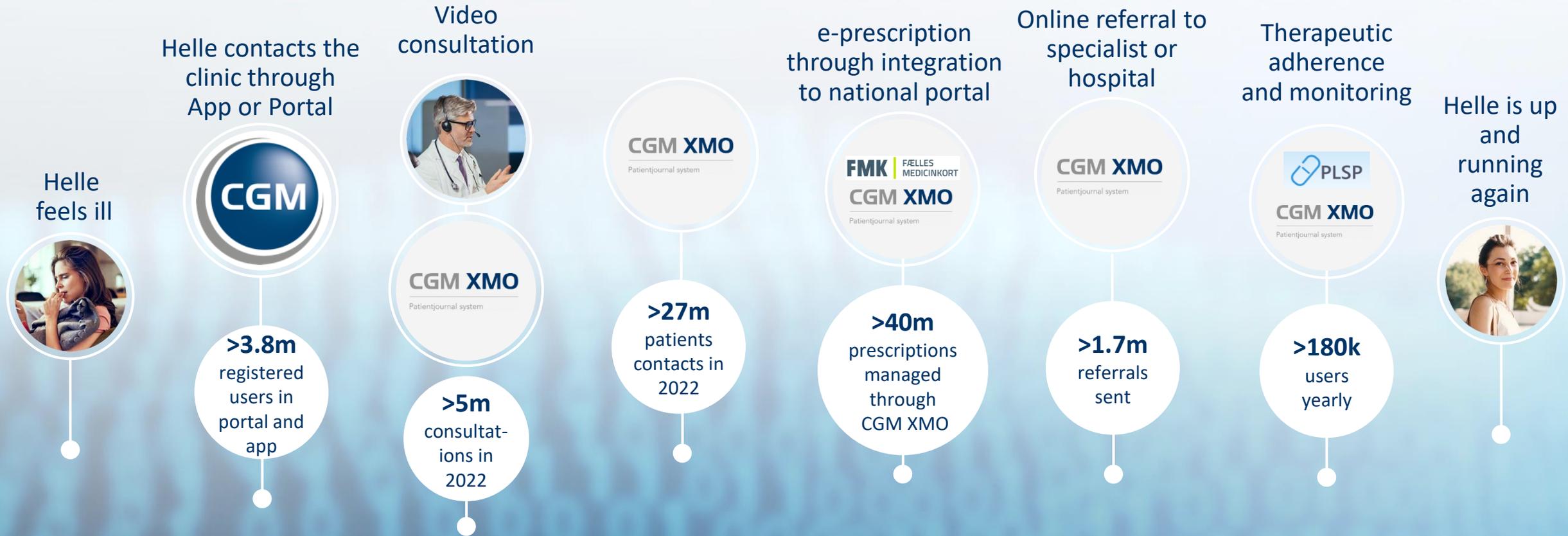
HELLODOC

Le Logiciel du Médecin



Deeply
integrated into
AIS

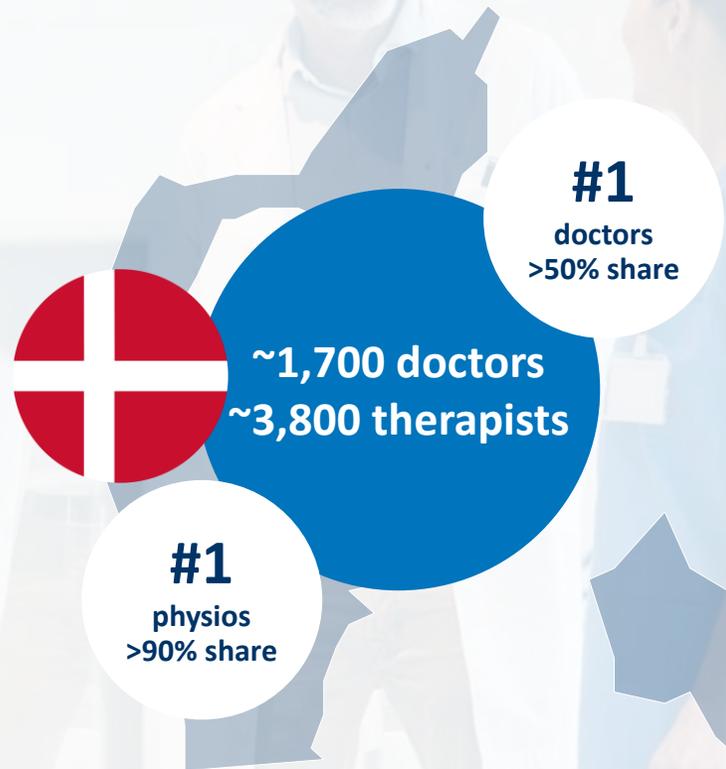
Fully digitized patient journey in Denmark...



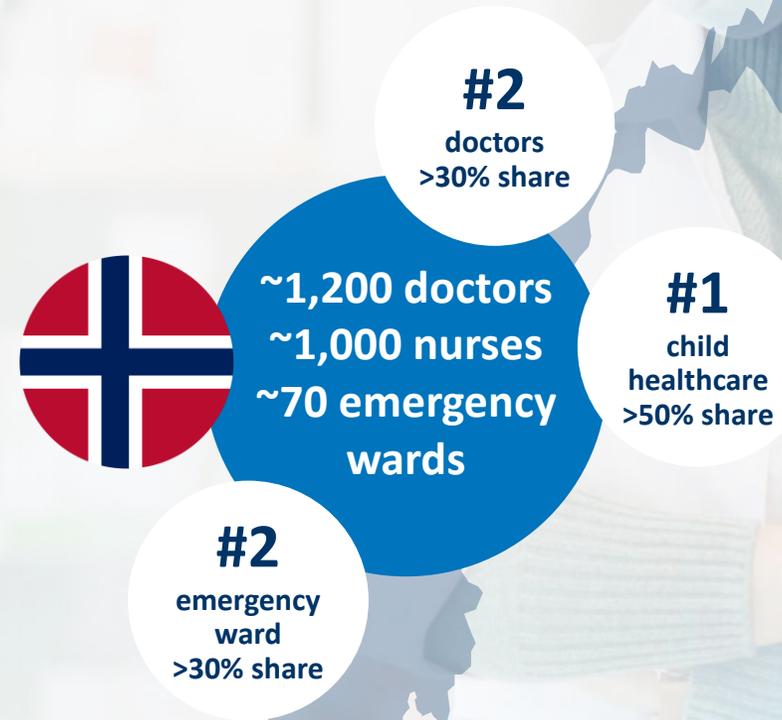
...serving as a role model for other countries less digitized

Excellent customer base in AIS Scandinavia

Denmark

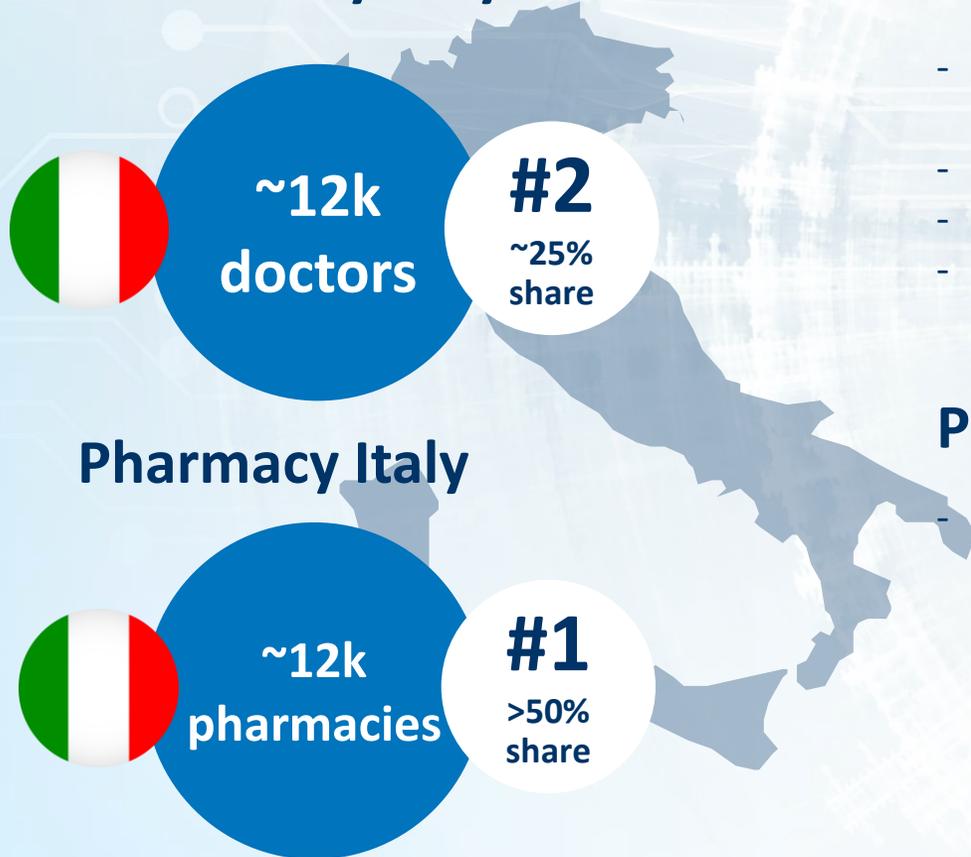


Norway



Example Italy – Gatekeeper for national ecosystems

Ambulatory Italy



Excellent positioning

- **CGM #1 supplier of solutions to pharmacies and pharmacy chains** (~280m e-prescriptions handled by CGM systems each year)
- **Patient journey covered by Italian version of CLICKDOC service**
- **Telemedicine H&S**
- **PHARMAP** fast growing **drugs home delivery service** incl. services like e-signature for clinical documents

Product innovation

- **CGM Pharma Suite: complete Cloud platform / ecosystem** for the management of all pharmacy activities, including:
 - **CGM Stella launch** planned for April 2024
 - **CGM Studio:** cloud-based AIS with >375 customers end 2022
 - **CGM Data Power:** cloud-based Business Intelligence rollout in late 2023

Set for growth and margin expansion



Excellent positioning across European healthcare market with additional growth potential from regulatory tailwinds



Strong customer base among healthcare practitioners and pharmacies



Innovative add-on solutions tailored to customer needs and market trends



Strong knowledge and local presence in all the markets ensure fast update on local and regulatory requirements



Increase eNPS since June 2022

Engagement: +8
Accomplishment: +11
Management support: +8
Freedom of opinion: +9



Significant margin increase due to operational efficiencies and less R&D intensity post investment phase



BOOSTING GROWTH IN THE US THROUGH INTEGRATED PRODUCTS & BRAND RECOGNITION

Derek Pickell | CEO CGM US

CGM US executing on growth prospects



Tripled
revenues
2019 – 2022



+6%
organic growth
(H1 2023 yoy)



80%
recurring
revenue share



+49%
volume increase
of eMEDIX

We delivered since the last Capital Markets Day

Electronic health record and practice management

CGM APRIMA

EHR and Practice Management



Proven revenue cycle management

ARIA

Health Services



Clearinghouse portfolio

eMEDIX[®]

Reimbursement Solutions



Large laboratory information system base

CGM LABDAQ

Laboratory Information System

CGM SCHUYLAB

Laboratory Information System

CGM MEDICUS

Laboratory Information System

Industry-recognized successes



Setting standards

Ongoing boosting from Surescripts White Coat awards and other certifications

Overall Score ?

Average for Ambulatory RCM Services 76.8



Top-rated

CGM's ARIA RCM Services rated ahead of historic market leaders in noted and very visible industry KLAS® rankings

Primary organic growth drivers



**Winning
new customers**

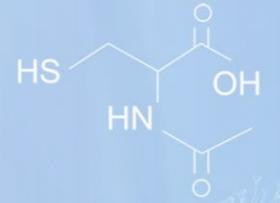


**Retain & monetize
the large client base**



**Expand eMEDIX
electronic data
interchange business**

Driving organic growth by winning new customers



**Winning
new customers**



e-health records

Benefitting from 21st Century Cures Act and expanding into adjacent markets with primary homecare clients



Laboratory

Distributor expansion with Medicus & APEASY acquisition integration, new clients in Caribbean / Spanish speaking countries



Revenue cycle management

Expanding / adding new ARIA Enterprise customers



Clearinghouse

Adding new eMEDIX enterprise opportunities since infrastructure developed in H1 2023

Retain & monetize – The basis for organic growth



Retain & monetize the large client base



e-health records

Improving client retention

New core module integration and introduction of the “All Star Sales Campaign” in August



Laboratory

New module releases and migration of LAB APEASY client server to the new cloud version / increasing migration to recurring revenue model



Revenue cycle management

Increased ARIA RCM sales by double digits

New partnerships to expand ARIA Health Services offerings

Expand eMEDIX as a major driver for growth



**Expand eMEDIX
electronic data
interchange business**

Phase

1

**APRIMA integration
and client migration –
75% complete**

Phase

2

**eMDs / solution
series integration –
released in Q3
followed by
targeted sales
campaign**

Phase

3

**eMDs / Medisoft
Lytec integration –
release in Q4 with
targeted sales
campaign into
2024 and beyond**

AI complements our products innovation pipeline



EOB digitization



Claim scrubbing



Document management

ON THE MARKET



Practice analytics



Claim management

IN DEVELOPMENT



R&D efficiency



Patient journey



Population health management



CGM support efficiency via Chatbot



Voice documentation

CGM US AI use case – Reimbursement automation



Clever

- Optimized denial management through AI-based suggestions
- Smart rule generation, workflow automation, and data-driven improvement cycles



Proven gain to date

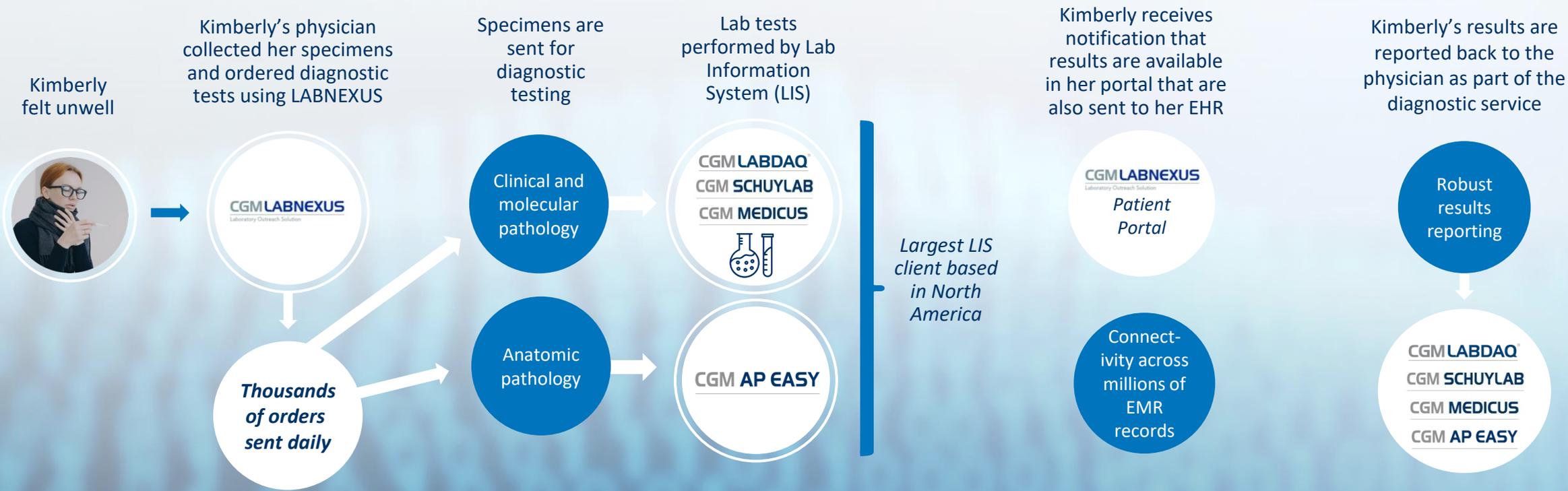
- Payment automation gain and labor savings reduction
- Reduced denials
- Time-to-revenue
- Customer satisfaction

eMEDIX[®]
Reimbursement Solutions

Intelligent Revenue
Cycle Management

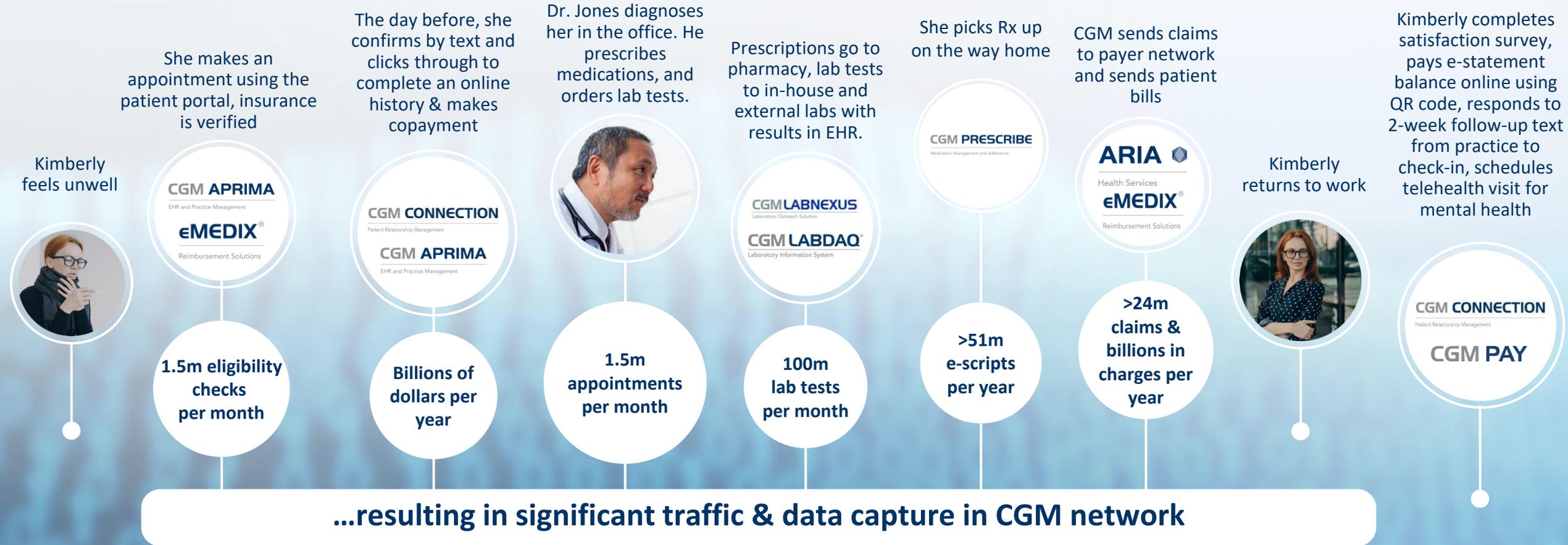
- ✓ EDI
- ✓ Payment automation
- ✓ Denial management

We enable the full patient journey for diagnostics – LAB



...resulting in significant traffic & data capture in CGM network

We enable the full end-to-end patient journey – AIS



CGM US set for growth and margin expansion



**US healthcare market
poised for disruption and
growth**



**Excellent physician and
lab client bases**



**Brand expansion /
recognition**



Proven leadership team



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



**Significant upsell potential
leading to margin
expansion**

Q&A

Session II

For webcast participants: please e-mail your questions to claudia.thome@cgm.com and frederic.freichel@cgm.com

Our mission

**We create the future
of e-health**

CGM

Thank you for attending

For further information please contact

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