

IMS Health

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and Operations

December 4th, 2014



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Who We Are



Mission

- Leverage **information and technology services** to **deliver intelligence** and **drive improved performance** for a growing universe of **healthcare customers globally**



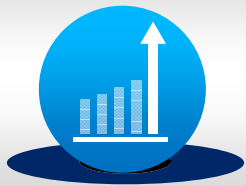
History

- 60+ years provider of mission-critical information to life sciences companies, deployed in 100+ countries
- Taken private in 2010 and IPO in 2014



Highlights

- Expanding market opportunity
- Deeply integrated into customers' processes
- Scalable operating model

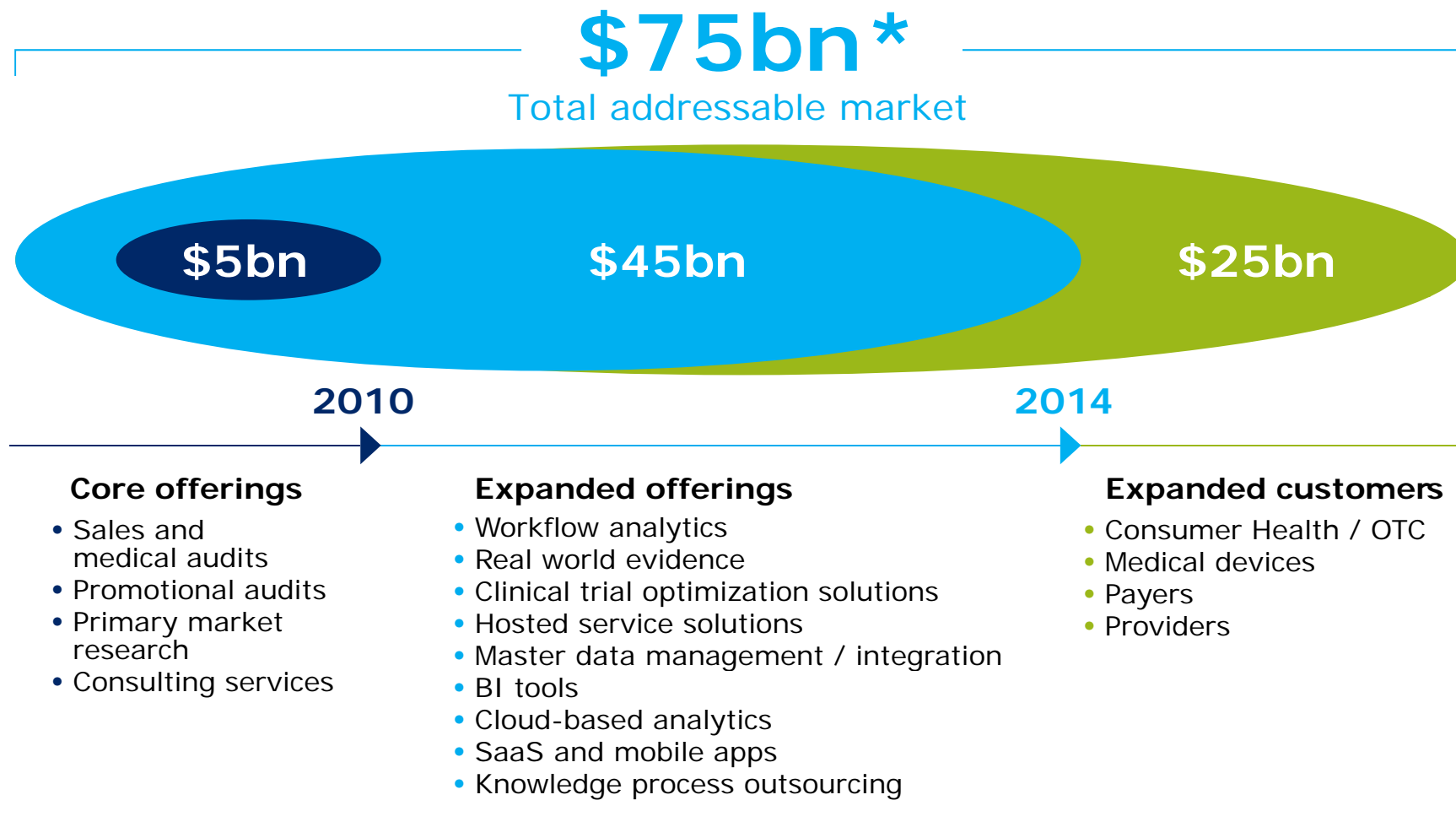


Results

- Revenue \$2.6bn, 6% CAGR 2010 – LTM 2014
- EBITDA \$876mm, 10% CAGR 2010 – LTM 2014

EBITDA is "Adjusted EBITDA" as defined in the IMS Health financial statements. Growth rates calculated on a constant currency basis. 2014 LTM is through September 2014.

Market Positioning



* As estimated by IMS Health.

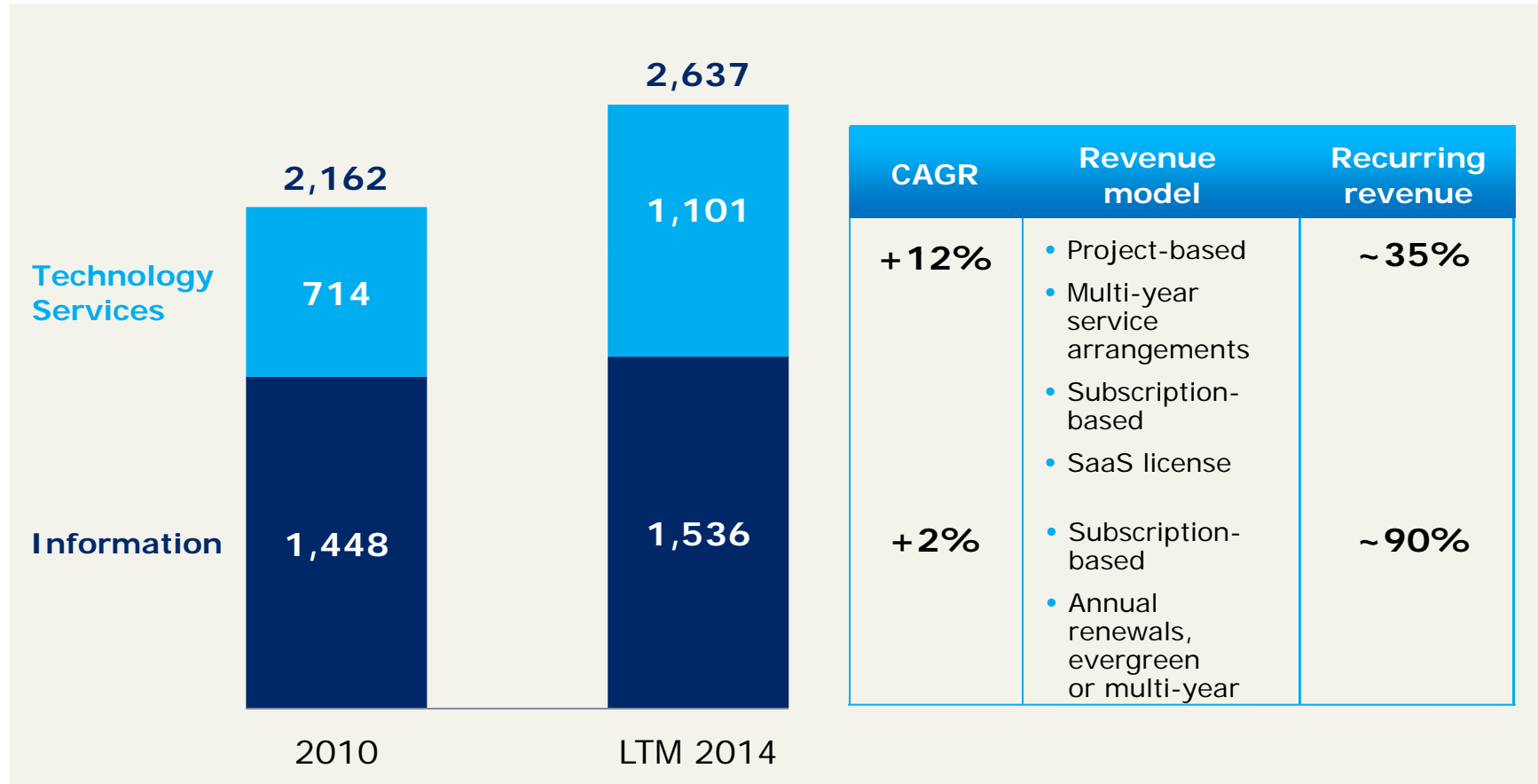
Operational Excellence

	2010	2014
Revenue growth	-2% CAGR 2007-2010	+6% CAGR 2010-LTM 2014
EBITDA growth	-6% CAGR 2007-2010	+10% CAGR 2010-LTM 2014
EBITDA margin	27% 2009	33% LTM 2014
Customer-facing resources	<33%	>50%
Offshore delivery resources	<250	>2,500
Development capabilities	>70% outsourced	>70% in-house
Continuous improvement	0 LEAN experts 0 KAIZEN events	550+ LEAN experts 750+ KAIZEN events
Acquisition spend	<\$200mm 2006-2009	>\$650mm 2010-2014

EBITDA is "Adjusted EBITDA" as defined in the IMS Health financial statements. Growth rates & margin calculated on a constant currency basis.
 Acquisition spend does not include earn-out payments.
 2014 LTM is through September 2014.

Revenue

\$mm



Dollar values as reported for GAAP.
 Growth rates calculated on a constant currency basis.
 2014 LTM is through September 2014.

Customers



- Top 25 customers with us on average >25 years
- 99% retention for top 1,000 customers
- Largest customer ~5% of revenue

Top 25 customers measured by 2013 revenue. Retention rates measured from 2012-2013. Largest customer measured by contribution to 2013 revenue.

Offerings

Integrated solutions

Information

National audits

Regional sales audits

Non biopharma audits

Technology services

Technology and applications

Workflow analytics

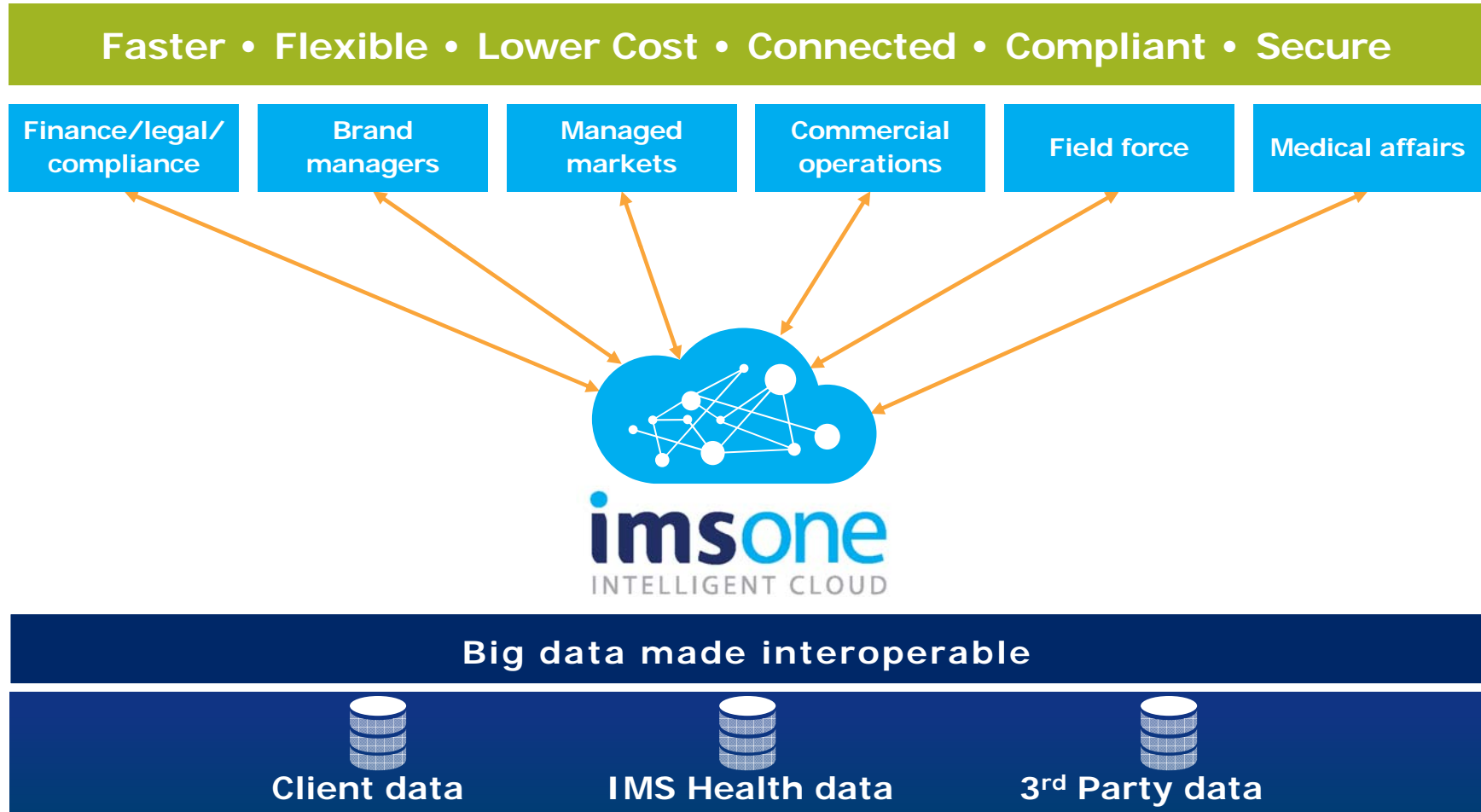
Real world evidence

Consulting services

Note: Audits = Sales, volume, visits, diagnoses, etc.

Life Science Commercial Infrastructure Solution

IMS Health Intelligent Cloud



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Innovation



nexus COMMERCIAL APPLICATION SUITE

nexus > marketing

Integrated marketing
Campaign management
Insights
Database

nexus > sales

Mobile Engage (CRM)
University
Data
Territory alignment
Call planning
Incentive comp.

nexus > social media

AETracker
CoProtect
WikiCorrect
BrandAlert
Social Survey
Digital KOLs
OTC reviews

nexus > performance

Executive
Brand
Field Force
Mobile
Business Intelligence

