

IT overview and strategy

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GHG Investor Day

Tbilisi, Georgia | 10 November 2017



❁ **GHG IT Vision**

❁ Projects successfully completed

❁ HIS development: doctors at the core

❁ Info Security and Cyber Security

❁ Customer applications development: customer at the core

❁ Consolidated customer pathway: strategy and roadmap



IT is an Investment Business

Earnings and ROI Matter

Performance based motivation system

Functions and Structure:

- ✓ IT Development & Business Projects
 - Retail Business Development (*Profit Oriented*)
 - Corporate Business Development (*Profit Oriented*)
 - Regulatory & Compliance Development (*Savings Oriented*)
 - Back Office Development (*Savings Oriented*)

- ✓ IT Infrastructure

- ✓ IT Support



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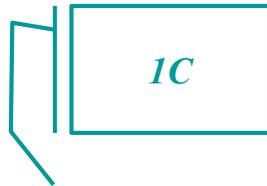
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Healthcare software M&A legacy - 2015 year

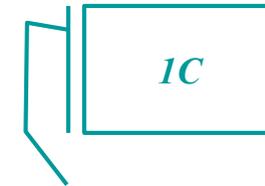
Different Disintegrated Billing Software



2015 healthcare software overview

1. No Core Operating System;
2. No ERP;
3. No HRMS;
4. No Payroll Module;
5. No HIS

Different Disintegrated Accounting Software

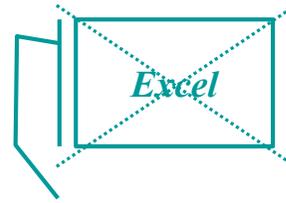
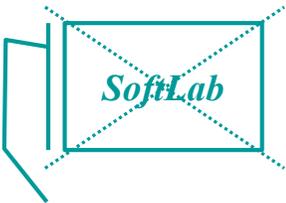
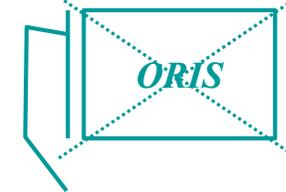
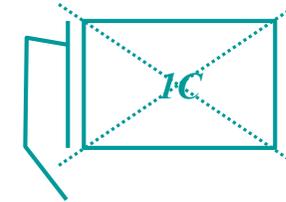
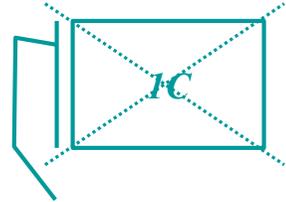




Healthcare software reforms 2015-2016 years

Different
Disintegrated
Billing Software

Different
Disintegrated
Accounting Software



FULLY
INTEGRATED

2015-2016 healthcare software reforms:

1. Implemented Core Operating System; **DONE**
2. Implemented ERP; **DONE**
3. Implemented HRMS; **DONE**
4. Implemented Payroll Module; **DONE**

Trained 1,500 non-clinical employees / users

In 5 different departments

All successfully working in real time



Healthcare software – beginning of 2017



Functionality completed:

- Fully integrated Billing System
- Fully integrated HRMS
- Fully integrated Payroll Module
- Fully integrated managerial and regulatory reporting
- Full integration with payment channels
- KPI Reporting
- Inception of HIS

Functionality completed:

- Fully integrated accounting system
- Fully integrated asset management system
- Fully integrated operational cycle: procurement / purchasing, warehouse management, stock management, distribution / allocation, write-off
- Project accounting
- Full integration with www.rs.ge (Tax Department Portal)
- Fully integrated Financial, Managerial and Tax Reporting

OPERATING PLATFORM: Linux

LICENSE TERM: Unlimited

NUMBER OF USERS: Unlimited

NUMBER OF CUSTOMERS: Unlimited

NUMBER OF TRANSACTIONS: Unlimited

SOURCE CODE PROPRIETORSHIP: Yes

OPERATING PLATFORM: SQL

LICENSE TERM: Unlimited

NUMBER OF USERS: 150 Advanced / Unlimited Basic

NUMBER OF CUSTOMERS: Unlimited

NUMBER OF TRANSACTIONS: Unlimited

SOURCE CODE PROPRIETORSHIP: No

Successful merger and integration of software



REPLACED SOFTWARE

SUCCEEDING SOFTWARE





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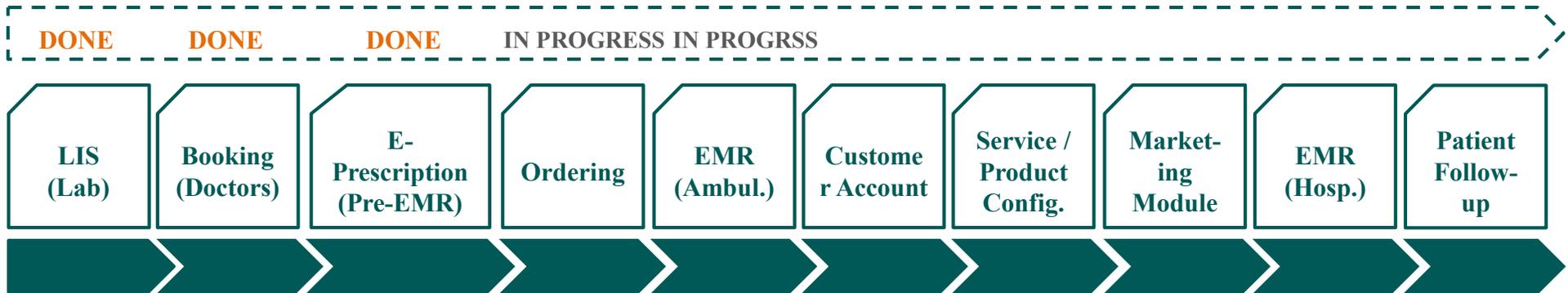


HIS development roadmap 2017 – 2018



CORE OPERATING SYSTEM – WE STARTED FULL HIS
(In-house)

Bug Fixing, Optimization, Core Platform Development and Integrations



IN PROGRESS
PACS



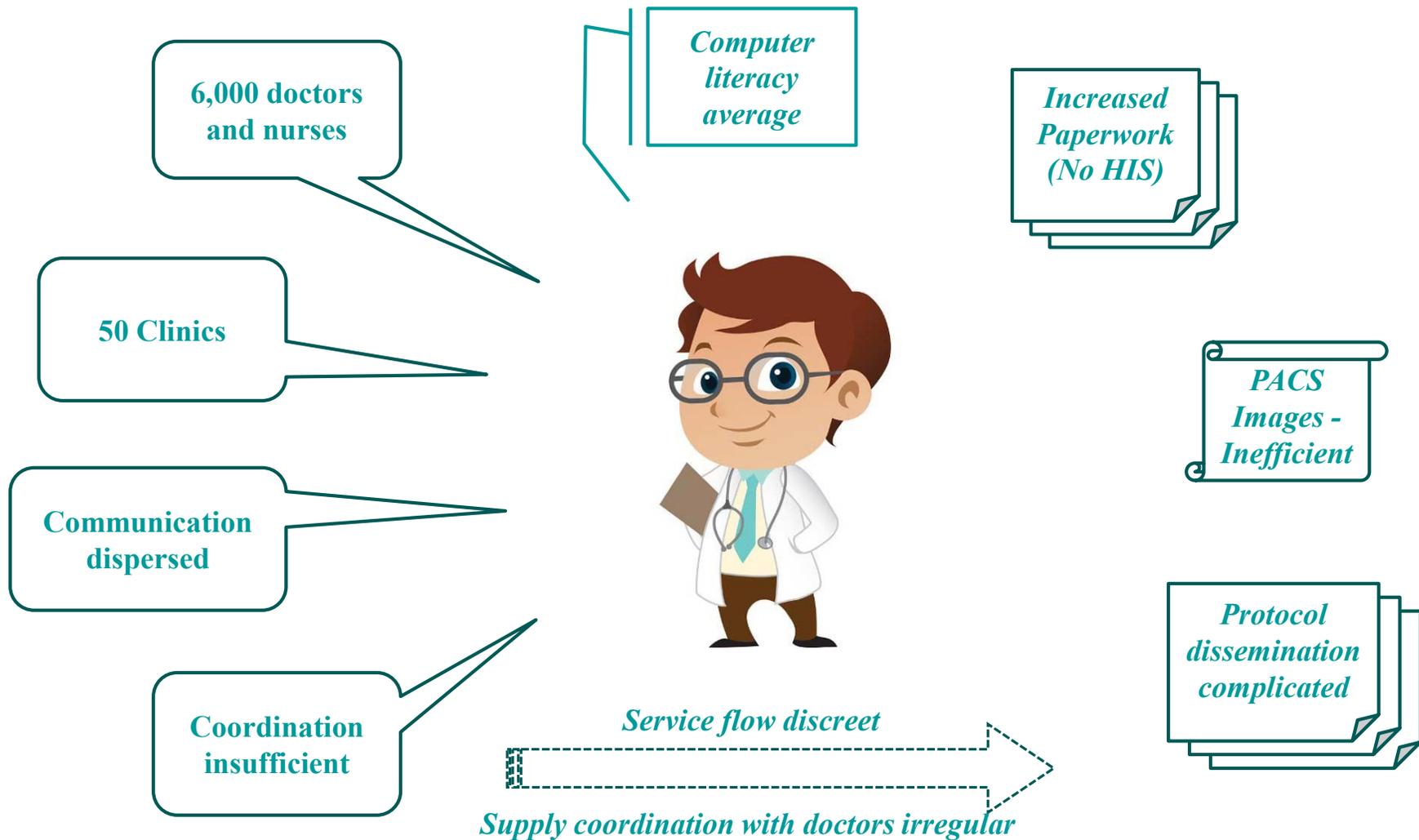
Customer Application & Web

IN PROGRESS



HIS development: doctors at the core

We see the challenge and we have a plan to face it and turn it into an opportunity



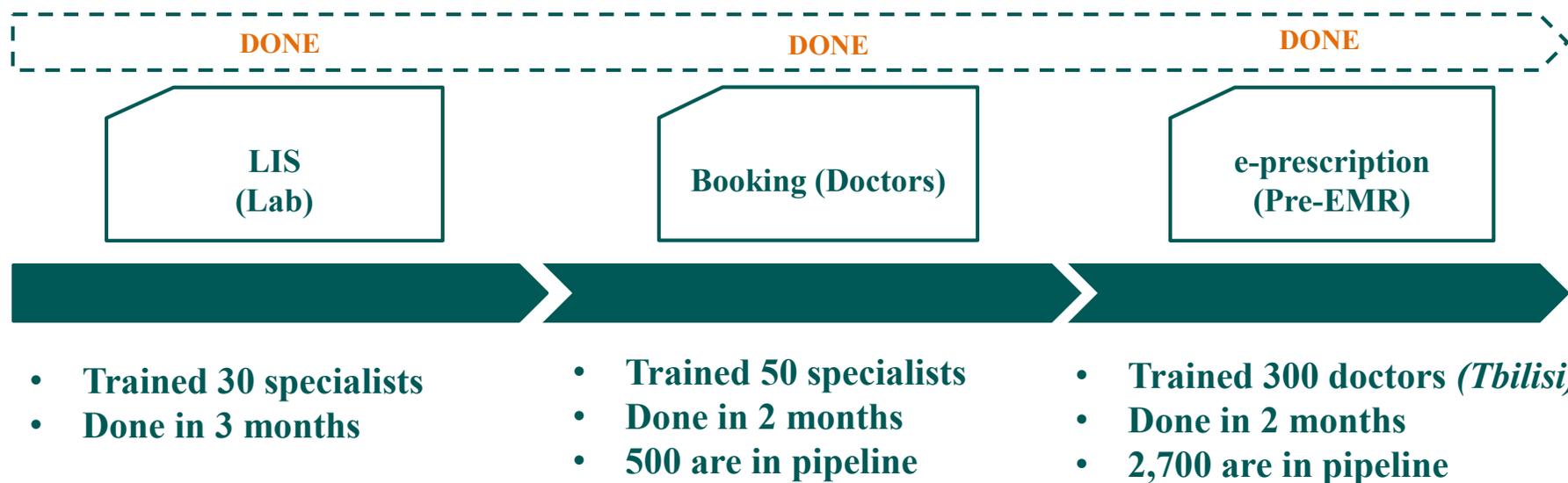


HIS development: implementation plan

Strong track record of successful implementations



Core operating system implementation schedule
6,000 Doctors and nurses, 18-months pipeline of trainings

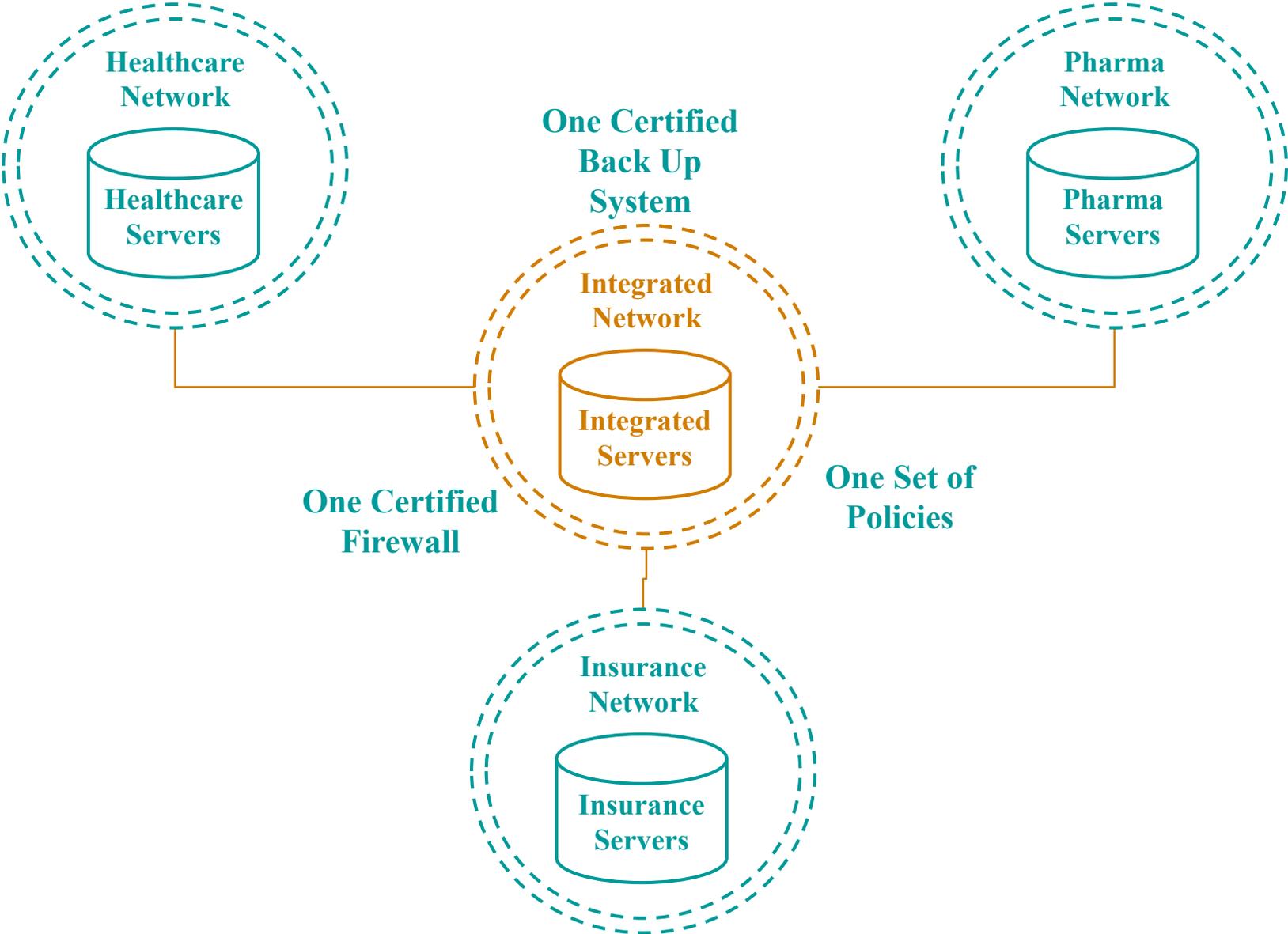


Already trained 1,500 non-clinical employees / users for Billing and ERP in
5 different departments;
All successfully working in real time



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Information security & Cyber risks: Consolidating infrastructure

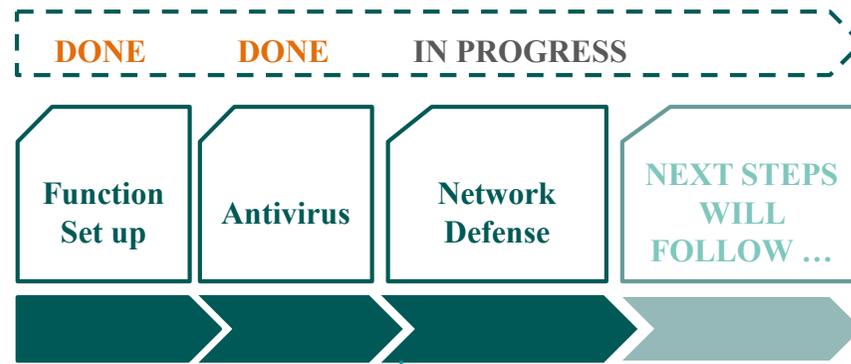




Information security & Cyber risks: Function development

Information Security and Cyber Risk Management Development Roadmap

Policy making, information classification, risk map, strategy and defense setting, controls implementation, continuous monitoring



- Firewall installed
- GEPHA moved to GHG Firewall
- Back-up system improved
- Network and infrastructure consolidation is on its way



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Customer application development: customer at the core

1 Stage: 5-8 months from now

- Booking (Doctors / Visits)
- e-Prescriptions
- LIS – Laboratory test results
- Payments for healthcare services
- Account balance checking and filling
- News and notifications about products, services, prices, packages, discounts, etc.
- Search + Interactive Map
- ★★★★★ Feedback of doctors, clinics and pharmacies

Upon successful achieving business KPIs and penetration rate, move to next Stage

2 Stage: 8-12 months from now

- Calendars / reminders for taking medicines
- Loyalty program points – balance and usage
- Physical customer card integration

Upon successful achieving business KPIs and penetration rate, move to next Stage

3 Stage

- GP Consultations
- Transaction history
- Gadgets integration for basic diagnostics

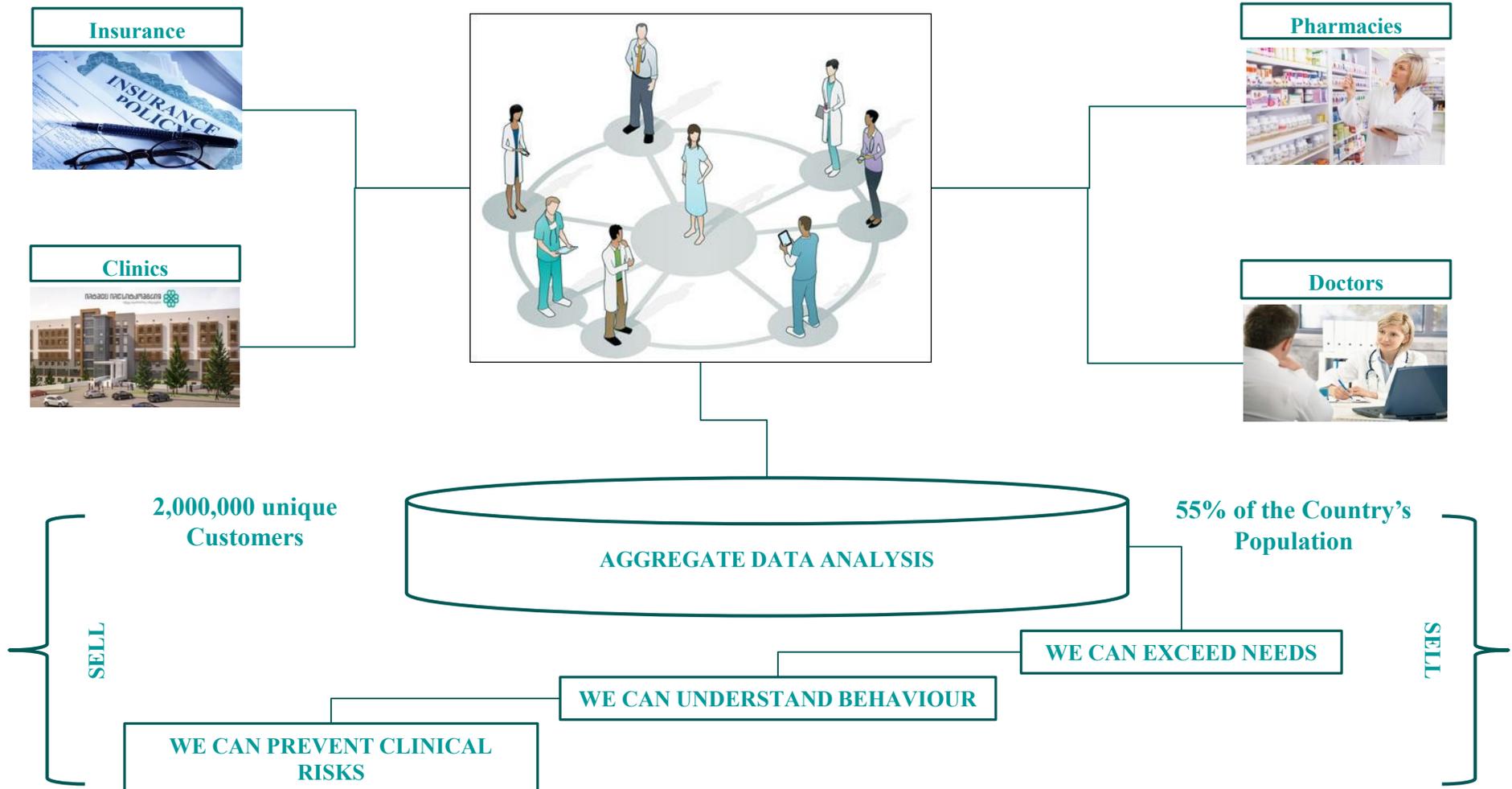




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Consolidated customer pathway: strategy

Create and manage consolidated customer pathway
to ease customer's way, identify segments, proposes tailored solutions and tailored services



QUESTIONS?

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