

A blue-tinted photograph of three healthcare professionals (two women and one man) smiling and looking at a tablet. The background is filled with various medical and technological icons, including a microscope, a DNA helix, and a person wearing a surgical mask. The overall theme is healthcare and technology.

Healthcare Cloud Managed Services

Dedalus



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A hand is shown reaching towards a digital globe composed of a network of white lines and dots. The globe is set against a dark blue background with a cityscape at night. A semi-transparent dark blue rectangle is overlaid on the globe, containing the text. To the right of the globe, there is a vertical bar with a green-to-blue gradient. The overall theme is technology and global connectivity.

Dedalus - Who are we?

ONE OF THE TOP 3 GLOBAL HEALTHCARE SOFTWARE COMPANIES



+7,700 HIGHLY SKILLED STAFF

€820M REVENUES 2022 (forecast)

9% CAGR 21-23

+40 COUNTRIES

Our clients



6,700

Healthcare Organizations



5,700

#Labs & Diagnostic Centers



1,000

#Region-wide Projects

Managing



+57m

#Hospital Inpatient Admissions per year



+4bn

#Diagnostic Results (LIS, AIS) per year



+270m

#Outpatient Visits per year



+37m

#Surgical Interventions per year



460m

#Patient Records (Not Unique)



+55m

#Emergency Room Admissions Per Year

Serving

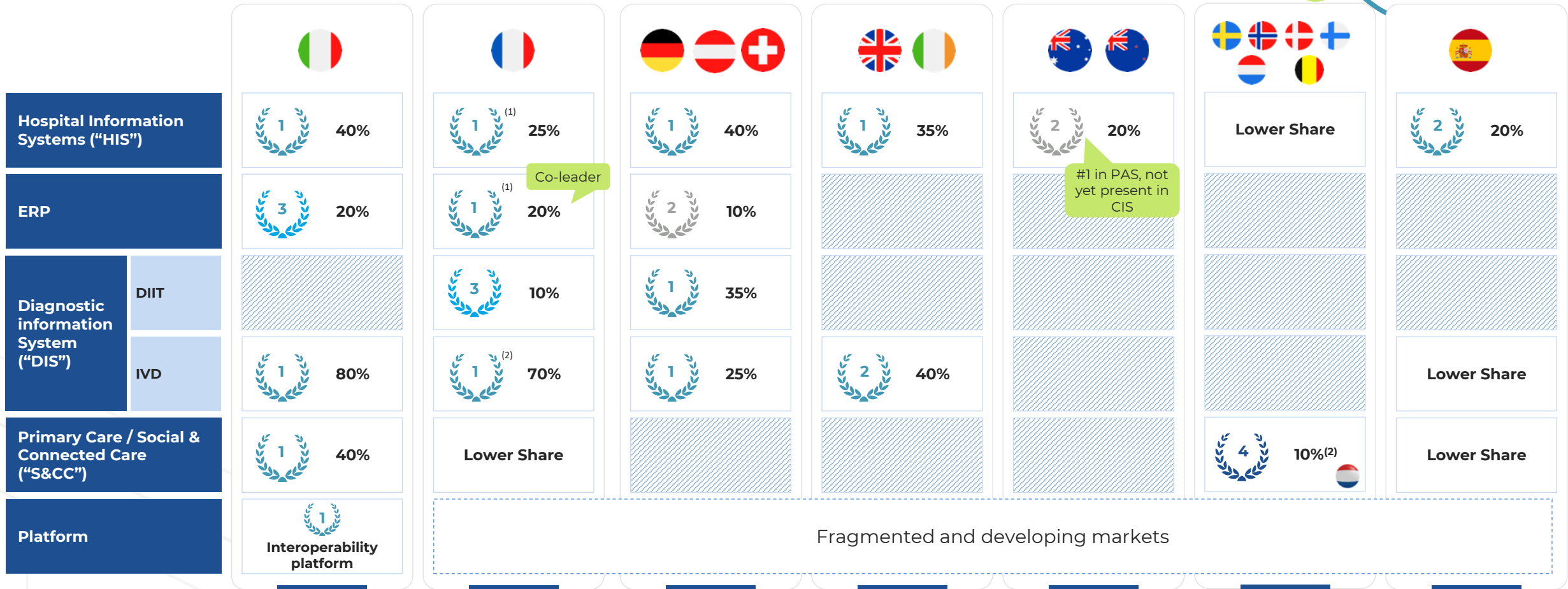


+540m

#Overall Population

#TOGETHER4SUCCESS

We have a global reach and leading market positions across core geographies



% % coverage of Installed base
 [Hatched Box] Fragmented market/ limited Dedalus offering
 [1] Leading Player
 [2] Second-to-leading player
 [3] Third-to-leading player
 [4] Fourth-to-leading player

Notes: Assessment of Dedalus estimated based on installed base, including both volume and value information, to reflect client stickiness more closely; 1. Co-leading with 2 other players overall. Leader in public sector with ~ 30% share; 2. Dedalus is number one in the private sector with a market share of 75-80%, and in the public sector Dedalus is co-leader with a market share of about 30%

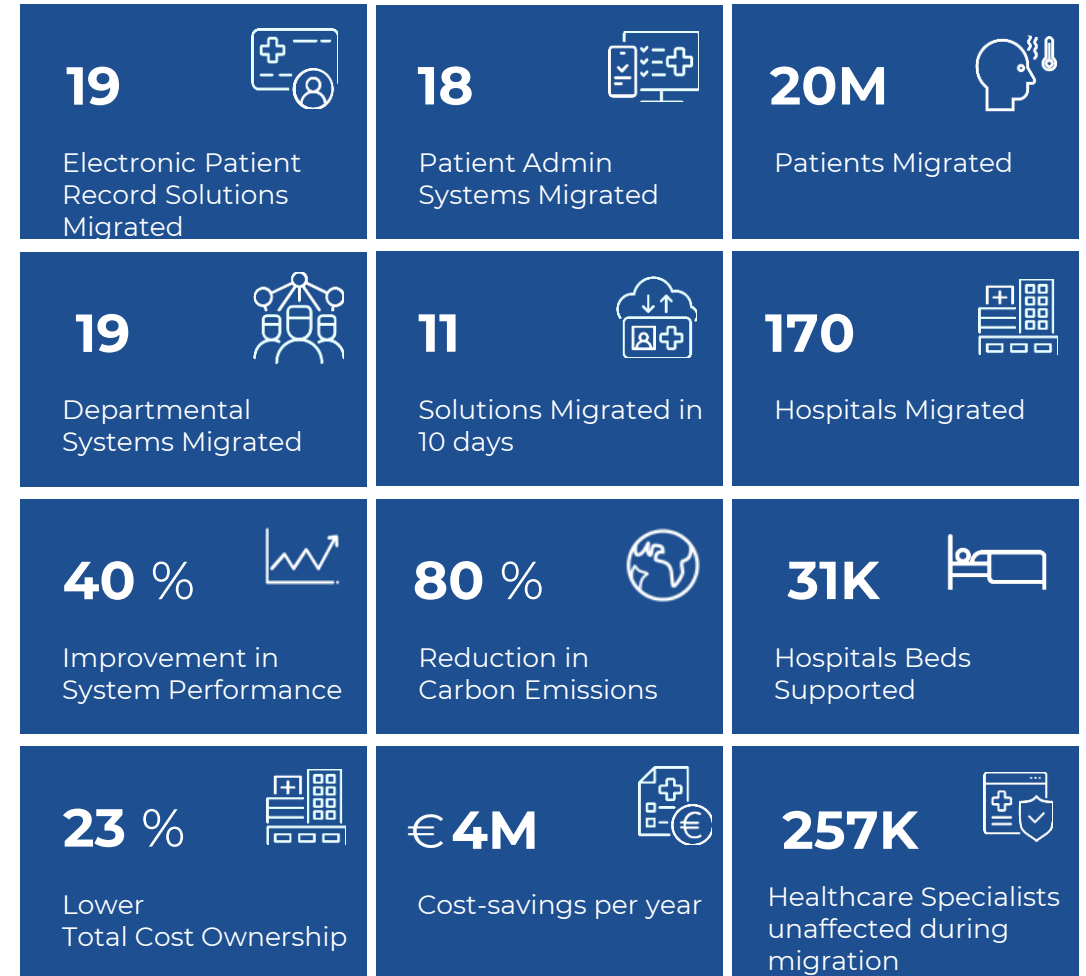
The background features a hand reaching out from the bottom left towards a glowing digital globe. The globe is composed of a network of white lines and dots, representing a global network or cloud infrastructure. The globe is partially obscured by a semi-transparent blue rectangular overlay that contains the main title. To the right of the blue overlay, there is a vertical bar with a green-to-blue gradient. The overall color palette is dominated by blues and greens, with a white hand and globe elements.

Healthcare Cloud – Success

Healthcare Cloud – Success – Data Centre Migration

56 care solutions & 40 managed service customers migrated since our First of Type in December 2020, ending March 2022.

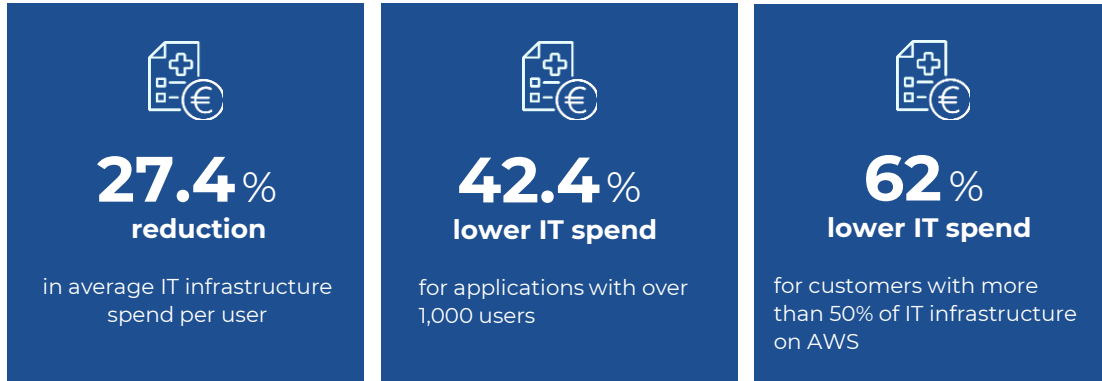
- 19 Lorenzo
 - 15 iPM
 - 16 ORMIS
 - 3 CLINiCOM/PatientCentre
 - 1 Radcentre
 - 2 ScanTrack (Non-Dedalus IP)
- Proven Deployment method and an experienced Cloud Migration Team with a proven track record in delivering.
 - Experience from completed cloud migrations embedded in current methodology, people, process, tooling and automation.
 - Measurable performance improvement.
 - Dedalus have expanded the managed service offering to our on-premise customers and non-Dedalus IP.



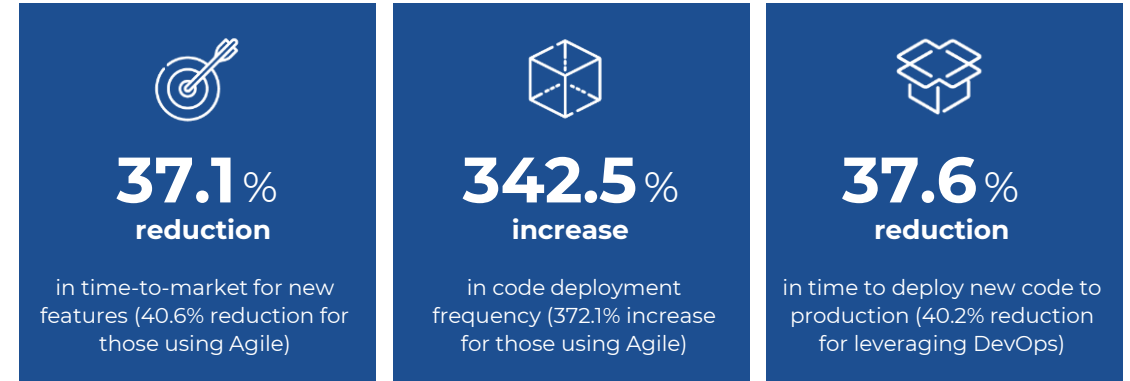
Healthcare Cloud – Success – Benefits



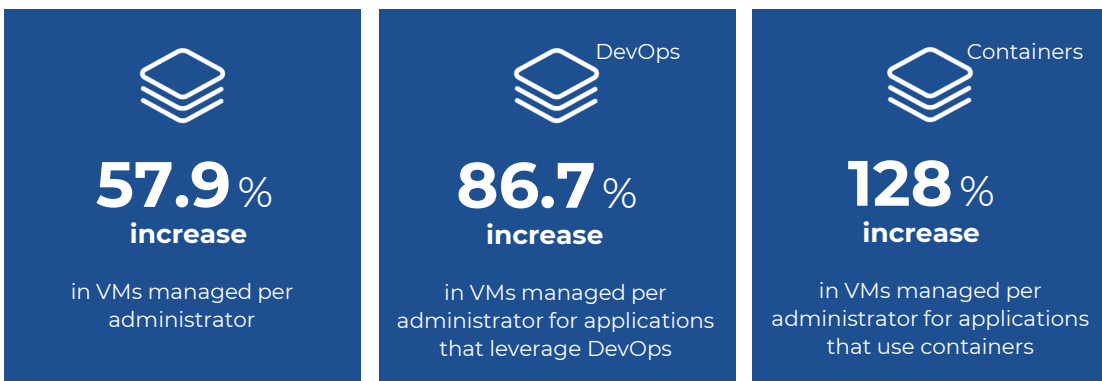
Cost Savings



Business Agility



Staff Productivity



Operational Resilience



AWS Cloud Economics benchmarking study by the Omnicom Group (2020)



Cloud Solutions live via Dedalus



18 Lorenzo EPR's
Live on Cloud

16 ORMIS Theatres
2 Scantrack
Live on Cloud

15 iPMs & 3 PatientCentre
Live on Cloud

SwiftQueue
Deployed in 56 NHS Trusts and over 100 different clinic deployments in UK&I

1 LIMS
Live on Cloud

1 Mental Health DC4H
Live on Cloud

PACSonWEB
6 inflight projects in LATAM

1 RadCentre
1 C4H
Live on Cloud

1 Medchart
Live on Cloud

1 NurseAide & 4 PatientAides
Live on Cloud

1 API Gateway
Live on Cloud

1 OneResponse
Live on Cloud

Various products
Migrating support environments in Denmark

HCIS
Being demonstrated in LATAM

Multiple Covid-Related projects
Italy

1 DC4H
Live in India for 31 million patients

Millieweb
Agenda for GP bookings, launched in Italy in Jan 2022

3 Terminology Services
Live on Cloud

+ Multiple new projects in pipeline





Dedalus Healthcare Cloud Managed Services

Top 4 customer concerns and challenges today

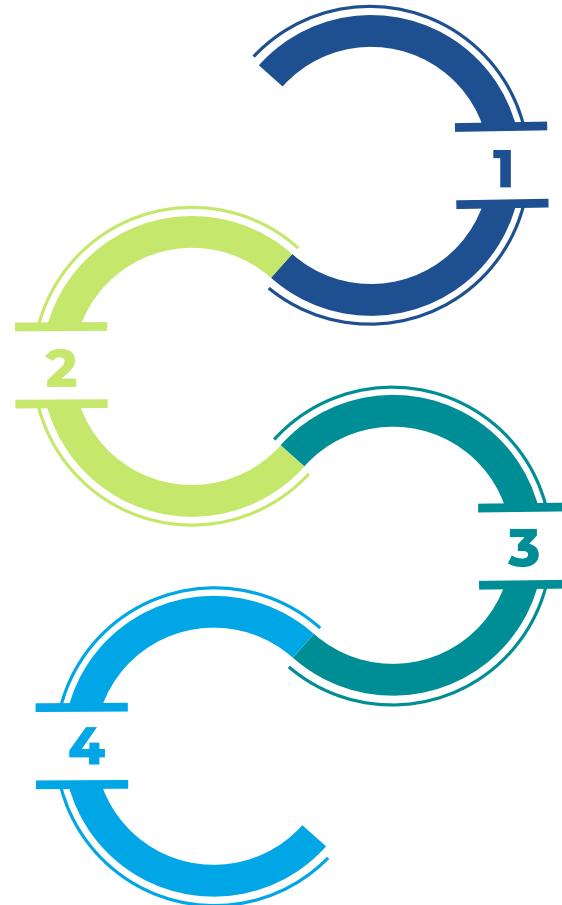


Cost of running and maintaining your service

- Future proofing your technology investment.
- Real time visibility of operational performance and cost.
- Real estate challenges and costs.

Cyber Security

- Challenges ensuring your technology stack is UpToDate with the skills to do so.
- Obtaining, scheduling patches and maintenance windows and catering for downtime.



Agility and ability to scale at pace

- Growing complexity and demands from the business i.e. the need for elasticity
- Capacity to free up valuable resources at short notice
- Workforce management, retention costs and access to new skills

Resilience of services

- Obsolete or aged technology
- Single point of failure with physical hardware
- Shifting workloads



Our solutions through Dedalus Managed Services

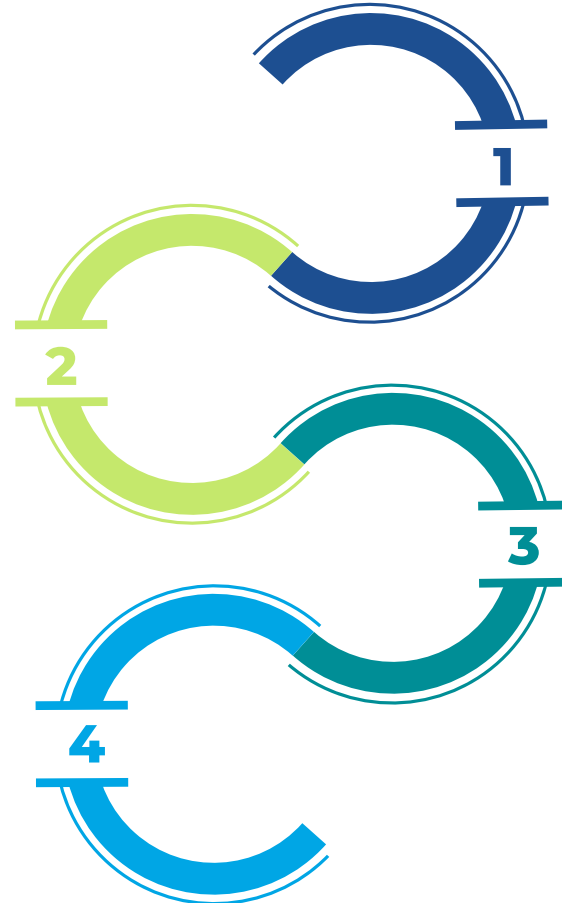


Reduction of run and maintain costs

- Full management and support of environments and Infrastructure
- Bring performance and predictability of services and cost
- Offer migration to Public / Private on-premise or Hybrid Cloud solutions

Provide a multi-layered approach to cyber security

- Regular software patching, maintenance, penetration testing
- Leverage Cloud technology and expertise
- Cloud is default deny all access



Scale at pace to add additional care service or load with ease

- Hybrid cloud, infrastructure and services
- Elastic nature of Cloud allows to consume only what you need, as and when needed
- Free your internal resources to concentrate on care initiatives

Resilient technology “always-on” service

- Continuous availability, faster recovery and better failover capabilities
- Workload mobility via anywhere access
- Hybrid-cloud and on-premise solutions



Key Statistics of Dedalus Managed Services



Organisation



Global Regions & Countries



Years of Managed Service Experience



Highly skilled Staff



Managed Service Specialists

Customers



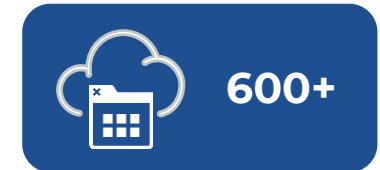
Application Licencing and Support



On-Premise Managed



Public and Private Cloud



SaaS

Dedalus Cloud



Availability Zones



Cloud Instances



Compute (VMs)



Storage



Dedalus Managed Services Overview

The services offered by Dedalus Managed Services are designed to help our customers with their cloud journey and to take ownership of the daily operations of their healthcare applications and hybrid infrastructure in order to reduce operational costs, improve service quality and scale their business while ensuring security and compliance.



Cloud Strategy and Architecture Services

It's our mission to provide comprehensive guidance to help our customers address cloud adoption, design robust and cost-effective cloud infrastructures resilient to failure and optimize cloud spend to maximize cloud unit economics and innovation.



Hybrid Infrastructure Services

Dedalus Managed Hybrid Infrastructure Services provide cloud migration guidance and expertise, as well as comprehensive management and support of on-premises, cloud and hybrid infrastructure.



Professional Services

Need specific care solutions for your healthcare organisation? Our Professional Services are designed to take care of the development, implementation, and management of your solution, no matter the complexity.



Monitoring & Automation

Our Monitoring Services are designed to operate in complex hybrid environments and provide full stack observability into the behaviour, performance and health of your healthcare applications and infrastructure to ensure optimum user experience, performance and availability.



Service Management

Dedalus Service Management (DSM) is a set of tools, business processes and best practices that orchestrates the activities between our customers, services, operations teams, and IT groups to resolve customer issues and requests rapidly.

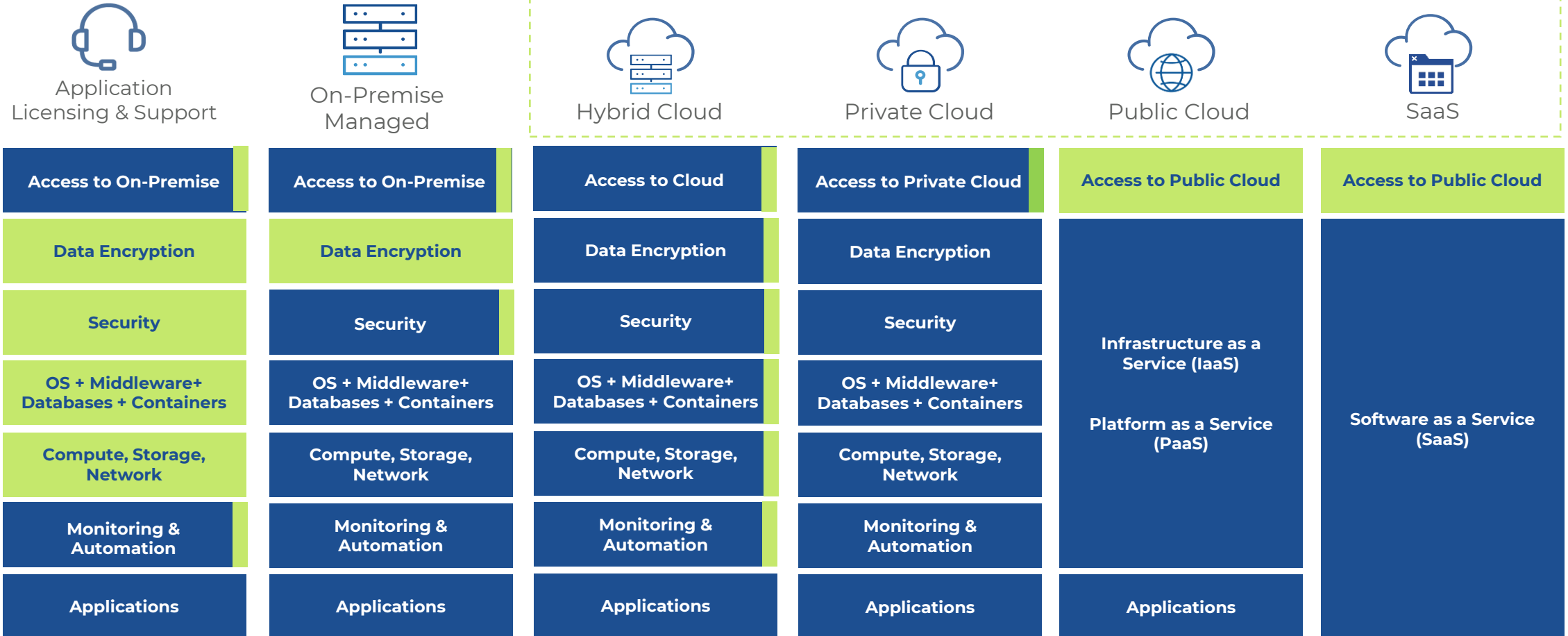


Application Support Services

Dedalus Application services, including performance optimisation and licencing. Connected through Omnichannel support. Service Desk, Focus-D™ Portal & Chat

Service Model Responsibilities

Dedalus Managed Services



Dedalus Management
 Customer Management
 Shared Management

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Case Study – Beyond Migration



Royal Papworth's cloud journey so far...

Lorenzo EPR migrated from physical data centre to the Healthcare Cloud on **19th September 2021**

- This included AideApps migration

"This migration was completed at pace and was executed well. A great collaborative effort between Dedalus and the Papworth Digital Team"

The Trust have realised the following benefits since the successful migration:

- **Performance Improvements**
 - 30-40% improvements across all transactions in the Lorenzo application
 - Undertaking a patient search and use of patient registration views have improved 50% to 75%
- **Data Availability/ Mobility**
 - Employees can work from anywhere, allowing increased flexibility & productivity
 - Enables projects and teamwork to be more productive and efficient due to accessibility of data
- **Resiliency**
 - Continuous availability, rapid re-deployment on failure - faster recovery and better failover/DR capabilities
 - No longer a single point of failure
- **Security**
 - Regular software patching, maintenance, penetration testing with minimal downtime
- **Integration**
 - Ability to integrate other solutions whether they be cloud native/ hybrid/ on-prem with ease
 - Leverage availability options from other technologies/ systems/ locations



Case Study: Royal Papworth's cloud journey so far...

Andrew Raynes CIO, on the migration project:

- “There was a degree of scepticism regarding our proposed move to the cloud, however, working with Dedalus, it was remarkably smooth and the teams working together very well, executed a well-planned migration.
- This was done very well at pace and we really had no issues following it, it was a great success. This was down to the incredible planning that Dedalus did alongside the Papworth Digital Team.
- The improvements were almost immediate and surpassed what I had expected. We gained something in the region of 30-40% performance improvements across all transactions in the Lorenzo application. Dedalus helped validate this with a report but I also spoke to consultants on the wards and in particular one of the cardiologists who openly remarked about the tangible improvements and much better operational use of the application during a ward round.
- Undertaking a patient search and use of patient registration views are showing signs of improvement of more than 50% and some as much as 75%, which we would never have expected. This was a tremendous win as part of our cloud journey.
- The benefits of moving to cloud are becoming more evident: performance, agility, resilience, security.
- The cloud has given us the agility, space, operational availability for working and collaborating in a much better way and at speed.”



Case Study: Royal Papworth's cloud journey so far...

Following the Trust's successful Cloud Migration project in 2021...

Live on Clinalytix

Used by their research team to identify cohorts of patients with various measures/ conditions/ treatments

Seeking further managed service opportunities with Dedalus

Existing Legacy Applications

Live on ClinicalAide and NurseAid

Cloud Advocates

Supporting Dedalus Healthcare Cloud Knowledge Sharing Events with positive feedback

Awarded HSJ Partnership Award for Workforce and Wellbeing Initiative of the Year alongside AWS

Lorenzo Personalisation

Live on GP Connect

Live on T4C

Exposing certain KPI's so external orgs can identify patients for clinical trials via Papworth




Live on PatientAide

Case Study: Royal Papworth and Trial4Care (T4C)




A disruptive and innovative hub connecting Hospitals and research in need of Real-World-Evidence



Real-World Data: Secure Digital Platform

-  **Digital Platform:** Helps integrate disparate data from across the healthcare ecosystem
-  **Defense in Depth:** Fine grained security model with ABAC driven access control mechanism; with ownership retained by the data provider (Trust)
-  **Analytics-ready:** Provides evidence-based insights about populations and individuals to improve outcomes

Real-World Evidence

-  **Subsidised Clinical & Operational Analytics:** Put real-time analytics at the centre of the care delivery
-  **Federated Data Network:** leverage opportunities to accelerate observational studies with pharma industry in a secure manner
-  **Next Generation Clinical Trials:** Leverage patient and provider access to participate in cohort identification and clinical trial process

T4C exposes certain KPI's from the Clinalytix data (anonymously) so external organisations can look at their data and identify possible patients for their clinical trials, they then make an expression of interest to Papworth (as at this point the data is anonymous). Papworth can, if they wish, release the patient details for the company to approach to join a clinical trial

This is **ONE** solution across **ALL** regions working across numerous systems of records!





Healthy People, Healthy Planet

