



HEALTHCARE AT YOUR FINGERTIPS

Anytime, Anywhere

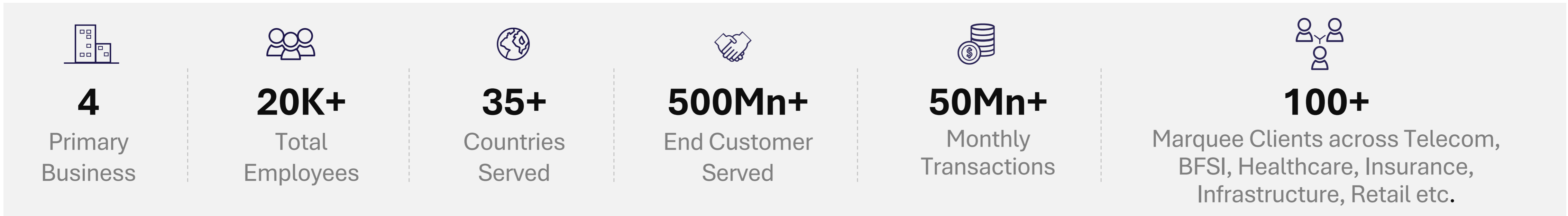
Nov-24



iSON Group- Size. Scale. Spread



iSON Group is an emerging market focused business conglomerate across Africa, South/ Southeast, Asia & the Middle East



Our Capabilities

Experience in building an emerging market platform

Deep understanding of managing operations, regulation, logistics, IT in some very challenging geographies especially within Africa

Deep understanding of deal drivers in the Healthcare Market

iSON Group has over the years developed lasting relationships with multiple Pharma giants and healthcare focused investors in various emerging markets

In depth understanding of customer experience management

iSON Group through its BPO arm, manages over 2Mn+ daily customer calls ensuring a robust understanding of the entire customer life cycle and retention

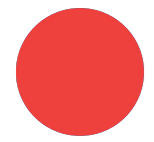


Your health, your journey, our commitment!!

We aspire to see you thriving in wellness rather than merely combating illness.

Our focus extends beyond medical interventions to embrace a proactive approach to well-being.



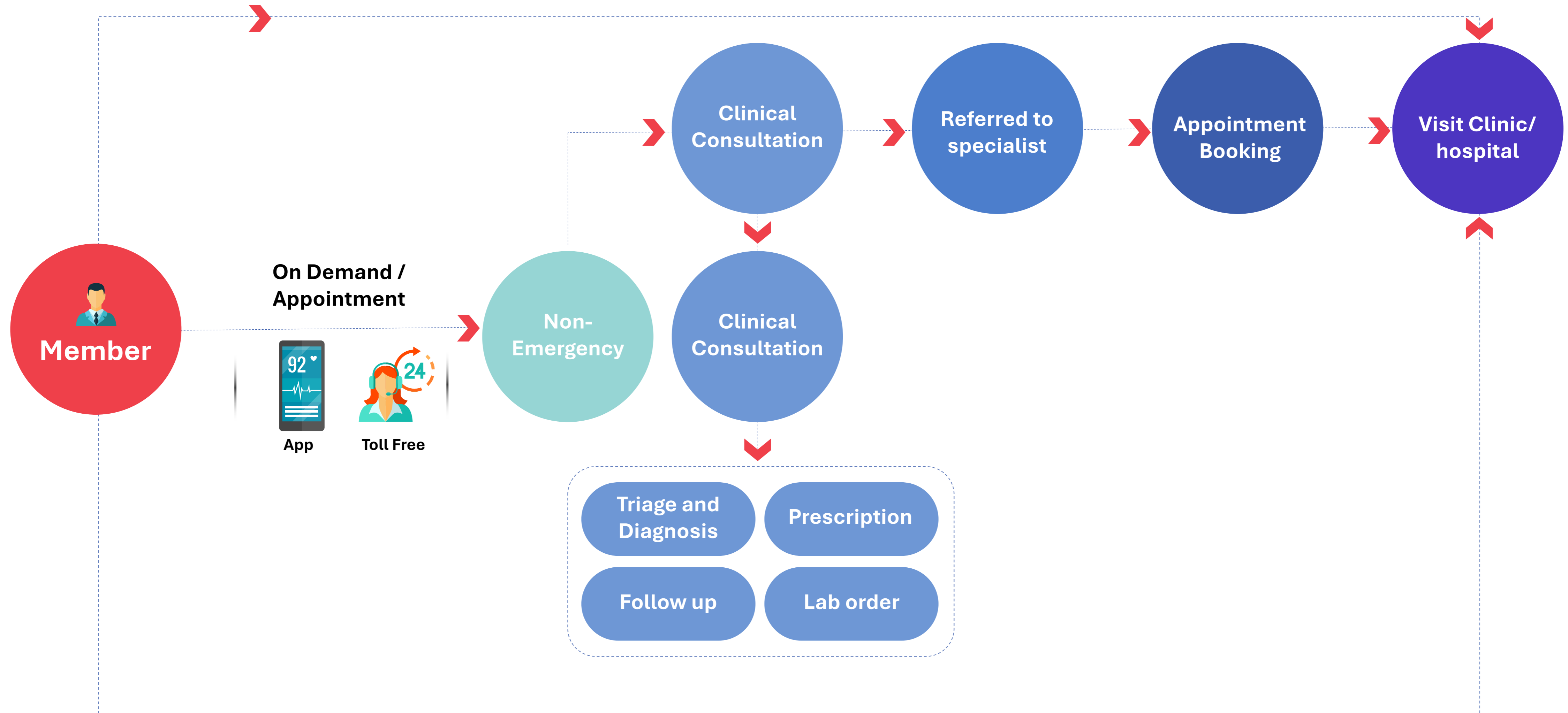


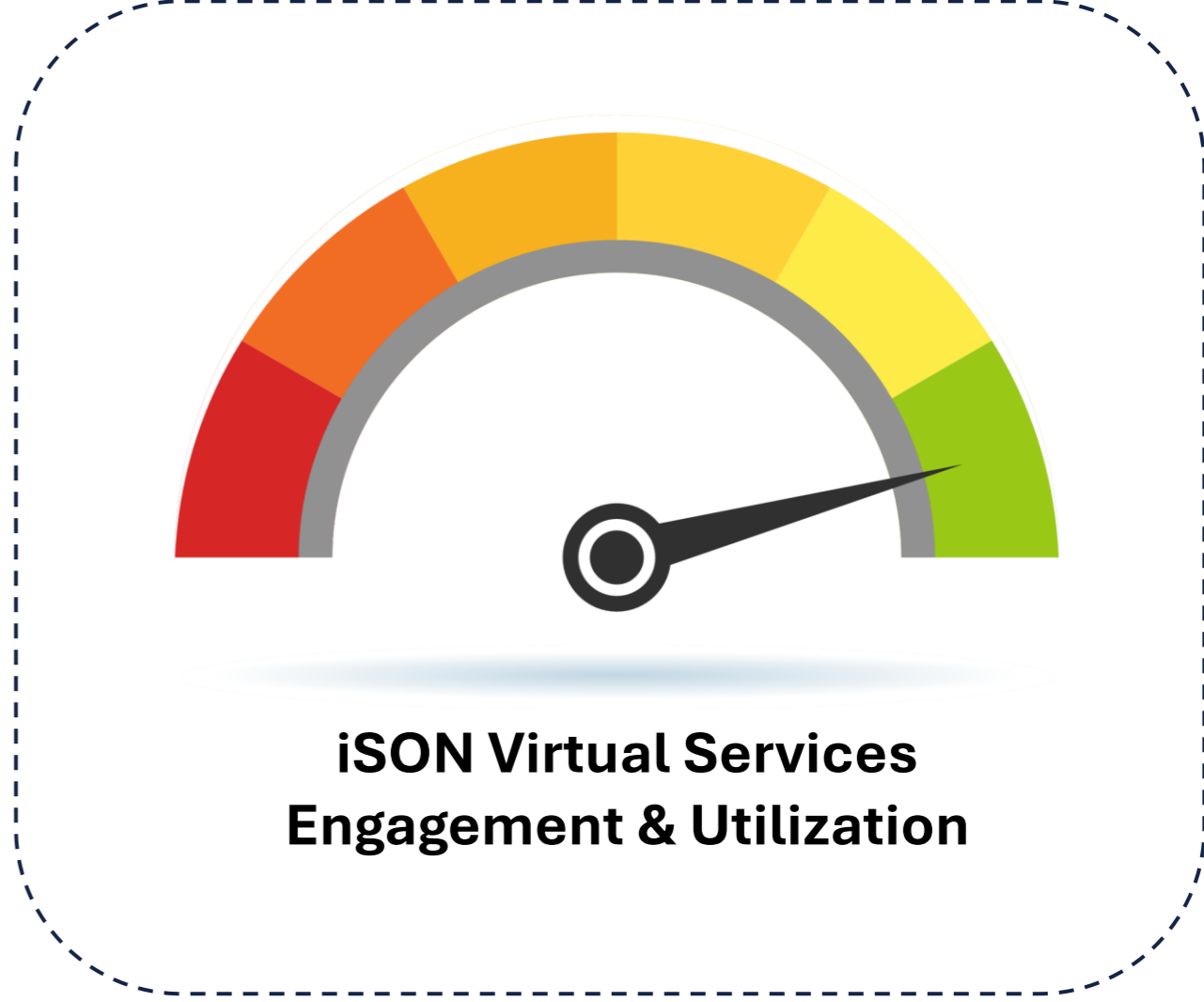
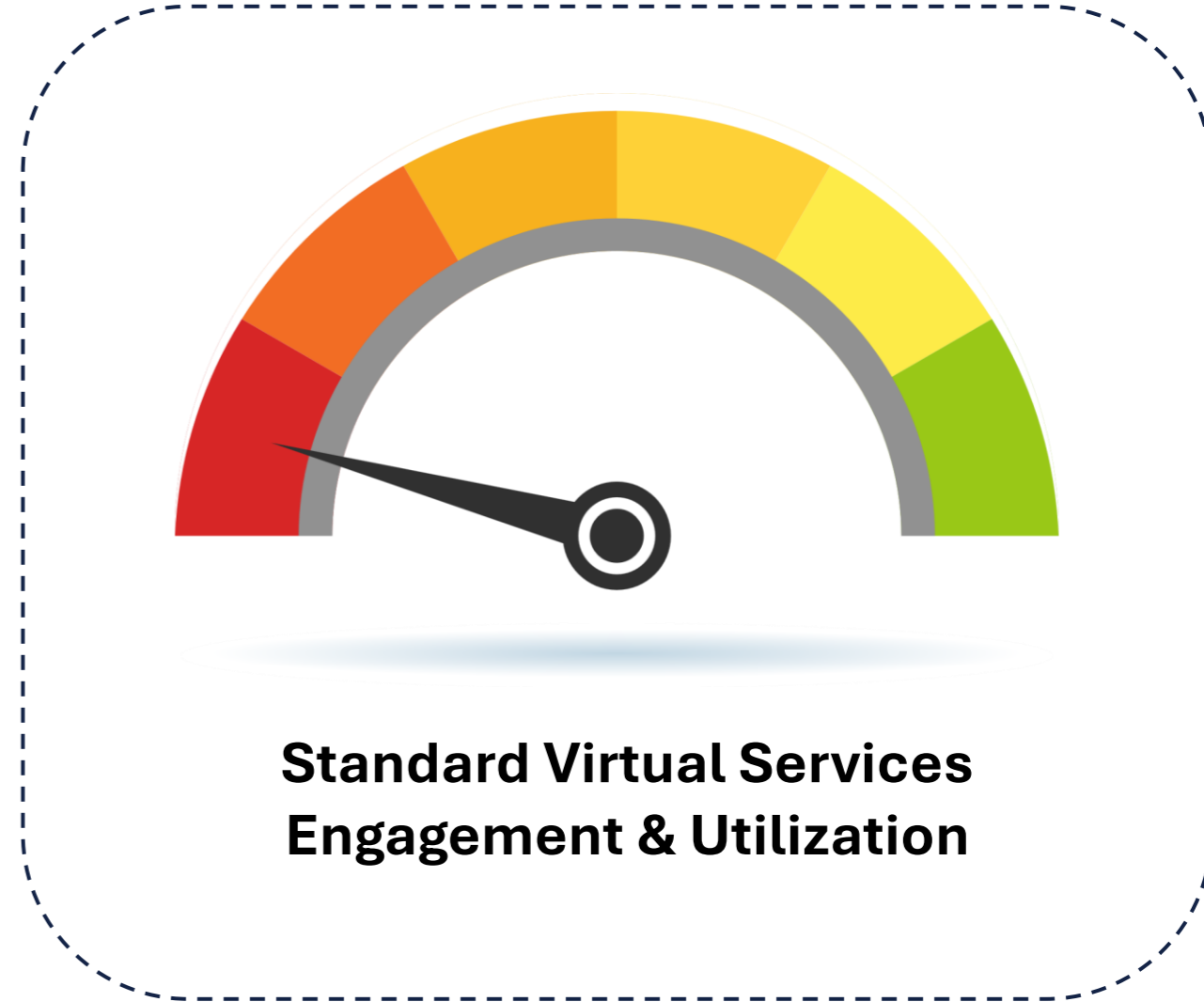
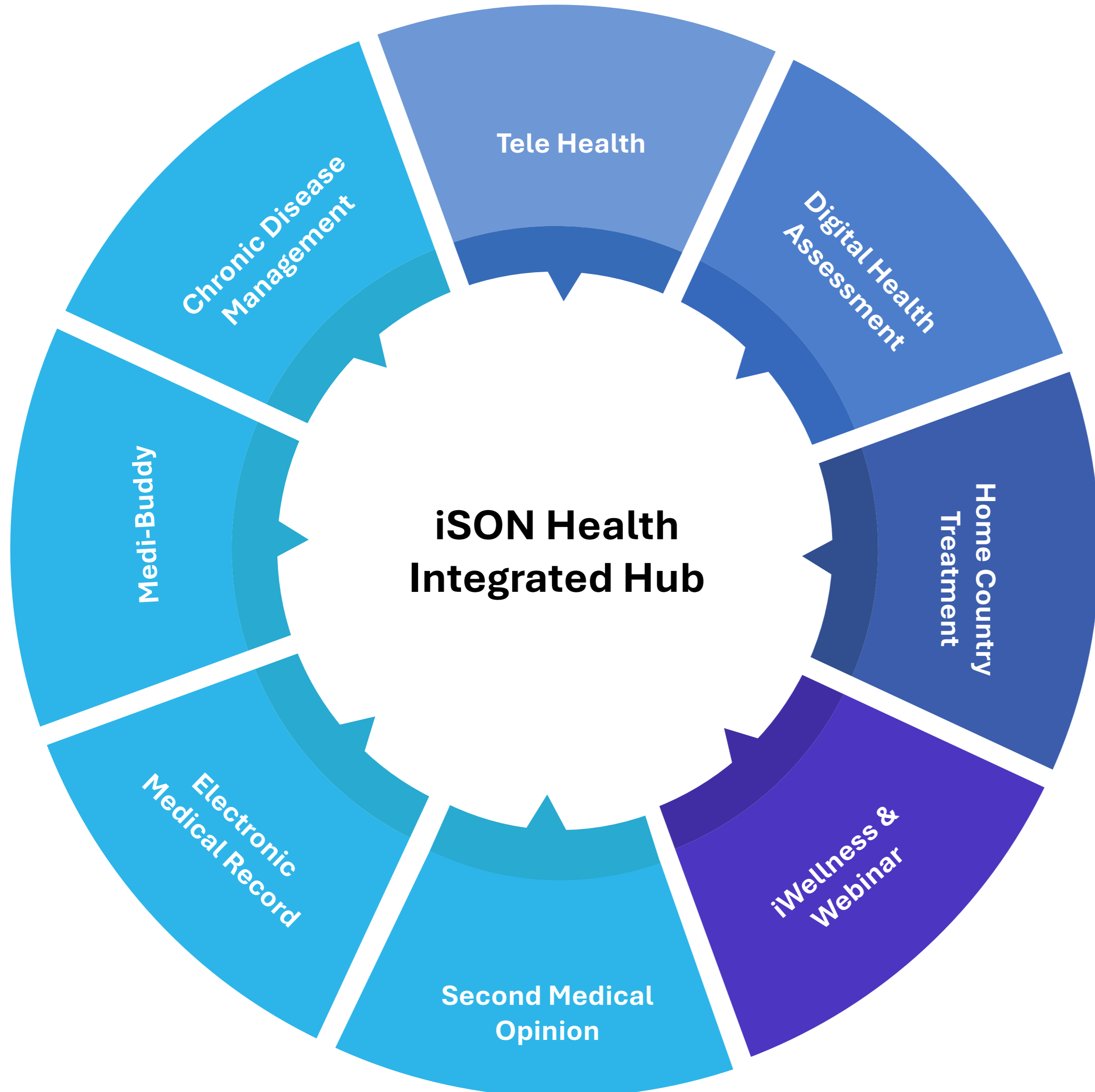
Why Choose Us?



- At ISON Health, we ensure you have access to virtual consultations around the clock via voice and video calls. Our services are offered in Arabic, Hindi, and English to cater to our diverse client base.
- Book appointments with our wellness advisors and psychologists for personalized counseling and support for your mental and physical health.
- Our healthcare professionals can issue prescriptions as needed during your consultations. We manage routine prescriptions based on the consultation outcomes, ensuring you receive the necessary medications.
- Benefit from our medication delivery service, bringing prescribed medications directly to your doorstep where available, enhancing convenience and adherence to treatment plans.
- We provide home lab sample collection services for necessary diagnostic testing, minimizing the need for travel and making the process efficient and convenient for you.
- Our dedicated chronic disease management program offers regular monitoring, personalized treatment plans, and continuous support. We focus on managing conditions like diabetes and hypertension to enhance your quality of life and stabilize health outcomes.
- We streamline referrals to a vast network of clinics and hospitals within your insurance network, ensuring you receive comprehensive care from trusted facilities.

Why Choose Us?

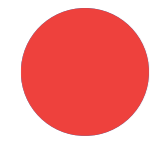






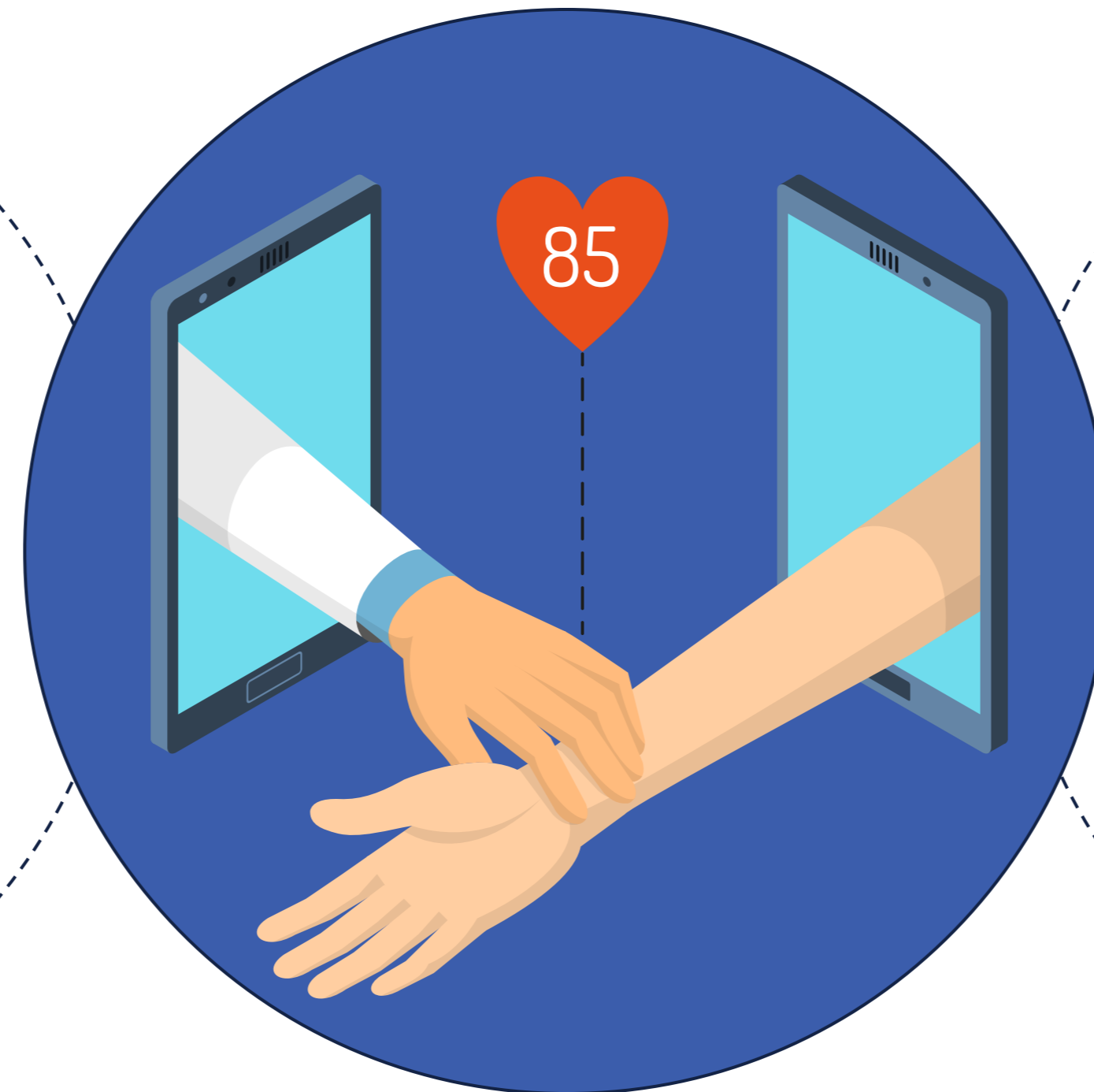
iSON Teleconsultation

at iSON Health



Virtual Consultation (Voice / Video)

- Access to GP Doctors
- Access to Specialist on appointment basis
- Access to Phycologists & Wellness Advisors
- Prescription Management



Concierge Services

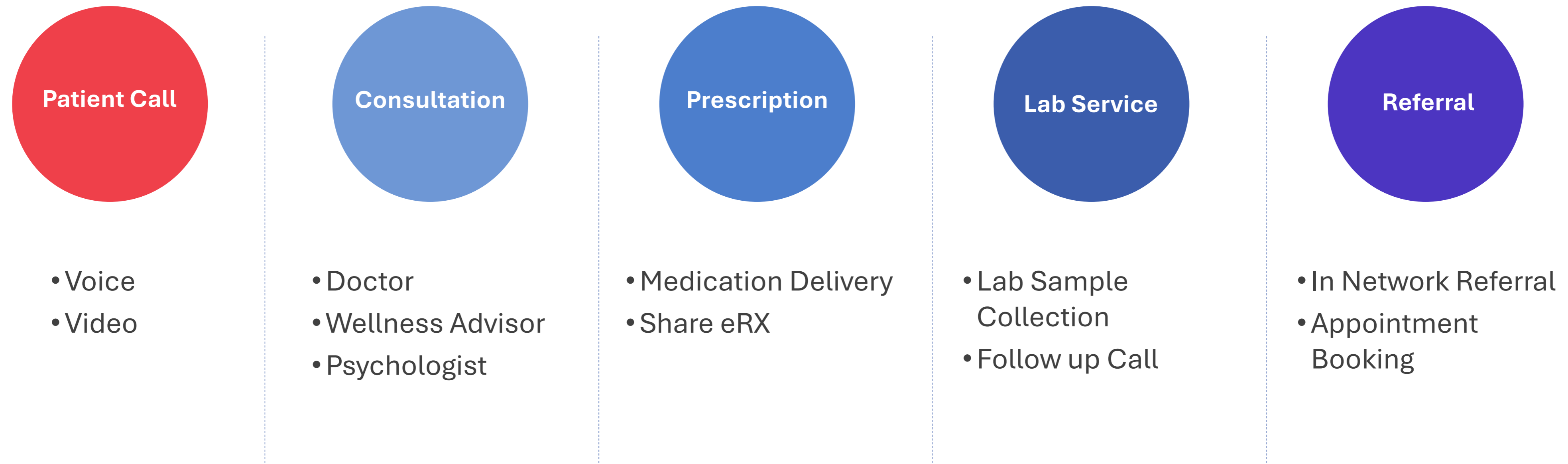
- Onsite Lab Sample Collection
- Sick Leave Management
- Medication Delivery
- Referral Management

Telemedicine at ISON Health is a gateway to personalized healthcare, available 24x7. Members can connect with doctors in English, Hindi, or Arabic, ensuring language is no barrier. Our services extend beyond consultations; we provide e-prescriptions, medication delivery options, onsite lab sample collection, and seamless referrals to specialists as needed. It's not just a consultation; it's a complete healthcare experience.

Tele-Consult Patient Journey



When a patient calls, member information is verified before connecting the call to our clinical team. If our resources are busy, we will arrange for a callback within the agreed Service Level Agreement (SLA). Follow-up calls will be arranged by our team, and if we are unable to contact, we send notification

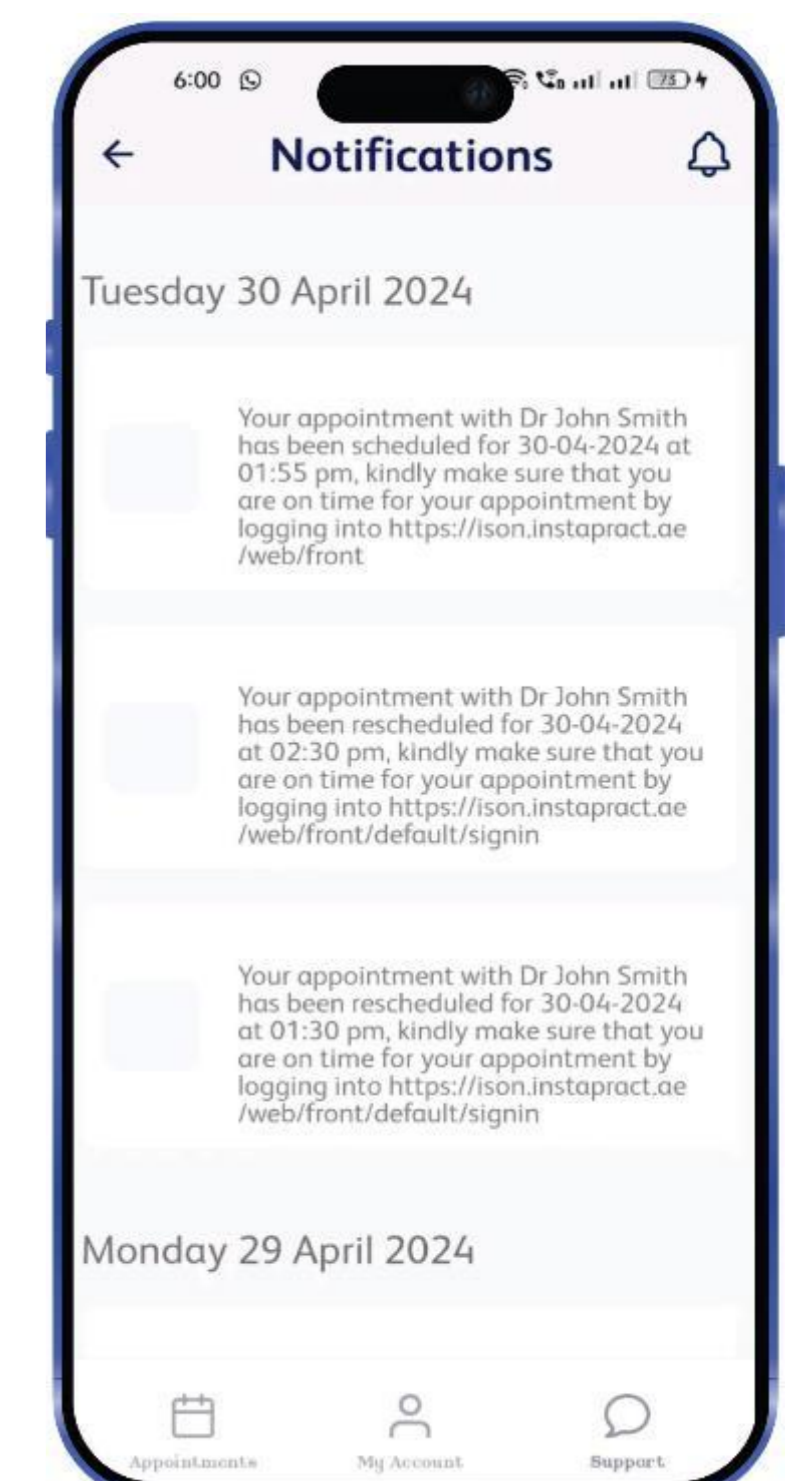
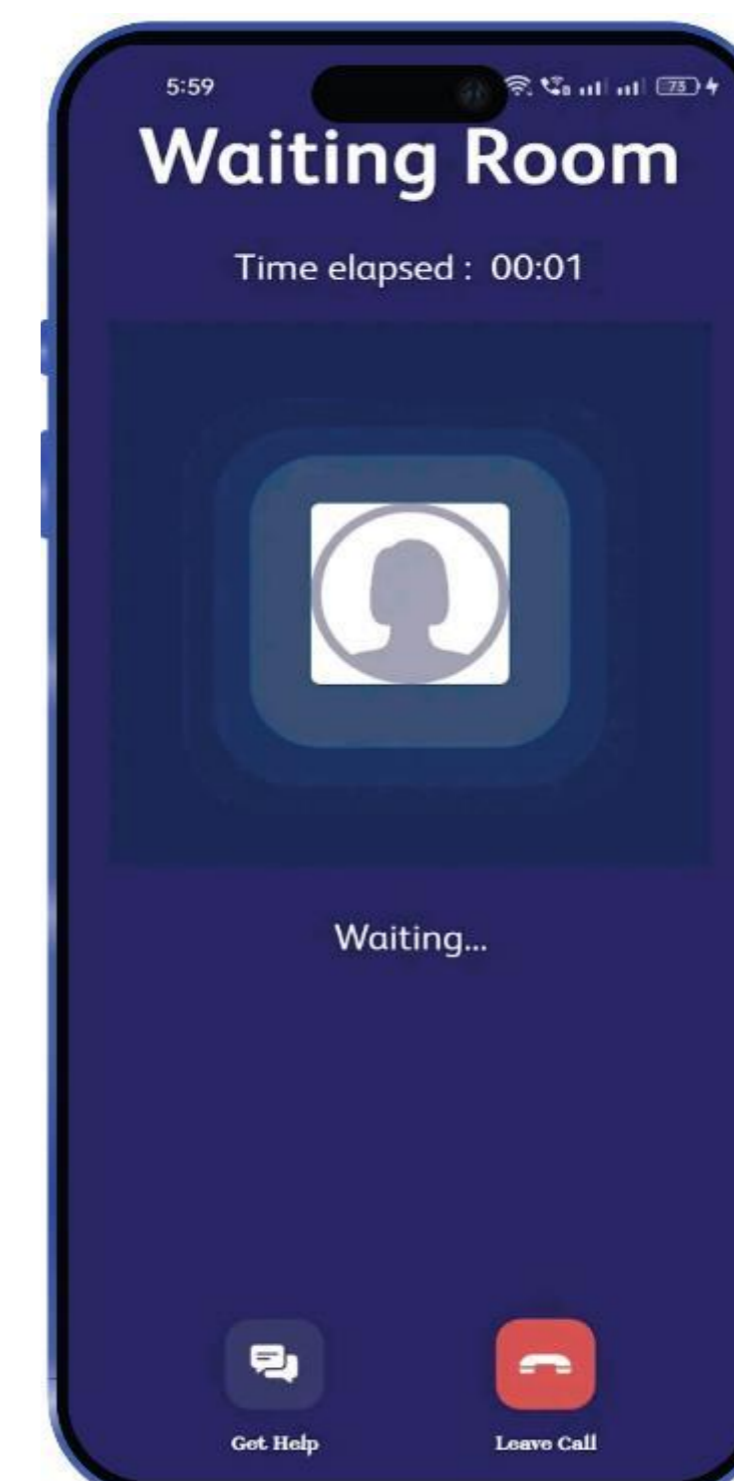
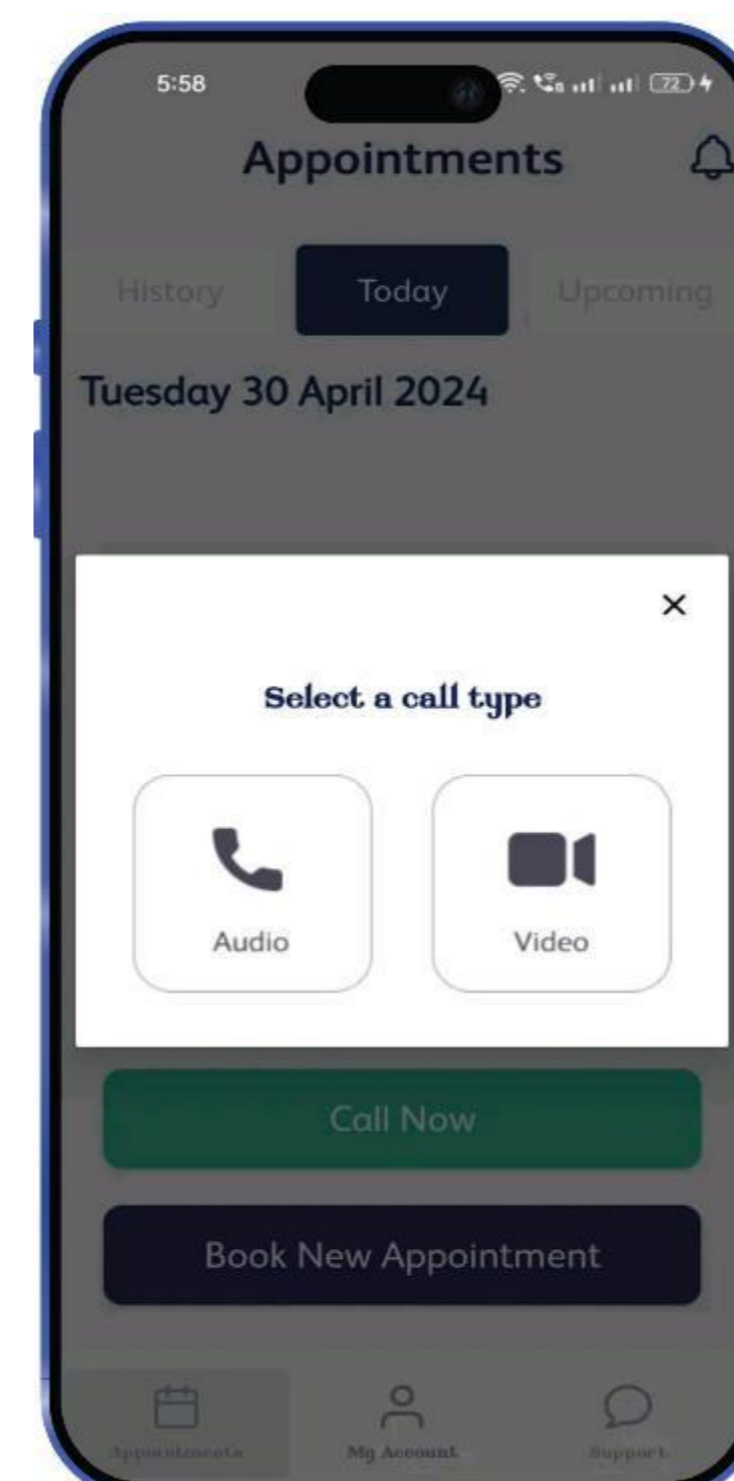
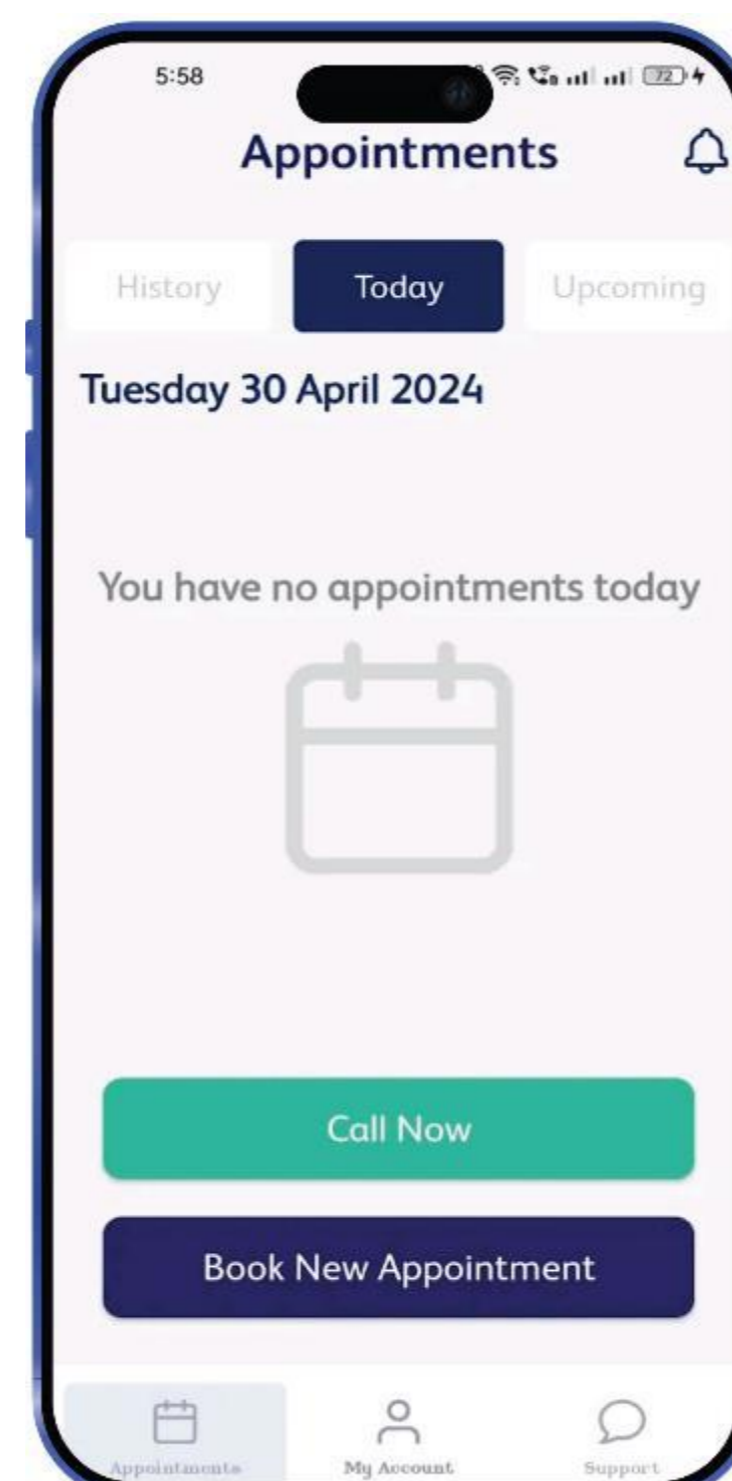
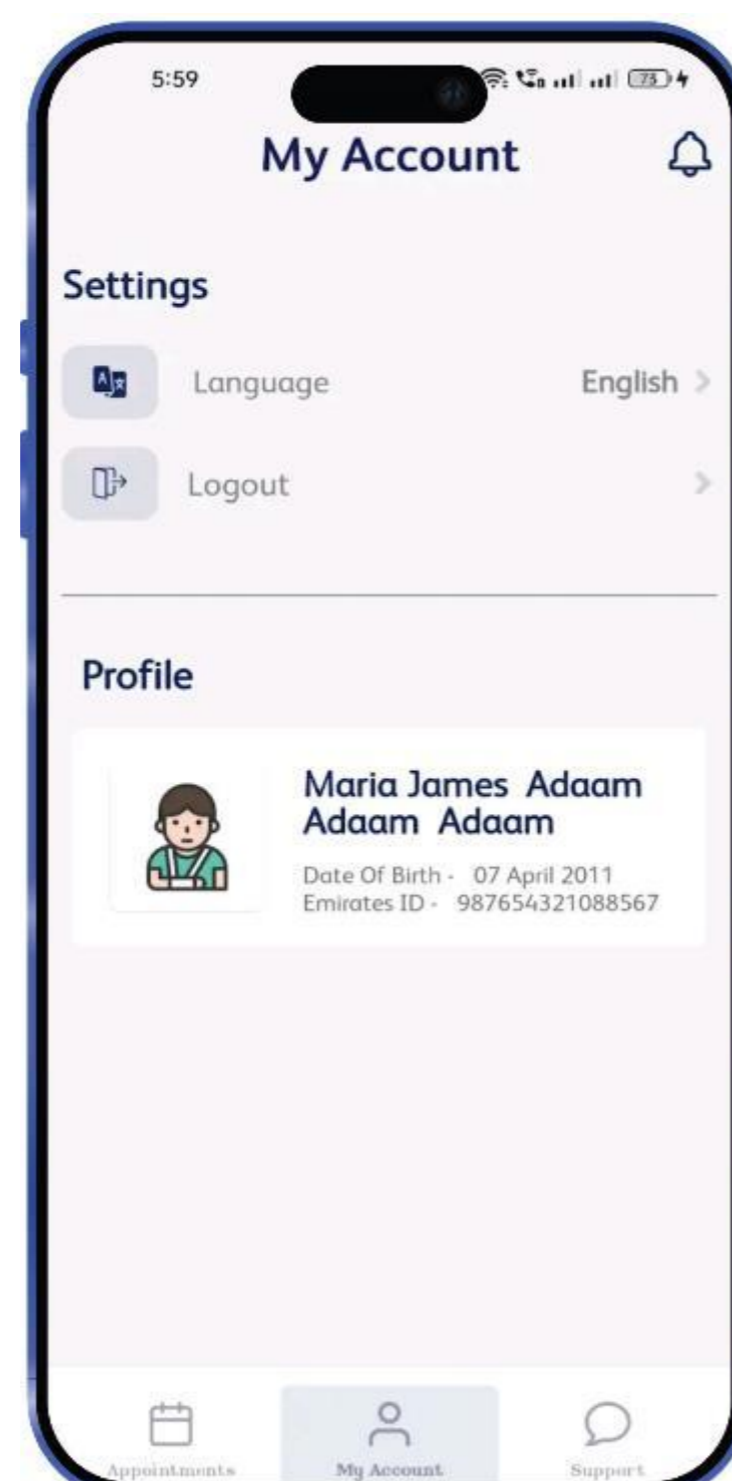
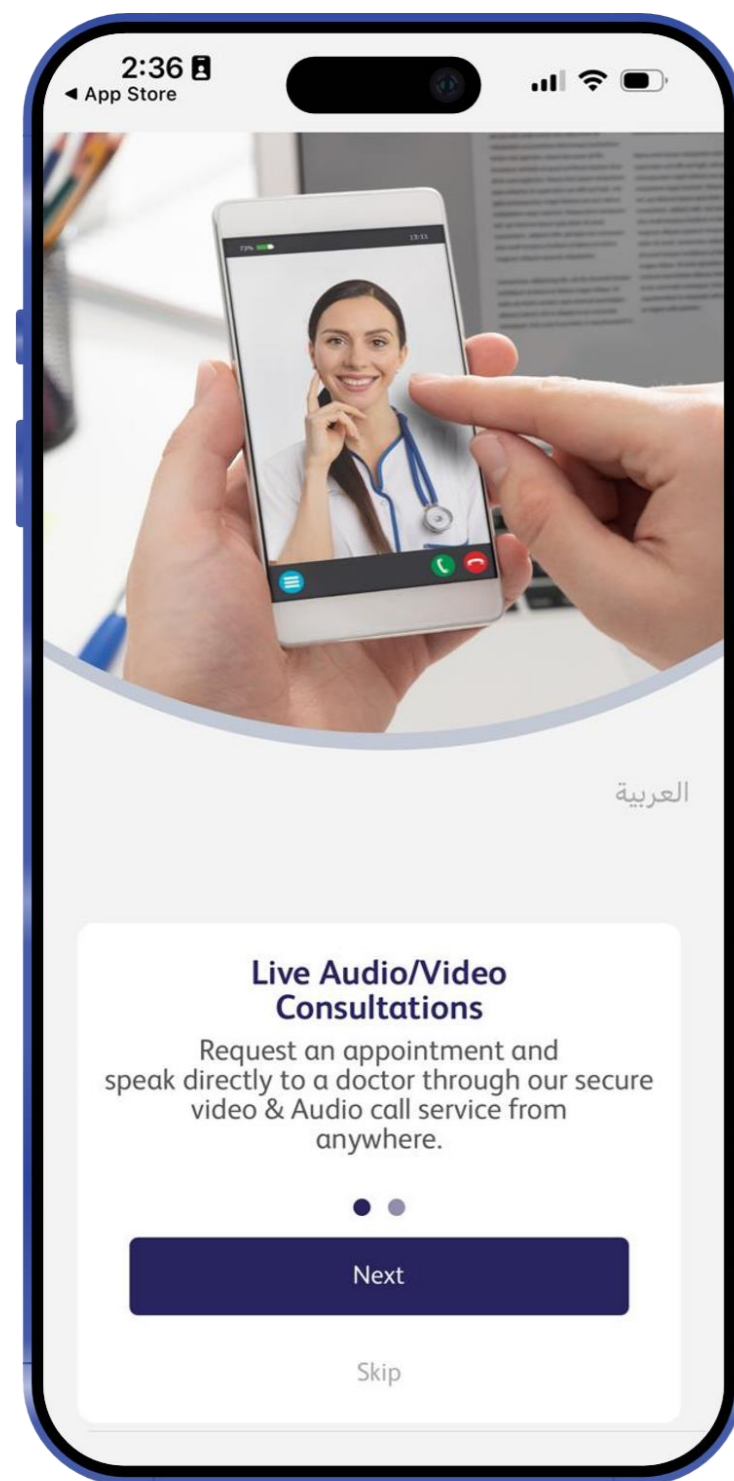


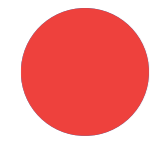
Additionally, medication delivery will be arranged by network pharmacies to locations where available. Similarly, lab sample collection from home will be done where available. If our clinical team is not able to manage the condition virtually, we will refer the patient to the network hospital/clinic and issue a referral if needed. If there is need to connect to our network specialist, we can book an appointment accordingly

Mobile App & Web Portal – Easy to use



- 24/7 Availability
- Access to over 5000+ Doctors and Specialists
- Hassle free Medication Delivery and Home Lab Sample Collections
- Chronic Disease Management





Telemedicine

Voluntary Access Model

- Patients opt in to use the service voluntarily
- Utilization % vary between 0.5% to 3%
- Minimal savings to payers \$

Copayment Incentive Program

- Patients get the copayment waived if they get referral letter from ISON
- Utilization % vary between 3% to 10%
- Significant savings to payers \$\$

Member Entry Gateway

- Patients has to call ISON (except for emergency) to get access to network
- Utilization % vary between 18% to 30%
- Guaranteed savings to payers \$\$\$

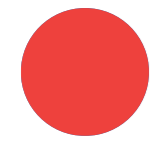
Triage Referral Network

- Patients has to call ISON to get access to higher network or Copayment waiver
- Utilization % vary between 8% to 15%
- Significant savings to payers \$\$



Chronic Disease Management

at iSON Health



A proactive approach to long-term health

Patient Education & Self Management

Educating patients about their condition, its progression, and the importance of self-management

Life Style modification

Encouraging and supporting patients in adopting healthier lifestyles

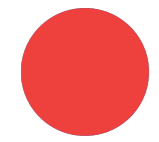
Medication Management

Ensuring appropriate and consistent use of medications is essential for controlling symptoms, preventing complications, and improving overall health

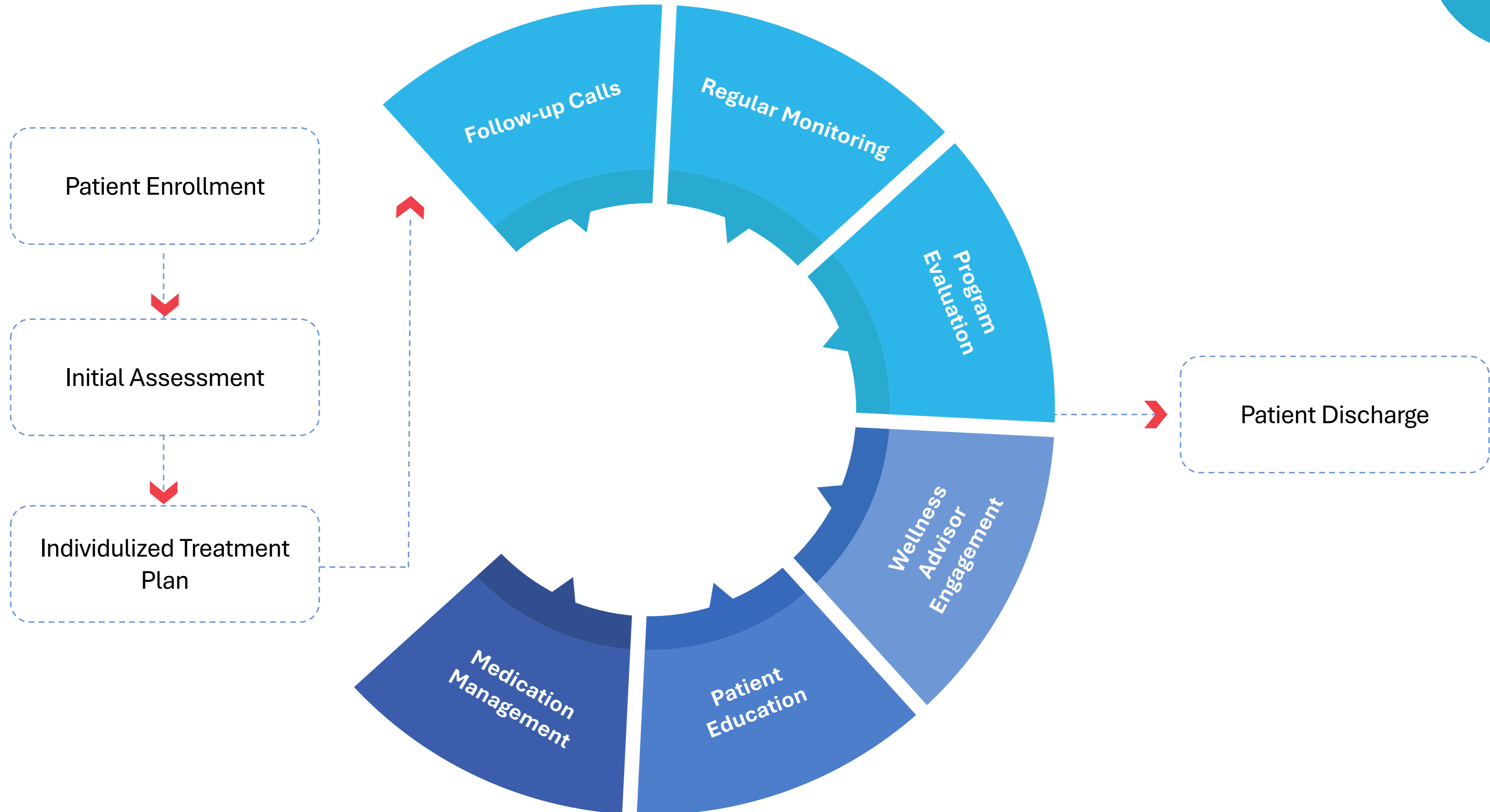
Regular Monitoring & Follow up

Continuous monitoring of patients' health status is crucial for adjusting treatment plans and addressing any emerging issues promptly.

Members receive personalized care plans, regular follow-up calls, and a dedicated tracker to monitor their health journey. We ensure timely medication refills, routine lab checks, and, if needed, prompt referrals to specialists for optimal chronic condition management.



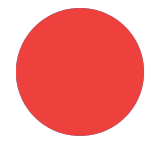
Chronic Disease Management Patient Journey





SMO, Home Country Travel at iSON Health





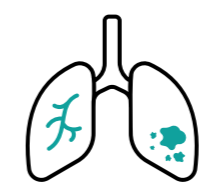

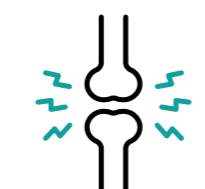


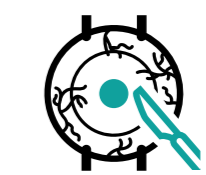


Home Country Treatment



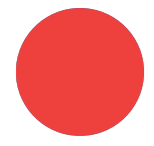
Second medical opinion involves seeking advice or evaluation from another healthcare professional or medical expert to confirm or provide an alternative perspective on a diagnosis or treatment plan. Key components of a second medical opinion typically include:

01 Primary Care Services	02 Specialized Care	03 Hospital & Healthcare Facilities
04 Emergency Services	05 Diagnostic Services	06 Pharmacies
07 Mental Health Services	08 Rehabilitation Services	09 Health Insurance Coverage

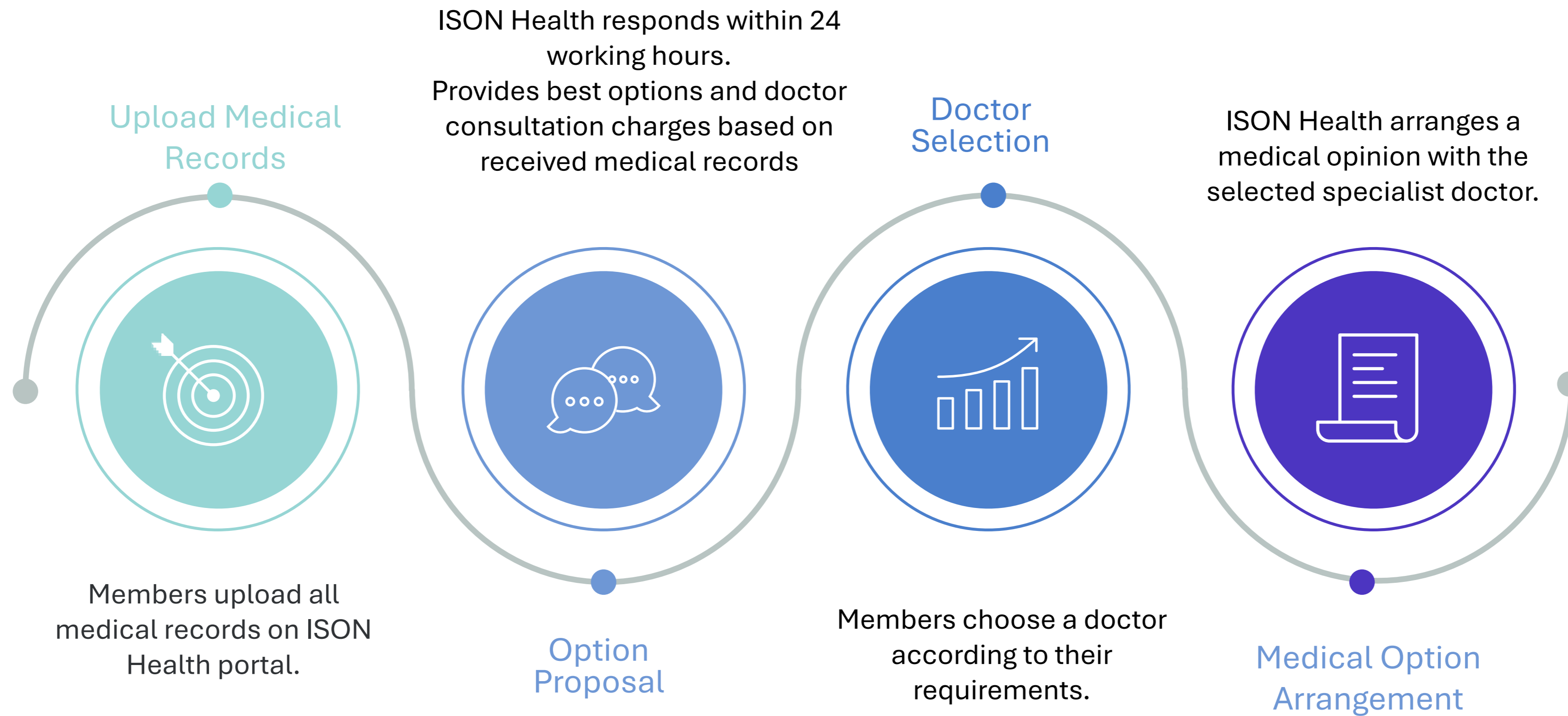
Frequent Travel for Major Treatments

 Organ Transplant	 Dental Surgery
 Othropic	 Neuro Science
 Cancer Care	 Eye Surgery
 Cardiology	 Bariatric Surgery

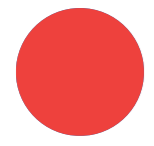
Empower your members with informed decisions through our Second Medical Opinion service. Our network of specialists collaborates to provide comprehensive insights. Members gain access to diverse medical perspectives, ensuring well-informed decisions for their health journey. It's more than a second opinion; it's an additional layer of assurance.



Second Medical Opinion- Patient Journey



Access the Service at: [ISON Health Portal](#)



3000+ Hospital Partners, 5000+ Doctors, 10+ Countries



Singapore



Malaysia



Thailand



USA



Category A Hospitals

Category B Hospitals

Category C Hospitals

Country
(Delivery Destination Examples)





At SMO & Home Country Travel we provide end to end healthcare services at the desired location of patients



<p>Second opinion if so desired</p>	<p>Ambulance services on arrival if needed</p>		<p>Commitment to cost control through competitive pricing</p>	<p>Travel arrangements- Air tickets, Hotels, FX etc.</p>	<p>Pickup and drop services at both locations including translator at all times</p>
	<p>Constant watch on treatment hospital/doctor to ensure highest quality delivery</p>	<p>Religious needs looked after (Food, Prayer, Security)</p>	<p>Tech enabled- On mobile and computer for online treatment information</p>		<p>Digital records archived and complete post op care for speedy recovery</p>

Full bouquet of services (Physical & Digital)

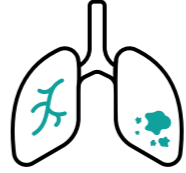

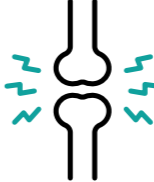





Home Country Treatment



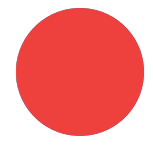
The key features of home country treatment services encompass a range of healthcare offerings within a patient's home country. These features may vary based on the healthcare system, policies, and cultural context. Here are key features typically associated with home country treatment services:

01 Primary Care Services	02 Specialized Care	03 Hospital & Healthcare Facilities
04 Emergency Services	05 Diagnostic Services	06 Pharmacies
07 Mental Health Services	08 Rehabilitation Services	09 Health Insurance Coverage

Frequent Travel for Major Treatments

 Organ Transplant	 Dental Surgery
 Orthopedic	 Neuro Science
 Cancer Care	 Eye Surgery
 Cardiology	 Bariatric Surgery

Our Home Country Treatment service ensures that healthcare travels with our members. Whether at home or abroad, we manage the logistics, ensuring consistent care. From prescriptions to treatment plans, members experience healthcare continuity that transcends geographical boundaries.



3000+ Hospital Partners, 5000+ Doctors, 10+ Countries



Singapore



Malaysia



Thailand



USA



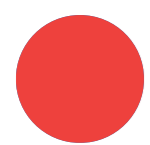
Category A Hospitals

Category B Hospitals

Category C Hospitals

Country
(Delivery Destination Examples)





Leading hospital partners already on board/in pipeline across Top 10+ delivery destinations



Cost

Coverage

Competency

Leading I-Concierge hospital partners on-boarded/in pipeline across MT delivery hubs



Key Examples



Key Examples



Key Examples



Key Examples



Key Examples



Key Examples



Key Examples



Total Hospitals On-boarded to date: 250+* | Total Accessible Beds: 65K+



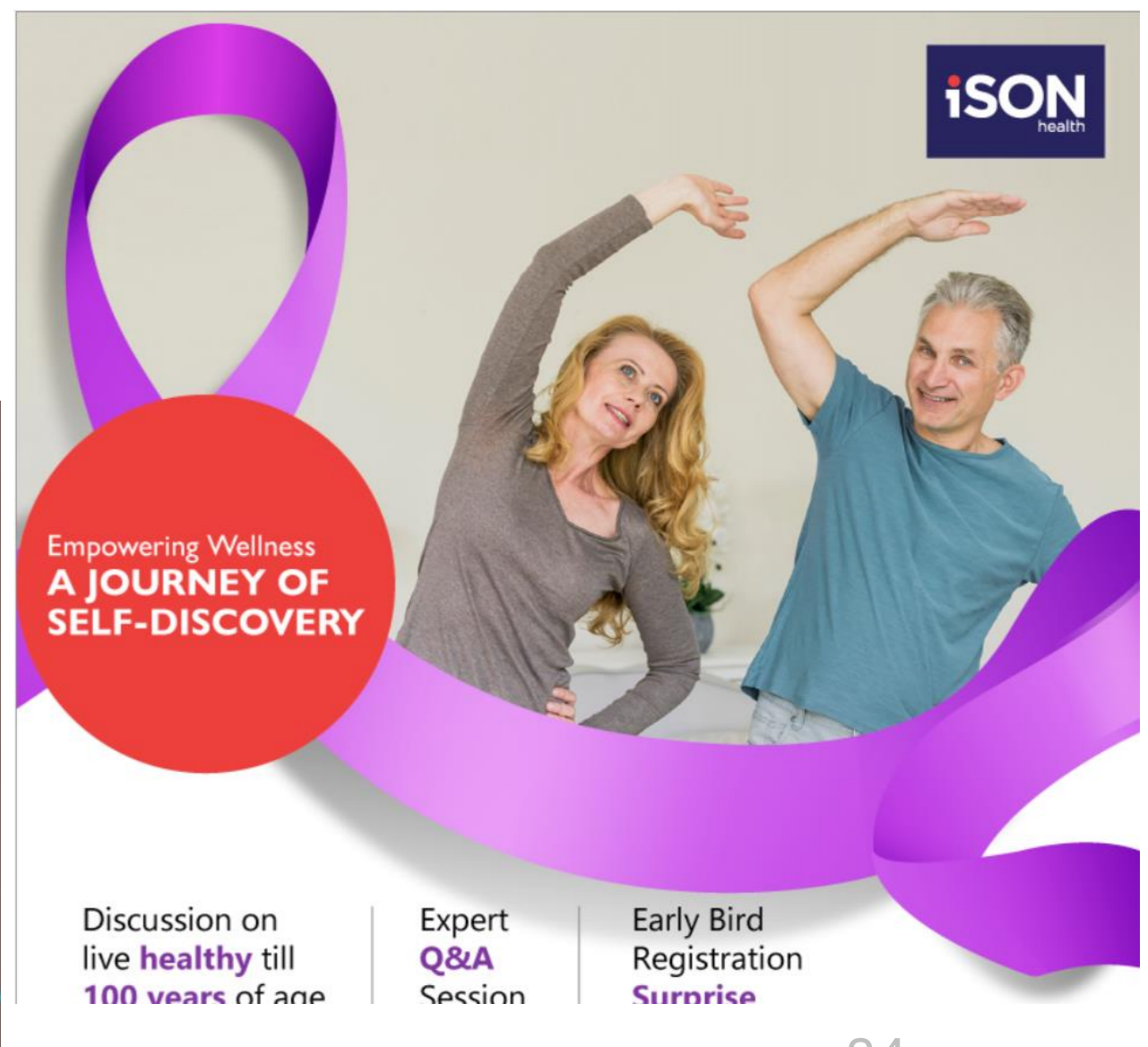
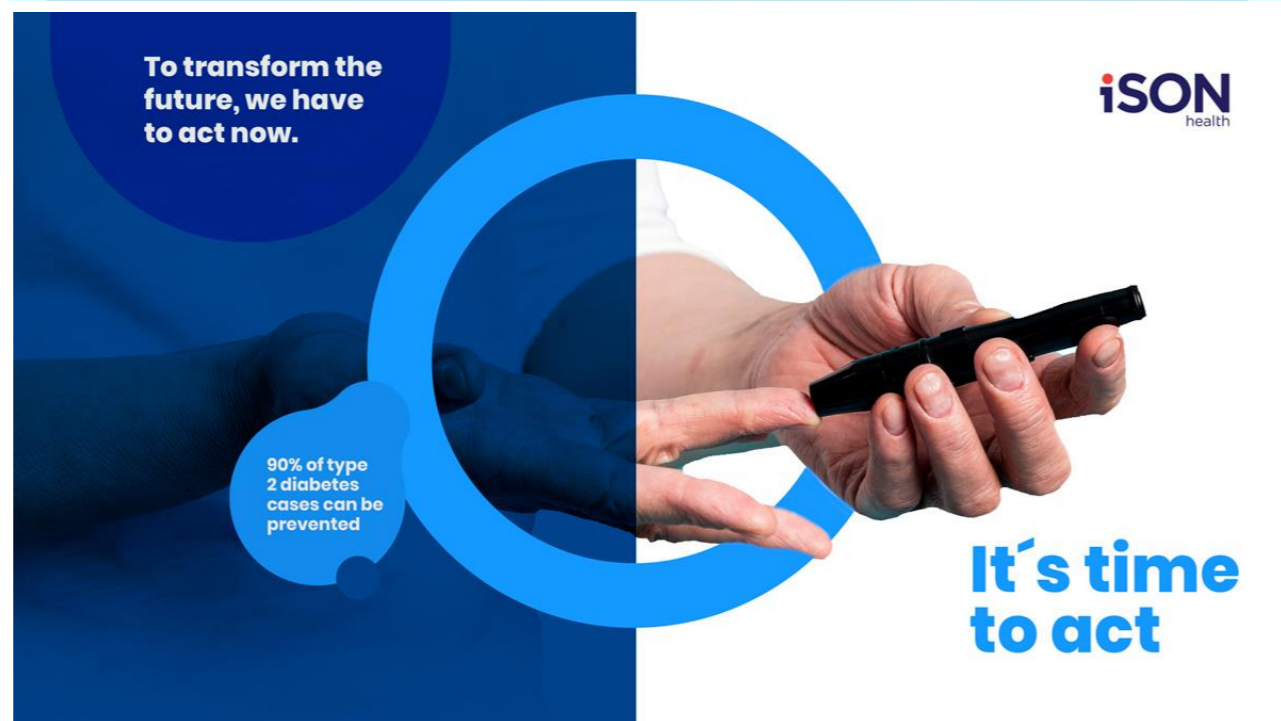
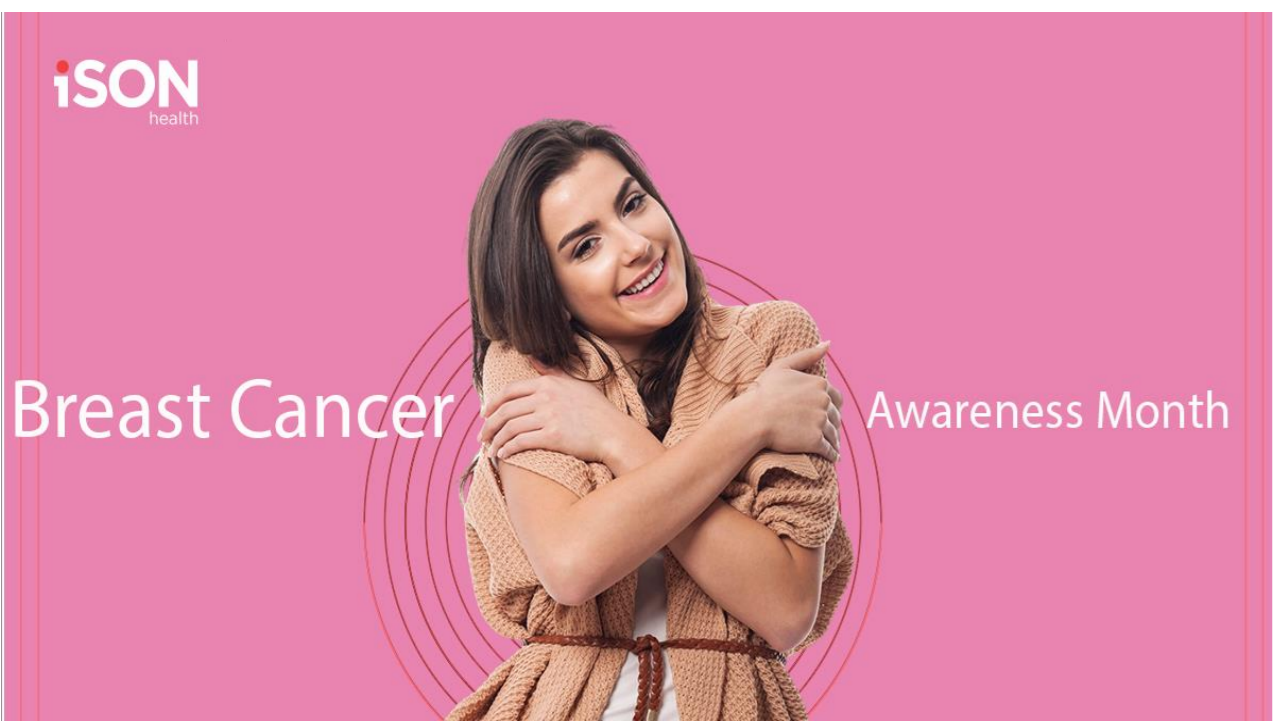
Member Education & Webinars

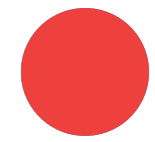
at iSON Health

Health Insights & Interactive Webinars

As part of our services, we will provide ongoing patient education through personalized advice during consultations and by hosting virtual webinars and onsite educational camps. Our goal is to empower patients with the knowledge they need for healthier and informed lifestyles.

Few webinars topics that we have scheduled for our clients are listed below



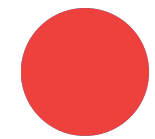


Month	Webinar Date & Time	Topic
February	7th Feb, 3:00pm	Wellness Unleashed: Empowering Your Health
March	6th Mar, 3:00pm	Heart Health Matters: Love Your Heart, Live Your Best Life
April	10 Apr, 3:00pm	Nutrition Revolution: Nourish Your Body, Transform Your Life
May	8th May, 3:00pm	Stress Less, Live More: Mastering Stress Management
June	5th Jun, 3:00pm	Summer Thrive: Your Guide to a Healthy and Active Season
July	10th Jul, 3:00pm	Glowing from Within: Unlocking Radiant Skin
August	7th Aug, 3:00pm	Joint Freedom: Conquer Arthritis, Reclaim Mobility
September	11th Sep, 3:00pm	Vision Quest: Your Journey to Brighter Eyes
October	9th Oct, 3:00pm	Mind Matters: Nurturing Mental Health and Well-Being
November	6th Nov, 3:00pm	Diabetes Demystified: Taking Charge of Your Health
December	11th Dec, 3:00pm	Winter Wellness: Thriving in the Chilly Season

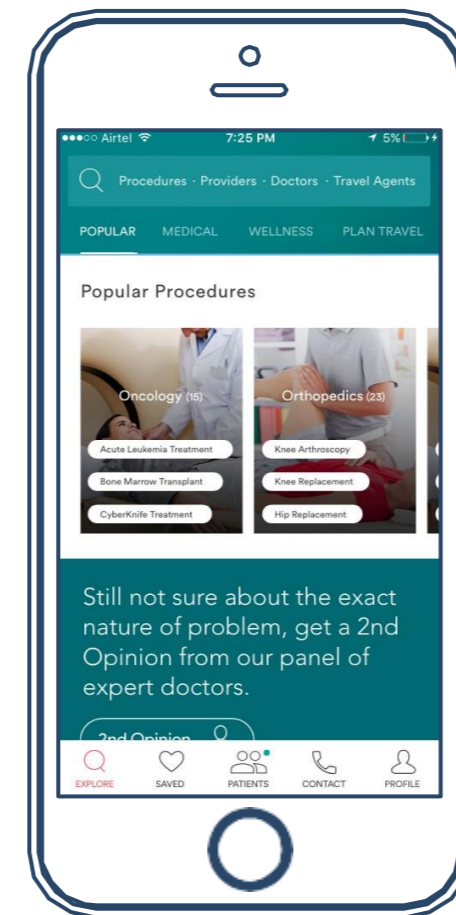
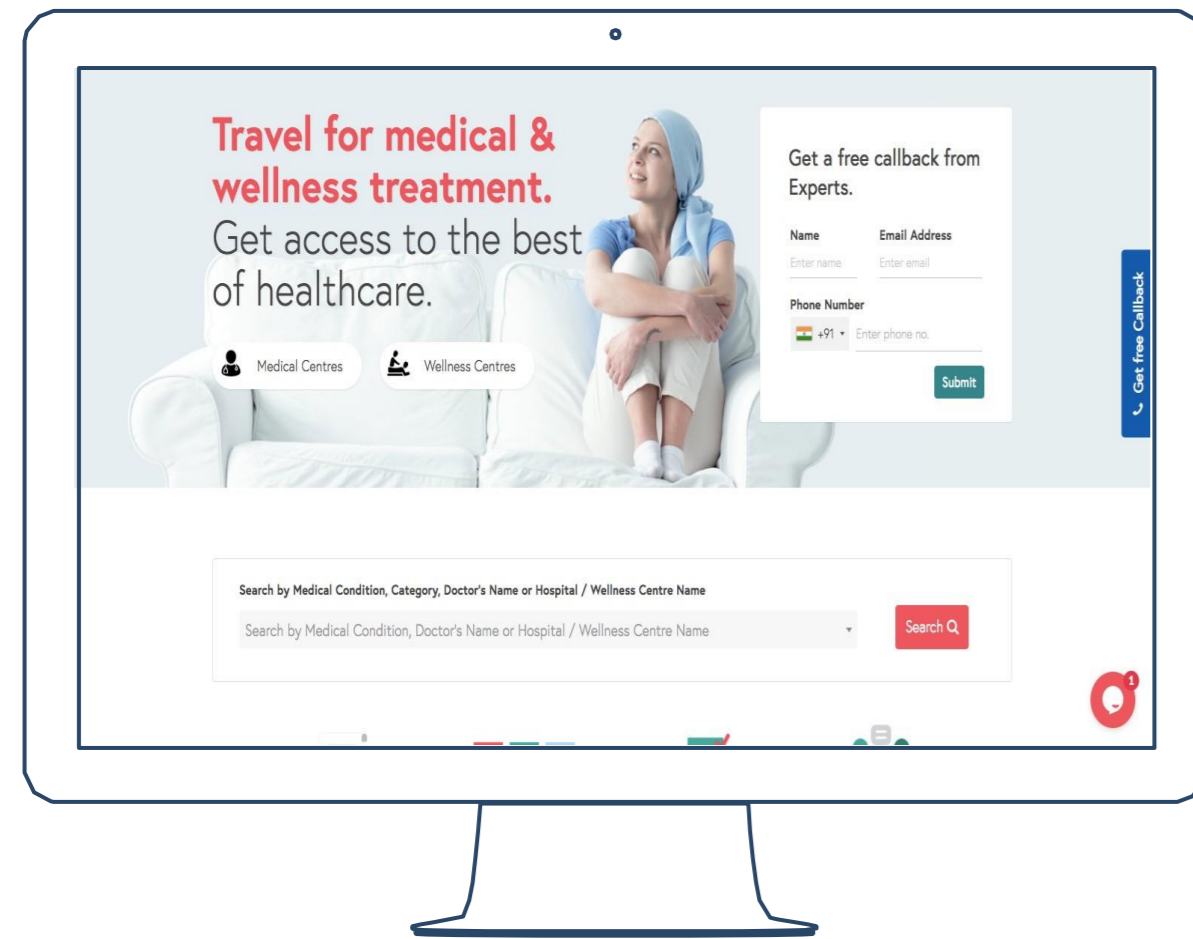


Digital App

(Both Mobile & Web version)
of iSON Health

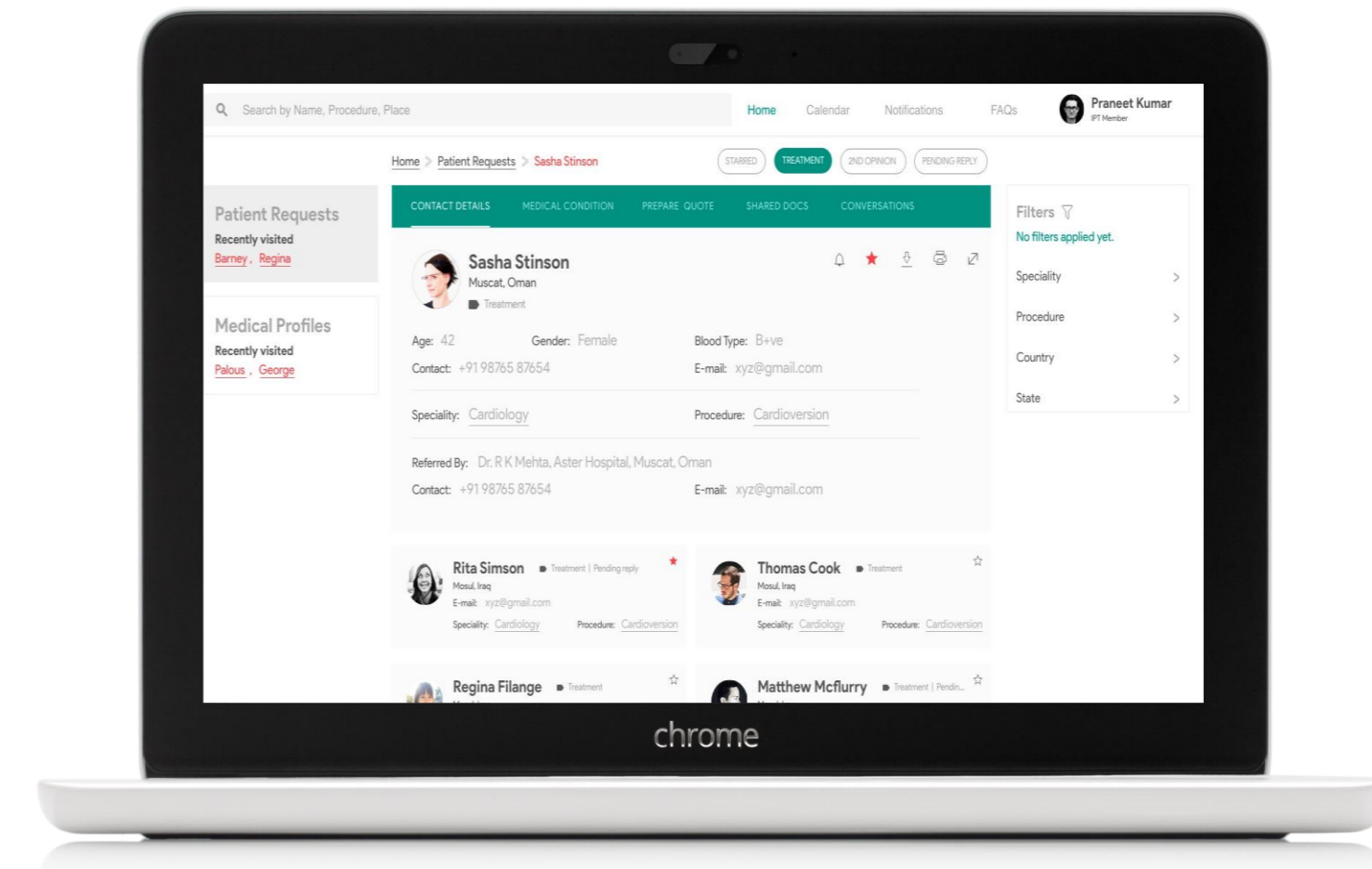


Key Tech/Digital components already developed- Mobile App & Web Portal



Patient Side

The **Patient side** (web and mobile app developed) to explore & choose different options for Hospitals & Doctors.



Service Provider Side

The **Hospital/Doctor side** (web and mobile app developed) to manage profile + receive patient queries, set appointments and suggest treatment plans etc.



Early Cancer Detection/Digital Assessment

& iSON Health

● Be proactive- Digital Health Assessment

- ★ Health Assessment focused platform
- ★ End to end care solutions
- ★ Integrate clinical & research workflows using technology with an academic rigor
- ★ Affordable excellence in care

4D Model

Detect: Early

Diagnosis: Democratizing Precision Oncology

Delivery: Integration of Primary health and Cancer care closer to home

Discover: new insights





- 1 Huge Market Opportunity** ● ~USD 100 BN+ market potential across leading empatient'sing healthcare delivery destinations
- 2 Our USP** ● iSON Health combines both an onshore + offshore model to manage a patients entire lifecycle
- 3 Robust service portfolio
Our Capabilities** ● iSON Health is a 'full stack' healthcare service provider from OPD/EOPD treatments and Medical Tourism. It also aims at providing tertiary education for developing healthcare services delivery
- 4 Our rapid setup already
in progress** ● Only pan emerging market healthcare service provider today with past experience of building large emerging markets businesses.
Deep understanding of local markets making large scale expansion possible
- 5 Creating a massive** ● Partnered with multiple leading hospitals/institutions/doctors, tech stack built along with an expert team identified
- 6 social impact** ● iSON Health is focused on providing better & affordable healthcare for all and give back to society by creating employment opportunities and higher standard of living



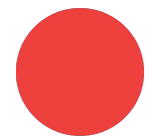
Thank You





iSON DoC
at iSON Health





Reduced Clinic Visits
 CDM patients can avoid frequent visits to clinics every 60/90 days for prescription refills.

Convenient Access
 Instead of spending 2-3 hours traveling to the hospital or clinic during peak times, patients can have a quick 15-minute call during leisure hours.

Home Medication Delivery
 Medication refills and delivery directly to patients' homes.

SAVE THE HASSEL



SAVE THE COST

No Co-Payment
 Consultations with doctors are provided without additional co-payment fees.

SAVE THE TIME



HOME LAB SAMPLE COLLECTION

Laboratory Convenience
 No need for patients to visit the lab in person to submit samples.

MEDICATION REFILL



WELLNESS ADVICE

Wellness Team Support
 Patients gain access to a dedicated wellness team for ongoing support.





Chronic Disease Management



Members receive personalized care plans, regular follow-up calls, and a dedicated tracker to monitor their health journey. We ensure timely medication refills, routine lab checks, and, if needed, prompt referrals to specialists for optimal chronic condition management.



Patient Education & Self Management

Educating patients about their condition, its progression, and the importance of self-management



Lifestyle modification

Encouraging and supporting patients in adopting healthier lifestyles



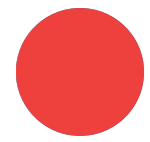
Medication Management

Ensuring appropriate and consistent use of medications is essential for controlling symptoms, preventing complications, and improving overall health



Regular Monitoring & Follow up

Continuous monitoring of patients' health status is crucial for adjusting treatment plans and addressing any emerging issues promptly.



I love to
sit in my couch
and speak to my
iSON Doc, I hate
going to
clinics/hospitals for
trivial medical
issues 😊



- 24/7 Availability
- Specialist Consultations
- Wellness Advisor and Psychologist Consultations
- Prescription Services
- Medication Delivery
- Home Lab Sample Collections
- Chronic Disease Management
- Referrals to In-Network Facilities



CDM patients don't want to visit clinics every 60/90 days for prescriptions for Re-fill, where they can be susceptible to more infections

Going to hospital/clinic is minimum 2-3 hours exercise in peak hours as against a 15 min call at leisure hours

Going to hospital/clinic is minimum 2-3 hours exercise in peak hours as against a 15 min call at leisure hours

SAVE THE HASSEL



SAVE THE COST



SAVE THE TIME



GET INSTEAD GLOBAL CONSULT WHEN NEEDED



GET OFFSHORE MEDICINE DELIVERY



WELLNESS ADVICE



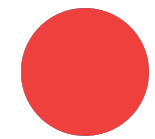
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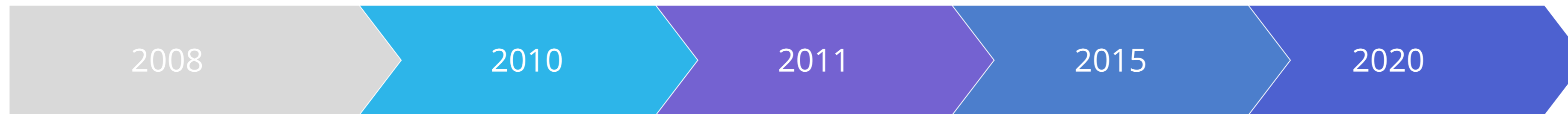
SMO & Home Country Travel at iSON Health



iSON has a long history of operating and scaling businesses in emerging markets



Over the last decade, iSON Group has managed to successfully build and scale four distinct but complementary business lines. Today iSON



- iSON Infra* has been building and maintaining towers across emerging markets (and other geographies) for major MNOs for the last 9 years
- iSON Infra has partnered with MNOs such as Airtel, Axiata Robi, Telenor, Ncell, NTC, and Hello Nepal



- One of the largest IT Services Company in Middle East and Africa
- Key clients include Airtel, MTN, Emirates National Oil Company, Standard Chartered Bank



- Africa's largest on shore BPO service provider
- Key clients include MTN, Airtel, Millicom, GT Bank, Nakumatt retail, Google, Idea Cellular

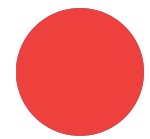


- Investment arm of iSON group focused on investing in TMT space in emerging markets
- Multiple investments spanning India, Africa, ME. Diverse sector -Fin Tech, Marketplaces, Taxi aggregation



- iSON Tower is focused on tower building, deployment and ownership in emerging Asia, starting in Philippines, Indonesia and other growth markets in the region





We have created Value for our Investors



- A 8 Billion USD Saudi conglomerate with 90 years old family
- Diversified into more than 60 businesses
- Operations in more than 90 countries
- ISON provided a successful exit to Zamil in its Joint Venture in January 2019



- A leading investment firm based in Abu Dhabi with a focus on direct investments in Middle East and Africa
- It is the Investment arm of Royal family of HH Sheikh Nahayan, the ruling family of Abu Dhabi with an AUM of USD ~1bn



- One of Africa's leading Private Equity funds led by Mo Ibrahim
- Satya has now partnered with TPG group to collectively invest USD 1 billion in Africa
- Satya successfully exited its ISON investment in Nov 2018



- Leading PE investment firm with a focus on the African continent having \$1.2 Bn (AUM) across 9 offices in Africa and Europe.
- Through its 20+ year investing legacy, Africinvest has invested in over 150+ companies, with most recently being in iSON BPO along with Gulf Capital.



- Gulf Capital is one of the leading alternative asset management firms in the Middle East managing over AED 14.7 billion (US\$4 billion) of assets across 10 funds and investment vehicles and most recently in ISON BPO during late 2018

Co-Investors

Value Expansion



\$2M
2008

Zamil Group JV investment in iSON Infra

\$10M
2012

Dhabi Capital Investment in ISON Technologies

\$20M
2014

Satya Capital Investment in ISON Group

\$51M
2018

Africinvest & Gulf Capital Investment in ISON Xperiences

\$35M
2022

Peppertree Investment in iSON Tower

\$70M
2023

Africinvest & VROD Investment in iSON Experiences

\$90M
2023

Asian Development Bank & Security Bank 90 M\$ Debt funding in iSON Tower





iSON Group we look to actively contribute to UN's Sustainable Development Goals while driving value for our Stakeholders



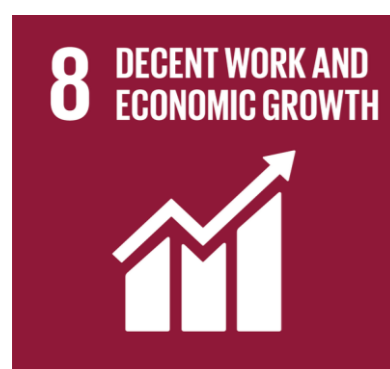
- ▶ iSON has a strong belief in working towards promoting education and learning, and empowering women in order for it to have a cascading positive impact on their lives and the lives of the communities they live in
- ▶ iSON launched Girl Connect in Nigeria – a first of its kind mobile platform in collaboration with Girl Effect that enables girls to explore and express their curiosities about growing up anonymously through IVR technology and one-to-one conversations with role models- iSON's call center operatives
- ▶ The initiative has lent an ear to the voices of millions of young girls, empowering them in areas of education, personal finance, health and safety



- ▶ With a presence in over 18 countries, today iSON Xperience is the largest BPO service provider in Africa and currently employs over 14K people across the continent
- ▶ Out of the 14K people employed, women today make up more than 50% of our total workforce



- ▶ iSON Tower's focus is on minimizing the impact of our operations and protect the environment by investing in more renewable energy sources such as solar and hybrid power systems
- ▶ iSON established one of the top 500 solar power plants in the world as a single farm - 20 MW project in Gujrat (India) for the solar initiative under the Gujrat Government



- ▶ iSON has a strong belief in bringing IP and Jobs to the markets we operate in and, take the work to where the people are situated in
- ▶ In Africa alone, ~45,000 staff have been hired and trained by us to date, with 2,000 groomed and promoted to supervisory & senior management positions inside iSON, and the balance in varying senior positions in Africa.
- ▶ Today iSON has less than 20 Expats in Africa



- ▶ iSON Innovation and Investments (i3) is the Group's enablement platform which was created to promote the vision of a Digital Africa by helping startups across the African continent, especially in Technology driven domains
- ▶ Over time, i3 has expanded its investment footprint beyond Africa to promote digital internet businesses across emerging markets
- ▶ To date i3 has made 10 investments in the TMT sector across the Group Markets



- ▶ iSON Group's presence spans 30+ countries across Africa, South East Asia and Middle East with a workforce of over 18K people across all Group companies
- ▶ Since 2008, iSON has built a dynamic ecosystem of largely services business in the space of Telecom, IT, BPO serving over a dozen industry verticals such as Telcom, BFSI, E-commerce, Aviation, etc.,
- ▶ As emerging market players we are committed to the world's developing markets and aim to bring more jobs through expansion of our industry and customer footprint in the markets we operate in



- ▶ iSON operates in emerging markets where electricity grids can be intermittent and unreliable and, connectivity is a challenge
- ▶ iSON Tower's Rural Telephony connects underserved remote communities through 24/7 solar systems and hybrid solutions
- ▶ iSON looks to remove reliance on traditional diesel generators, providing a more sustainable and cost-effective solution to some of the remotest communities



- ▶ iSON Tower's colocation business model delivers reduced environmental impact compared to the traditional operator-owned model
- ▶ iSON leverages innovative green energy initiatives to reduce reliance on batteries and diesel generators through solar panels on site
- ▶ Sites utilize a common generator or power supply minimizing the frequency of maintenance visits and saving thousands of kms driven a month