

Digital Transformation Strategy

Achieving sustainable growth by incorporating digital transformation and sustainability into the management strategy

Nihon Chouzai regards ICT as a key factor in growth and has been developing an ICT strategy for many years. Going forward, we will continue to pursue business transformation through the use of digital technology (digital transformation) to create value and achieve further growth.

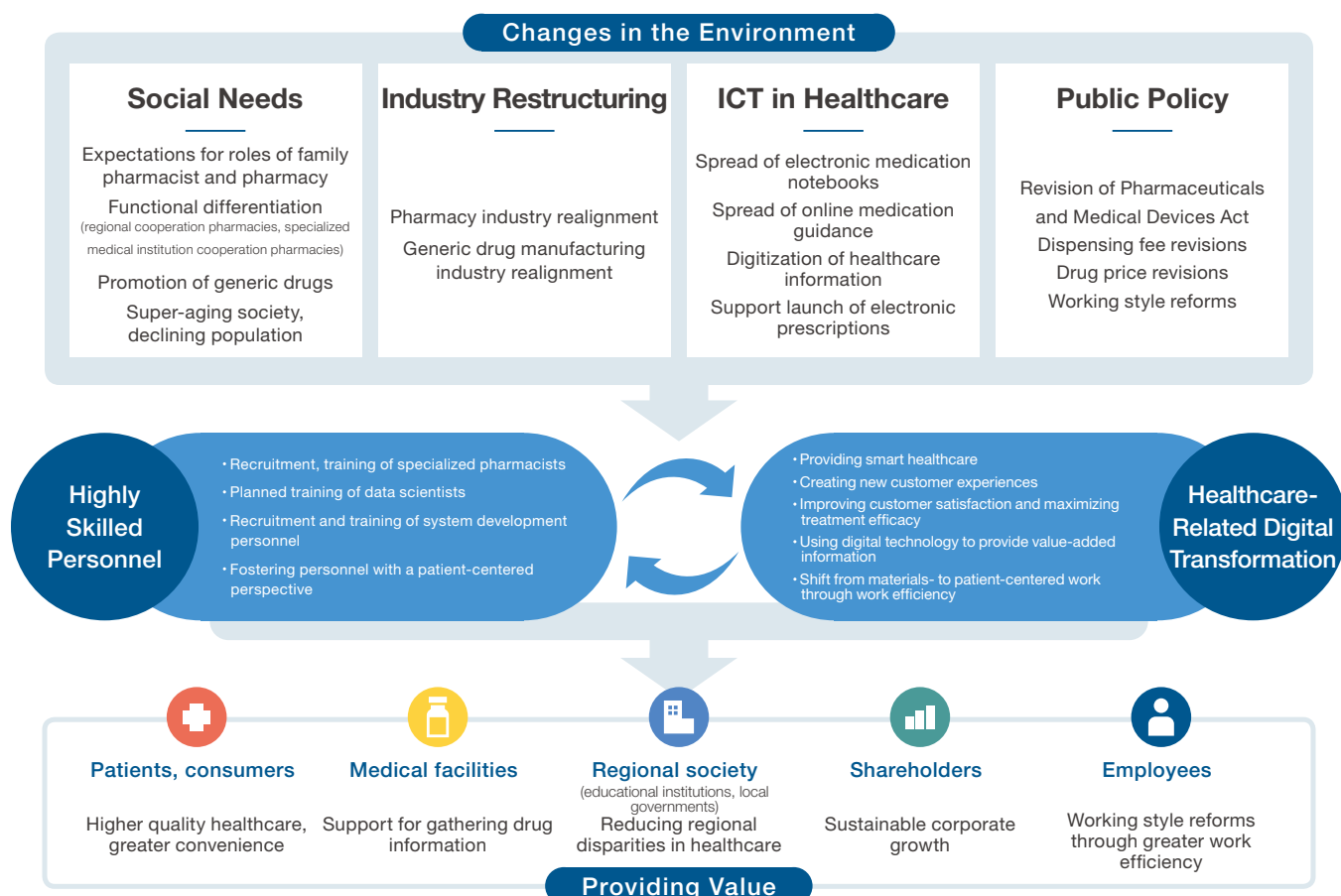
Providing Value Through Healthcare-Related Digital Transformation in a Changing Environment

A Fusion of Personnel and Healthcare-Related Digital Transformation Shaping Next-Generation Pharmacies

Amid a super-aging society and shrinking population, the healthcare environment in Japan is being rocked by moves to curb social security costs and labor shortages.

Nihon Chouzai will realize the digital transformation of existing businesses and create a new earnings base through the fusion of highly skilled personnel with

healthcare-related digital transformation. We will help solve social issues by achieving both healthcare safety and an efficient operating framework. Moreover, the Group will evolve existing services and create new medical services to provide new value to patients, medical institutions, local communities, and all of our key stakeholders.



Five Digital Transformation Strategies

Nihon Chouzai is targeting dramatic growth as we move forward in achieving our long-term vision for FY2030. To support such growth, we have formulated five Digital Transformation Strategies to meet changes in the environment and provide new services that will bring innovation to the healthcare industry in Japan.

The five Digital Transformation Strategies will significantly

transform our businesses, focusing on the areas of business reform, new business creation, and work process reform. Through these approaches, we will provide new value to a wide range of stakeholders, not only the patients and consumers who receive our services but also medical facilities, regional society, shareholders, and employees.

Digital Transformation Strategy

Value Provided

Providing smart healthcare

Providing smart healthcare, where anyone can receive health consultation, medication guidance, drug delivery seamlessly online

- Online medication guidance service Nihon Chouzai Online Pharmacy Service
- Collaboration between outside online healthcare services and Nihon Chouzai Online Pharmacy Service [P36](#)
- Electronic medication notebook *Okusuri Techo Plus*
- Picking up drugs using a pick-up box with authentication function [P38](#)



- Enhanced convenience, prevention of illness progression



- Narrowing regional disparities in healthcare
- Addressing health and lifestyle issues through community multidisciplinary collaboration

Creating new customer experiences

Creating new customer experiences by fusing brick-and-mortar and online pharmacies

- Developing a new pharmacy support system
- Electronic medication notebook *Okusuri Techo Plus*
- At-home medical care communication system
- Health consultation system



- Enhanced convenience
- More robust at-home healthcare
- Support for illness prevention and pre-symptomatic illness of community residents

Improving customer satisfaction and maximizing treatment efficacy

Improving customer satisfaction and maximizing treatment efficacy by expanding touchpoints using *Okusuri Techo Plus*

- Adding functionality to electronic medication notebook *Okusuri Techo Plus* to connect patients with pharmacies



- Providing high-quality healthcare through more extensive patient-centered work
- Support for illness prevention and pre-symptomatic illness of community residents
- Prevention and early detection of drug side effects

Using digital technology to provide value-added information

Providing value-added information through the FINDAT [P39](#) drug information platform

- Providing value-added drug information
- Using FINDAT platform in pharmacies
- Educational use at universities, etc.



- Proper drug use based on efficacy, safety, and cost-effectiveness
- Providing high-quality healthcare through more extensive patient-centered work



- Support for gathering drug information



- Sustainable healthcare provision
- Use of information at universities and other educational institutions

Shift from materials- to patient-centered work through work efficiency

Using digital technology to streamline operations, reducing time spent with materials and creating time for patient-centered work

- Automation of dispensing work [P37](#)
- Online payment
- Online insurance eligibility verification [P36](#)
- Digital management of pharmacy management processes, sharing best practices
- Online learning content, Q&A information database
- Voice input system, vein biometric authentication system



- Providing high-quality healthcare through more extensive patient-centered work
- Balance of safety and efficiency of dispensing work



- Working style reforms through greater work efficiency
- Heightened expertise through shift from materials- to people-centered work

Pursuing each strategy to achieve sustainable growth



- Providing a range of opportunities for active involvement



- Sustainable corporate growth
- Minimizing risk