



SCALE AND DIGITIZATION IN HOSPITALS

Hannes Reichl

Multi-year path to new setup for future growth

Build-up of next generation G3 product portfolio

2016

(...)

2019

Launch of new CGM Clinical on G3 technology

Largest **order** in company history (NÖKIS, Austria)

Largest **acquisition** in company history (Cerner assets)

First native **CGM Clinical order** in Switzerland – University children's hospital Zurich

2020

2021

UKE Hamburg Eppendorf decides on CGM Clinical

Add-on M&A to further complement product portfolio

Hospital Future Act passed – **major tailwind for digitization** in Germany

Multi-year path to new setup for future growth

2020

Revenues
187 €m

FY
2020

Organic
growth
+3 %

EBITDA
margin (adj.)
17 %

in %
of group revs
22 %

Recurring
revenues
>60 %

2021

Revenues
245 €m

Guidance midpoint
2021

Organic
growth
+7 %
H1/21

EBITDA
margin (adj.)
18 %
H1/21

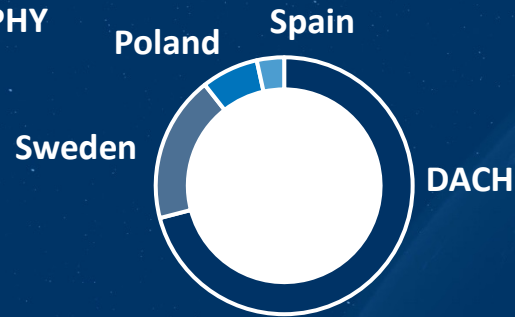
in %
of group revs
25 %
H1/21

Recurring
revenues
>60 %
H1/21

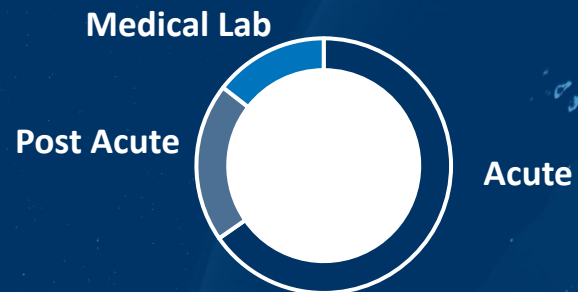
Broad setup and excellent customer base

Revenue split H1/2021

BY
GEOGRAPHY



BY
DIVISION



Strong positioning & customer base

PLAYER #



CUSTOMERS

POST ACUTE
480 rehab clinics
660 social care

ACUTE
380 acute clinics
440 clinical pharmacies

LAB
190 medical laboratories

How we will accelerate growth going forward

State of the art
product portfolio



Market penetration of our next
generation **G3 platform**

Cross-country
benefits & scaling



Scale benefits and new customer wins in
Spain, Sweden, Poland & lab biz

Hospital
Future Act



Hospital future act: government
digitization program for hospitals

State of the art product portfolio to drive organic growth

- Portfolio 2020 and before
- Additional products since 2021

One-stop shop

G3 product portfolio



Patient journey



Connectivity (TI)



Workflow optimization



Ease of use

CLICKDOC



Academic hospitals & delivery networks

Health alliance



Add-on M&A

Decision support



Patient empowerment

Business intelligence

Imaging



Excellent order intake confirms our product portfolio

CGM Clinical

NÖKIS



27
hospitals

Universitätsklinikum
Hamburg-Eppendorf



5
hospitals

Kantonspital
Graubünden



4
hospitals

Krankenhaus
Salem



Universitäts-
Kinderspital Zürich



Leading
pediatric
hospital

TOTAL ORDER VOLUME: ~140 €m (10-14 years)

How we benefit from the new scale and product portfolio

New customer wins as well as cross-country and cross-divisional scale benefits are accelerating our organic growth and enabling efficiency gains.



SPAIN

- New customers & upselling
- Integration & best practice exchange



POLAND

- Strong project execution
- New customers



LAB

- New customer wins
- Covid beneficiary
- Increasing share of recurring revs

FOCUS ON OPERATIONAL EXCELLENCE

Customer wins confirm our international strategy

MOH,
Poland



Ministry of Health
Republic of Poland


12.9k
beds

Pomorskie,
Poland



5.8k
beds

Region Murcia,
Spain



Región de Murcia

3.3k
beds

Hospital San Carlos,
Spain

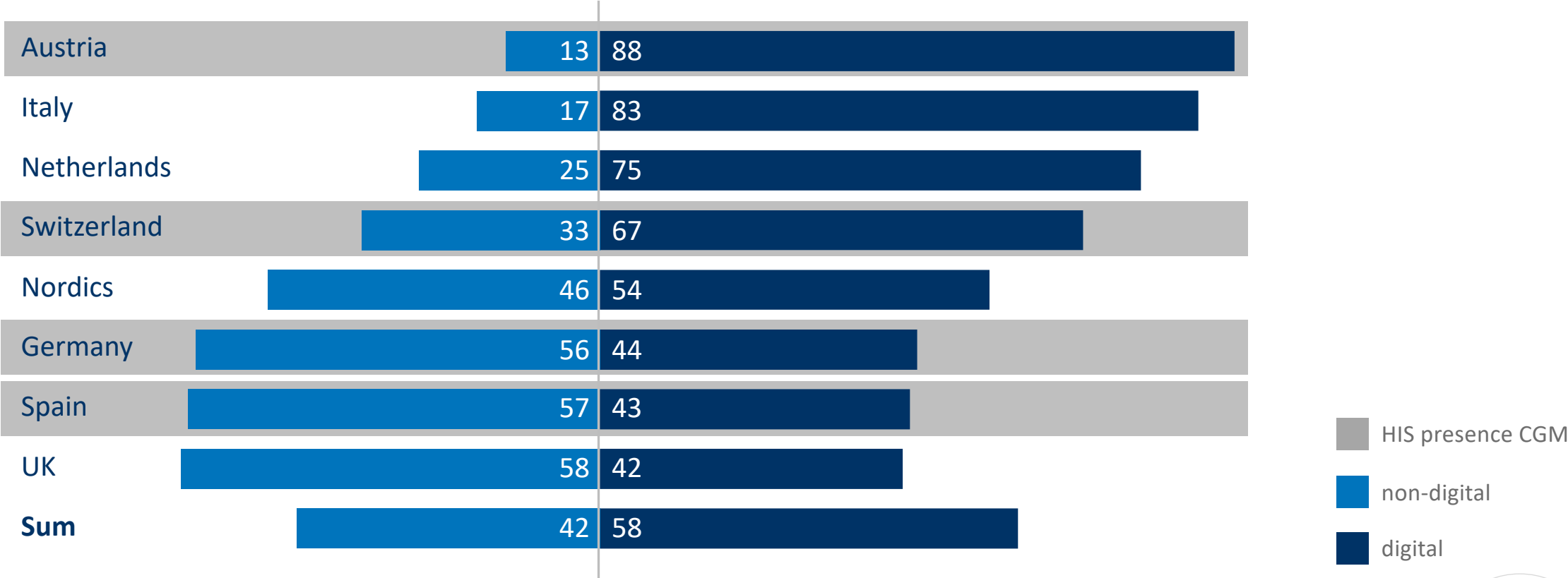


900
beds

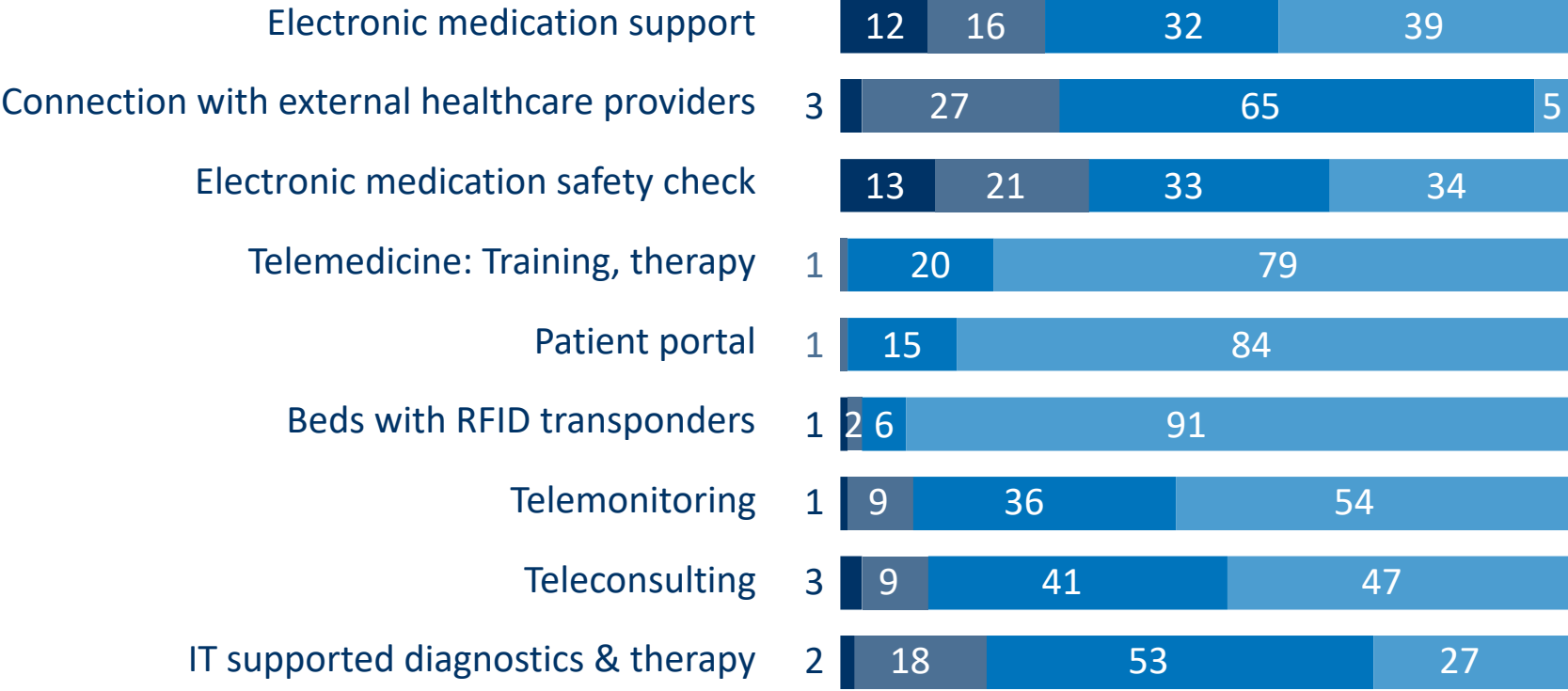
TOTAL ORDER VOLUME: ~35 €m (5 years)

Digitization snapshot in selected European countries

Only 44% of German healthcare institutions exchange clinical data in digitally



German hospitals need to digitize and modernize



Digitization potential addressed by Hospital Future Act

IN USAGE Completely Mostly Partly Not at all



Additional tailwind from Hospital Future Act

Funding areas

Patient portal
Emergency
Treatment documentation
Decision support
Medication management
Order entry management
IT security
Robotic/telemedicine systems
Integrated care contracts
Bed capacity management
Pandemic patient rooms

4.3 €bn funding

Matching CGM Clinical product

Clinical medication
Nursing
Timeline
Order management
Resource planning
Patient portal
Clinical archive
IT-security systems
CLICKDOC video consultation

Excellent setup to benefit from Hospital Future Act

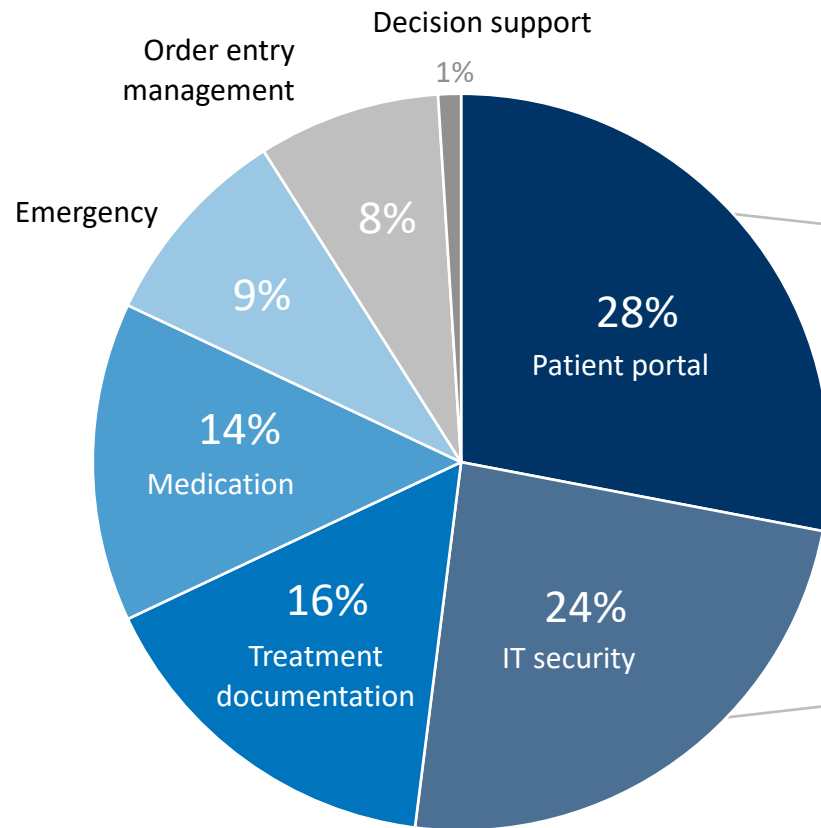
Monetization potential

Total revenue potential of 40-60 €m until 2024



Hospital Future Act: Adding value consulting our customers

Opportunities by funding areas



Opportunities funnel



Hospital patient journey with CLICKDOC

Before

- Appointments
- Anamnesis
- Documents
- Questionnaires
- Referrals
- Communication
- Digital anamnesis on site
- Exchange

During

- Orientation
- Information
- Diaries
- Reminders
- Digital rounds
- Patient record

After

- Structured data & document exchange with referrals
- Notification and search for post-hospital care
- Usage of national patient record

Potential beta clients Two examples

	Beds	Cases (inpatient & outpatient)	Clinicians	Nurses
Customer A	~1.5k	50k & none	>900	>1k
Customer B	>800	43k & 78k	>300	~600

Pole positioned for growth in hospital information systems

- Our setup for growth has never been better
- Excellent customer base enabling scale effects
- State of the art product portfolio on G3 technology
- Great customer wins confirming our strategy
- Additional tailwind from Hospital Future Act
- Organic growth of 6-8% CAGR expected in years to come