

Digital Transformation Strategy

Nihon Chouzai regards ICT as a key factor in growth and has been developing an ICT strategy for many years.

Amid calls to incorporate digital transformation into healthcare, the Nippon Chouzai

Group's digital transformation strategy is further evolving to provide new value to patients, medical institutions, and local communities.

Five Digital Transformation Strategies

Nihon Chouzai has formulated five digital transformation strategies to offer new value to a wide range of patients and other stakeholders. By pursuing each of these strategies for transforming our core businesses, creating new businesses, and transforming business

processes inside and outside the Group, we aim to become the healthcare group of choice for stakeholders through the new value we create.

Five Digital Transformation Strategies

1 Providing smart healthcare

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

2 Creating new customer experiences

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

3 Improving customer satisfaction and maximizing treatment efficacy

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

4 Using digital technology to provide value-added information

Providing value-added information through the FINDAT drug information platform

5 Improving work efficiency and shifting to patient-centered work

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

Value Provided



Patients and consumers

- Enhanced convenience, prevention of illness progression
- More robust at-home healthcare
- Supporting disease prevention and pre-symptomatic illness of local residents
- Providing high-quality medical care by enhancing interpersonal services
- Prevention and early detection of drug side effects
- Proper drug use based on efficacy, safety, and cost-effectiveness
- Balance of safety and efficiency of dispensing work



Medical institutions

- Support for gathering drug information



Regional society (educational institutions, local governments)

- Reducing regional disparities in healthcare
- Responding to health and lifestyle issues through multi-professional collaboration in the community
- Sustainable healthcare provision
- Use of information at universities and other educational institutions



Shareholders

- Sustainable corporate growth
- Optimizing risk



Employees

- Working style reforms through greater work efficiency
- Heightened expertise through shift from materials- to patient-centered work
- Providing a range of opportunities for active involvement

Pharmacy service operations based on the digital transformation strategy

Nihon Chouzai's Online Pharmacy Service NiCOMS



Electronic medication notebook *Okusuri Techo Plus*



Remote Healthcare Search Service NiCO Navi



Drug information platform FINDAT



Renewal of the Dispensing System

Supporting Operation of Multiple Pharmacies with Cloud-Based Service JP-Dream

Automation of Dispensing Work

Online Insurance Eligibility Verification System