COMPANY PROFILE OF
Telematic Medical Applications Ltd

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Chapter 1: Presentation of Telematic Medical Applications Ltd

Telematic Medical Applications is a leading Healthcare System Integrator and Value Added Solutions Provider in the area of Integrated Computer science based in Healthcare Systems. TMA studies, designs, supplies, installs, supports and maintains integrated solutions certified according to the model of guarantee of quality ISO 9001:2008.

Also, the certification of Telematic Medical Applications at ISO 13485:2003 & ISO1348: 2004, for the equitable distribution of medical-technological equipment, ensures that in her processes are included the all essential controls on issues such as confidentiality, integrity and availability of information in order to protect the medical data and the involved resources in each Medical activity.

Telematic Medical Applications is growing rapidly and in its main activities are included the designing, manufacturing and implementation of Integrated Systems of Computer Science based Healthcare and Telemedicine, the benefits of audio and video conference solutions, and telematics, as well as projects of structured wiring, computer rooms and infrastructures.

Telematic Medical Applications is experienced with solutions and services in the following business sectors:

- Clinical Telemedicine for the Complete Management of all Radiological and Intruspection depictions as well as Biosignals - Telemedicine and Tele-Radiology products
- Integrated Informative Systems PACS - RIS and Teleradiology
- Integrated Informative Systems of Ophthalmological Medical Record - EMR
- Homecare Products - Homecare, Telecare and e-Health products
- Medical Equipment
- Videoconference Systems - Videoconference Multi Point Units (MCU)
- Multimedia Equipment for each type of installation - Audiovisual equipment for every type of installation (personal, meeting rooms, conference halls etc.)
- Integrated data networks (wired, wireless, satellite)
- Safety systems for informative systems and networks
- Electromechanical and network infrastructures - Data Centers

Telematic Medical Applications is able to manufacture customized Telemedicine Platform (Customized Software Solutions) in which, the aforementioned products, could be incorporated, depending on your needs.

Telematic Medical Applications is the exclusive Representative of the below companies:

- AMD Global Telemedicine Inc
- VISUS JiveX PACS
- IFA Systems EcMR
Telematic Medical Applications is also the official Representative of the below companies:

- Protec CR, DR & X-Ray Systems
- Chison Ultrasounds
- Logicscan Ultrasounds
- Aerotel Homecare Systems
- VCON videoconference systems
- Meditech medical equipment
- Choicemmed medical equipment
- Contec medical equipment
- HeartSine AED
- Poskom Portable X-Ray Systems

Due to the above facts, TMA can be characterized as integrated medical systems provider. The personnel of Telematic Medical Applications is distinguished for its know-how and is able to correspond in your highest requirements.
1.1. History of the Company

TMA was founded in October of 2007 by Dr. Philip Sotirades and ever since is trading in local and international market through cooperation with other companies, participations in conferences and expeditions having as objective the commercial growth of its brand.

Specifically the main landmarks of the company are the following:

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2009</td>
<td>Great Jivex PACS installation in Technological Educations Institution of Athens – Department of Radiologists (see more in Installations chapter)</td>
</tr>
<tr>
<td>2010</td>
<td>Implementation of Athens Eye Hospital project (Integrated Healthcare IT Platform)</td>
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pioneering Electronic Medical Record platform in Greece and Cyprus.

Exclusive representation of NEC diagnostic monitors in Greece and Cyprus.

2010

Strategic partnerships for the development of integrated telemedicine platforms.

Exclusive representation of FASTLTA (http://www.fast-lta.de/en/) in Greece and Cyprus.

2011

Strategic partnership for the development of Integrated Telemedicine Platforms with AMD Global Telemedicine, Radiology Information Systems (RIS) with VISUS GmbH and Operations Room (OR) Management Systems with HCI, in order to integrate them into solutions and platforms of the above companies, that are already available in international market.

2011

Strategic partnership with SETEL HELLAS, of DiamLemos shipowner company for Greece and Cyprus, for the development of an Integrated group of Telemedicine products, applications and services for the Maritime Industry (Maritime Telemedicine Solution – see more in News and TMA TV)

2011

Strategic partnerships with Key Sponsors in OMAN in order to promote TMA’s Integrated Solutions at OMAN’s Medical Market

2012

Strategic partnership with US-Telehealth, for the development of Integrated group of Telemedicine products, applications and
services for the Maritime Industry under the commercial brand CrewCare (www.crewcare.net & www.crewcareclinic.com)

TMA is launching Telemedicine online scheduling a Web application for scheduling online appointments and patient examinations. TMA Online Scheduling is a turnkey solution for every practice, hospital or telemedicine site. url: http://www.telemed.gr/index.php/en/telemedicine/tcos

TMA is launching the Integrated Telemedicine Platform with both functionalities of medical data exchange, store & forward as well as real time. TMA’s Integrated Telemedicine Platform is a turnkey solution for Telemedicine project scenario due to the flexibility and high adaptability to any operational environment, integrating medical equipment from various vendors.

TMA Global is founded along with an ecosystem that includes NASA at the field of nano-bio-IT sensors and Clyde Space at the field of Microsatellites. url: http://www.globaltma.com/

Strategic partnership with SHIMEDCARE in the sector of medical services, aiming to the protection and enhancement of the physical and mental health of seafarers.

Strategic partnership with Lagaay International, for marketing propulsion of Maritime Telemedicine Solutions. Lagaay International has a portfolio of 7.000 vessels.
Strategic partnership with Navarino ICT, which belongs to the Inmarsat Group of Companies and owns a portfolio of 600 vessels.

Furthermore, TMA holds the following certifications:

- Inmarsat Telemedicine System Platform Certification
- Microsoft Register Partner
- Cisco Selected Partner Provider (CISCO SPP)
- DELL Partner Direct
- Member of Athens Chamber of Commerce and Industry (EBEA)
- VISUS Sales & Solution Partners
- FAST LTA Silent Cube Solution Partner

Finally, it’s worth mentioning that TMA has participated in the following exhibitions and conferences throw-out the past few years:

- eHealth Forum conference: Continuously since 2014 until 2017
- MEDIC EXPO Expedition and Conference: Continuously since 2008 until 2012
- Pan-Hellenic Congress of Radiology : Continuously since 2008 until 2011
- DIGITAL SHIP Expedition and Conference: For the years 2008, 2009 and 2010
- Posidonia 2012 and 2014 Expedition and Conference, along with SETEL HELLAS (http://www.setel-group.com/)
- Attendance in the 2008 Pan-Hellenic Congress of Nuclear Medicine
- Attendance in the Pan-Hellenic Congress of Technologists – Radiologists Institution continuously since 2008 until 2012
• eHealth Forum 2016 – Athens

• Posidonia 2016 Expedition and Conference

• eHealth Forum 2017 – Malta
1.2. Shareholding Funds Constitution

Telematic Medical Applications Ltd, belongs as declared by its brand, exclusively to Dr. Philip Sotiriades, which is the CEO and legal representative of the company.

Dr. Philip Sotiriades is graduate of Physics Department of University of Patras and he obtained his PhD from the Electronics Engineers & Computers Technology Department of University of Patras, with title of Dissertation “Designing and Concretization of Protocol for the Evolved Common Telematics Services” by emphasizing in the development of complex applications and services of Tele-Work, Telemedicine and Tele-Education, the software modules of which were built by using the object-oriented programming languages: MS-VB ver.6.0, MS-C++ ver.6.0 & Java by using CORBA protocol.

Furthermore Dr. Philip Sotiriades participated as Head of Development and Actualization groups of multiple National and European research programs continuously since 2000 until 2005. From the year 2005 and until today is announced as external Associate Professor in the Technological Educations Institution of Piraeus (Department of Technological Applications and Mathematics, in the courses of Computer Science and Object Oriented Computer Programming) and in the Technological Educations Institution of Athens (Department of Technological Applications and Topography in the course of Computer Science and Computer Programming I).

As co-founder of TMA, Dr. Philip Sotiriades has intensive knowledge of Telemedicine from the medical as well as the ICT perspective, thus he is able to forecast the possible flaws & issues that may arise during a Telemedicine project deployment. Dr. Philip Sotiriades has the experience of integrating technologies with human skills, thus providing the reassurance of a positive and unified outcome in what can often characterized as “trying circumstances”.

More information regarding Dr. Philip Sotiriades can be found at his personal LinkedIn Page here:

https://www.linkedin.com/in/telematicmedicalapplications/

1.3. Business Sectors

Telematic Medical Applications Ltd offers a wide range of design and installation services of Integrated Healthcare IT Platforms, Nano-Bio sensors and Telemedicine Platforms. Furthermore is has a respectable market share in medical equipment distribution and specialized Telemedicine and Healthcare IT equipment.

Specifically, our company manufactures and offers solutions and services regarding the following areas of medical market.

- Clinical Telemedicine for the complete management of all Radiological and Endoscopy Imagings as well as Vital Signs, Telemedicine & Teleradiology products.
- Integrated Healthcare IT PACS-RIS systems and Teleradiology
- Homecare Products, Telecare and e-Health products
- IT infrastructure and network installations – Data Centers
The multidimensional, complex and continuously extending requirements in the market of
tegrated Healthcare IT solutions, presents nowadays new requirements for services and
maintenance of the aforementioned solutions.

**TMA’s partnerships with leading companies in Healthcare IT market (Market Leaders) in
Greece and abroad, allow us to provide integrated solutions support services, from the
requirements analysis till the installation of the Healthcare IT platform.**

Those services are being developed for the whole scale of medical market and are appropriate
for any single user as well as for any level of co-ordination of the institution for which the
solution is created. Specifically those services has to do with:

- Project Studies and Consulting Services
- Software Development
- Training
- Technical Support
- Project Management
- Telemedicine Services

Telematic Medical Applications also offers a wide range of high quality products (American,
Japanese and German manufacture), functional, with specialized design, which consists of a
software-hardware combination (Software-Hardware Solutions), for Telemedicine and
Healthcare IT services. Those products are appropriate for Private Practices, Private Clinics and
Hospitals. Those products are able to function as integrated diagnostic units into Telemedicine
platforms, which follows the standards of HL7, Workflow HL7, RIS, HIS, DICOM Workflow and
HIPAA – Health Information Privacy Standards, aiming at the benefit of integrated services, or
autonomously as local diagnostic units.

The products categories are indicated below:

- Clinical Telemedicine products for the complete management of all Radiological and
  Endoscopy Imaging as well as vital signing, Telemedicine & Teleradiology products.
- Medical Equipment
- Teleradiology Platforms (PACS-RIS)
- Homecare, Telecare & e-Health products
- Personal and Group Video conferencing systems
- IT infrastructure equipment, Computer and network equipment

Telematic Medical Applications offers a wide range of medical devices which can operate as
integrated diagnostic units into Telemedicine platforms as well as autonomously for the
diagnostic examination of eyes, heart, lungs and abdominal region, like AMD-2020
Opthalmoscope, AMD-5500 Laptop Based Ultrasound (Ultrasound Operational Modes: B-
Mode, M-Mode, Color Doppler, Power Doppler, Pulsed Wave Doppler, Directional Power
Doppler, Triplex & Sonocubic 3D), AMD-3875 ECG and AMD-3920 Spirometer

Furthermore TMA offers a wide range of Medical Peripheral Units for different types of physical
examinations. The basic diagnostic appliances are listed below:

- General Examination Camera AMD-2500, which is designed specifically for
  Telemedicine Clinical Diagnostic examinations and can operate autonomously as well
  for examinations. This camera is exceptionally simple to operate with the user of only
four buttons. It has an incorporated light source with a zooming capability of 100χ 1/4" CCD.

- The ENT scope system AMD-2015 sets possible the examination of internal & external ear by a remote examiner in a full screen size window.
- Electronic Stethoscope AMD-3550 provides to the remote examiner the capability to examine the heart, lungs and belly of a patient, via the sounds that are dispatched, having the opportunity to regulate the intensity and frequency.

1.4. Main Products & Services

Following you will find the main range of products and services that TMA has to offer in order to be fully understandable the wide range of ενδεικτικά προϊόντα και υπηρεσιες της εταιρείας προκειμένου να γίνει απολύτως αντιληπτό το εύρος των δραστηριοτήτων της και των εμπορικών της συνεργασιών

1.4.1. Products

TMA NoAH Telemedicine System

TMA No.A.H. Telemedicine System is a portable self-contained telemedicine system that can be configured with the highest quality medical devices and technology required for accurate patient assessment in mobile or remote applications.

Medical situations that require a quick and flexible approach to patient care, benefit from this type of mobile telemedicine system. TMA No.A.H. Telemedicine System has instrumental use in healthcare applications such as disaster response, mobile medical units, correctional facilities, home health care, military field hospitals, oil rigs, cruise ships, emergency medical care, and remote healthcare clinics.

Fully extensible and totally upgradable with almost any medical device.

NoAH is a vital extension to TMA’s e-Hygeia Telemedicine cloud EMR platform. Its main purpose is to assist first aid personnel to gather as much information about the patient’s condition, in the least possible time, in order to compose an accurate outlook of his clinical state. More specifically No.A.H. Telemedicine Client provides the following functionality:
• Create or retrieve a patient's account
• Using First Aid standard questionnaire, assist for partial diagnosis
• Act as medical device proxy. NO.A.H. communicates with a number of medical devices and can compile a report of medical readings.
• Assemble a pack of any user-defined files to be sent via highly secured network along with medical reports created from medical readings
• Create, store and forward photos and videos of the patient with the assembled pack
• Scan, store and forward any document with the assembled pack
• Act as a telecommunication endpoint: allow video streaming towards e-Hygeia cloud platform and video conferencing between a medical center and NO.A.H.'s site location
• NO.A.H.'s users can assign a medical case, view available timeslots for a remote session with a specialized doctor and reserve such a timeslot
• Receive and display any medical consultation
• Integrated medical devices:
  o Telephonic Stethoscope that delivers high quality heart and lung sounds to a remote physician.
  o 12-Lead ECG.
  o Vital Signs
  o Spirometer
  o General Examination Camera
  o iSTAT Biochemical Analyzer By Abbott
  o Drug & Alcohol Diagnostic equipment by Dräger
  o Digital Otoscope
  o Video Ophthahloscope
  o Ultrasound Probes
  o X-RAY DR
• Flexibility: the list of supported medical devices is growing. The installed NO.A.H. Telemedicine Client will be automatically updated using an external update mechanism
• Intuitive interface: NO.A.H. guides the user with the proper workflow by allowing only specific actions at any given time.

Safety:
• All data between NO.A.H. Telemedicine Client and TMA’s e-Hygeia Telemedicine EMR cloud platform are exchanged using encrypted connection.
• Any unsent files due to user negligence are deleted at next No.A.H.’s Startup

TMA e-Hygeia Cloud EMR Telemedicine Platform

TMA's e-Hygeia Telemedicine Platform is a web-based patient record system designed specifically for the needs of telemedicine consultations in rough environments with limited connectivity such as vessels and oil rigs. This software allows you to create a patient case, collaborate with consulting physicians on the information gathered from the patient encounter and even have a real time video conference with the remote physician.

TMA's e-Hygeia Telemedicine Platform is scalable, flexible and cost-effective. It provides a web-based platform where scattered multi-disciplinary teams can provide meaningful healthcare to people anywhere in the world. The benefits of TMA's e-Hygeia Telemedicine Platform can be realized in two ways: virtually in real time through teleconsults, home consults and appointments that take place between multiple facilities (sometimes crossing time zones and countries) and through "Store and Forward" or second opinion type services where providers create and distribute patient information to other healthcare
professionals without having to coordinate the schedules of the patient or the medical providers.

As a cloud-based solution, TMA’s e-Hygeia Telemedicine Platform equips healthcare providers with a powerful enterprise level tool that eliminates the heavy burden of maintaining a locally installed native system, while delivering all the benefits of cloud computing. TMA’s e-Hygeia Telemedicine Platform is a SaaS offering, delivering cost efficient licensing, platform access from anywhere, redundant backup and recovery, the highest level of data-center security and automatic software upgrades.

TMA e-Pokratis Welfare

TMA’s e-Pokratis Welfare, is a Personal Health Record I PHR with telemedical capabilities where health data and information related to the care of a patient is maintained. The intention of TMA e-Pokratis Welfare is to provide a complete and accurate summary of an individual's medical history which is accessible online by the patient & the authorized (by the patient) medical and paramedical personnel. The health data on e-Pokratis includes patient-reported outcome data, lab results, and data from integrated medical devices such as wireless glucometers SPO2, Noninvasive blood pressure meters, etc. via e-Pokratis mobile app.

TMA’s e-Pokratis Welfare grant patients access to a wide range of health information sources, best medical practices and health knowledge. All of an individual’s medical records are stored safely in the cloud instead of paper-based files in various doctors’ offices. Upon encountering a medical condition, a patient’s health information is only a few clicks away.

Moreover, TMA’s e-Pokratis Welfare can benefit clinicians by offering to patients the opportunity to select which doctor or medical network has access to their patient record. This helps clinicians to provide better treatment decisions due to the continuance of medical data. TMA’s e-Pokratis Welfare has the potential to help analyze an individual’s health profile and identify health threats and improve opportunities based on an analysis of medicaments interaction, provide best medical practices, recognize the gaps in current medical care plans, and identify possible medical errors.

Patient illnesses can be tracked in conjunction with healthcare providers and early interventions can be promoted upon encountering deviation of health status. TMA’s e-Pokratis Welfare also make it easier for clinicians, to care for their patients by facilitating continuous communication as opposed to episodic. Eliminating communication barriers and allowing documentation flow between patients and clinicians in a timely manner can save time consumed by face-to-face meetings and telephone communication. Improved communication
can also ease the process for patients and caregivers to ask questions, to set up appointments, to request refills and referrals, and to report problems.

**Other Products**

TMA represents many more great companies with series of medical, telemedicine and video conferencing equipment such as:

- Oximeter
- ECGs
- Patient Monitors
- Ultrasounds
- Digital Radiology Systems
- VET medical equipment

Main exclusive partnerships and products are mentioned below:

**Telemedicine Medical Equipment:**

TMA is the exclusive representative of AMD Global Telemedicine Inc. in Greece and Cyprus, which constitutes the main supplier of medical units that are used in the area of Telemedicine and medical examinations worldwide. The aforementioned clinical diagnostic appliances are provided for 15 years, with more than 8800 installations in 83 countries. The most recent installations are located in Iraq and Afghanistan for the US Army (US Navy, US Marines, US Coastguard), 360 Clinics in Alaska state and 600 clinics in Canada.

Telematic Medical Applications offers products of high quality (American, Japanese or German manufacture), easy to use, with specialized design, in competitive prices. Those products are constitutes by software and hardware (Software/Hardware solutions), for Telemedicine services and Healthcare IT. They can serve a wide range of healthcare providers, from private practices and private clinics to big hospitals.

Functioning either as integrated diagnostic units in Telemedicine systems which comply with HL7 standards, Workflow HL7, RIS, HIS, DICOM Workflow and HIPAA - Health Information Privacy Standards aiming to serve as a complete Telemedicine solution, or as autonomous local diagnostic units.

Telematic Medical Applications offers a wide range of medical equipment devices which are functional either as integrated solutions into a complete Telemedicine system, or autonomous for diagnostic examinations of eyes, heart, lungs, and abdomen, such as AMD-2020 ophthalmoscope, AMD-5500 laptop based ultrasound (Ultrasound Operational Modes: B-Mode,M-Mode, Color Doppler, Power Doppler, Pulsed Wave Doppler, Directional Power Doppler, Triplex & Sonocubic 3D) and AMD-3875 ECG, AMD-3920 Spirometer.
Telematic Medical Applications is the exclusive representative of VISUS in Greece and Cyprus, which is a pioneer maker company of Completed PACS systems and is endorsed by the majority of medical equipment companies such as GE, SIEMENS, Phillips, etc. VISUS products list includes the most modernised specifications in Tele-Radiology for the most reliable radiology services between any Medical Institution or Hospital.

VISUS is company of advanced technology which is evolved with the University Witten/Herdecke from the year 2000 and has developed comprehensive know-how in the business sector of DICOM (Digital Imaging and Communications in Medicine). By incorporating this fundamental knowledge the product line of VISUS is developed in the company's premises in Bochum, Germany. Visus' products are internationally known and sold as the best PACS solution because the quality of their service is the number one priority. That's why VISUS offers the appropriate services to all of their customers 24 hour a day, 365 days a year.

VISUS represents the complete medical image depiction while connects knowledge from all medical specialties. It's the best worldwide solution for private practices, hospitals and healthcare networks. Innovative and oriented in the future needs of healthcare due to the prudent use of web technologies and open models support.

**IFA systems EcMR (Electronic connected Medical Record):**

IFA Systems AG is the leading international supplier of EMR software in ophthalmology. Each day more than 7,500 ophthalmology professionals use IFA EMR software in private practices, clinics and hospitals. More than 180,000 visits of patients are recorded every day. Medical data from 60,000,000 patients worldwide are stored in the EMR applications of IFA. The following presentations can inform you about our specialties.

- EcMR for Retina Specialists
- EcMR for Glaucoma Specialists
- EcMR for Ophthalmic Surgeons
- EcMR for General Ophthalmology

IFA software is an advanced EcMR system. IFA interconnectivity includes more than 450 digital data communication contacts with diagnostic and therapeutic appliances, with hospital informative systems and other computational systems.
iSOFT Solution Range:

Ifa systems AG is the international leading vendor for EMR software in ophthalmology. Every day more than 10,000 eye care professionals use the ifa EMR software in their office, clinic or hospital and document more than 200,000 patient visits every day. Data of approx. more than 80 million patients are worldwide stored in ifa EMR applications. ifa EMR software can be offered for all subspecialties. Please view the following presentations to obtain more information on our subspecialty versions:

- **EcMR for Retina Specialists**
- **EcMR for Glaucoma Specialists**
- **EcMR for Ophthalmic Surgeons**
- **EcMR for General Ophthalmology**

The ifa software is also an advanced EcMR system (Electronic connected Medical Record). The connectivity is represented by more than 450 digital interfaces for data communication with diagnosis and therapy devices, practice management and hospital information systems as well as other software applications (e.g. quality assurance programs) etc.

**NEC Medical Displays – Hospital range medical depiction solutions**

In the medical depiction area the exclusive representation of NEC Medical Displays for Greece an Cyprus is reported. NEC's medical displays are used in the area medical imaging depiction by covering the whole range of necessities, offering 2, 4 and 5 MP screens (for mammo screening). They are also used in Operating Rooms in which they are placed by using special sterile cover. Those screens provide a special sensor – calibrator and the essential software that ensure constant quality and performance in whole greyscale imaging scale, which is crucial for the screening of radiological findings.

**Long term archiving**

TMA is the exclusive representative of Fast LTA (http://www.fast-lta.de) for Greece and Cyprus. Fast LTA provides solutions of long-term data archiving and safe data storage, providing at the same time immediate availability of the stored data at any time requested.

Fast Cubes and Silent Cubes products were installed in hospitals and banks worldwide, wherever there is need of storing huge amounts of data. The low cost of installation and maintenance, the absolute safety of the stored data and the immediate availability, makes the solutions of Fast LTA a necessity in long-term archiving issues.

Contrary to the traditional data archiving systems, Fast Cubes and Silent Cubes have a much lower cost of installation per terabyte, because they are base their storage faculty on hard disks. They are able to collaborate with any system and can be easily integrated into the existing network infrastructure. Each cube consumes only two Watts of energy, in standby mode, while their operation in almost noiseless.
Thanks to WORM (Write Once, Read Many) technology, every single bit of data is verified during its writing in the system, while the stored data continues to remain intact even if 1/3 of the hard disks of each cube fail. In order to avoid problems that can be caused by malfunctioning series of hard disks, each cube is equipped with hard disks of at least three different constructors. When a problem occurs with any of the disks, the technical support department of TMA is notified via e-mail, in order to rapidly change the hard disk.

With the Compliance service license, the system is able to offer advanced storage choices, such as the storage without deletion permission and file versioning.

1.4.2. Services
Collaboration of TMA with leading companies (Market Leaders) in the business area of Computer science based Healthcare in Greece and abroad, allow her to provide integrated solutions, beginning from the Analysis of Requirements and leading to the Concretization of an Informative System.

TMA personnel offer dynamic presence by answering in the new requirements, with innovative products and services in the area of Healthcare IT. The offered services are developed in the whole scale of market and are focused to the most decentralized user up to the stiffest and centralized organization.

- 24/7 Medical support
- Integrated solutions consulting
- Studies and consultancy Services
- Software Development
- Education & training
- Technical support
- Project management
- Telemedicine services

24/7 Medical Support: TMA provides an International network of medical specialists, available 24/7 in cooperation with T.E.M.A. Every medical case can be evaluated by 3 doctors of same specialty, without additional charges for the end user. T.E.M.A. is staffed by distinguished doctors of all specialties, each one with a proven scientific track record and vast experience in the field.

Adhering to the most advanced quality control procedures, our doctors receive continuous education and training and keep up to date with the latest developments in field of Telemedicine.

Integrated Solutions Services: TMA provides customers with completed solutions of highest level, by combining Systems of Computer science based Healthcare and medical - technological equipment which is the “state of the art” technology and is in position to provide the most excellent services of completion, project of information technology (system integration).
- Application Study of the existing situation of costumer ("As Is")
- Complete description and depiction of proposed solution ("To Be")
- Study of necessary processes on the concretization of solution ("Gap Analysis")

Study of Project (Application Study): TMA begins from the study of project aiming at comprehending the needs of the customer. The record file of every project contains:

Development: In the basis of the final record file of the project and the requirements to the customer the already existing software is developed or configured.

Concretization: The next step is the concretization of the project, based on the specifications and the processes the are described in the project study. The concretization includes:

- Installation of the offered medical - technological equipment
- Installation of the Informative System
- Parameterization of the Informative System

TMA, based on its experience in project management of big scale considers the service of parameterization as a critical factor for the successful concretization and completion of the project. A decisive point of the project completion is the project study and the comprehension of customer's requirements.

Training: Critical factor on the success of a completed project of information technology is the training of the costumer in the new informative environment, which facilitates comprehension of each workflow. Training is planned and fulfilled from Application Specialists, based on the particularities of each customer, as well as the competences of his executives and personnel.

Support - Maintenance: After the delivery of the project to the customer the Support and Maintenance of the Informative System begins. The customer has the possibility of selecting the services that he wishes to have, through the completed catalogue that TMA offers.

Philosophy: TMA’s philosophy is the solutions we offer to our customers to be always completed (Turn Key Solutions). In other words, on contrary to activities of relevant business area of information technology (distribution of products of information technology, software development, services consulting, etc), TMA proposes solutions that constitute products of regular study of the whole informative system with accent in the future needs. Gives the future opportunity of extension, modernization and upgrade.

Software Development Services: The rapid growth of technology of Computers, sweeps along in corresponding rhythms the growth of Healthcare IT Systems. The growth of software has been rendered to an enough complex process, with result the adoption of a constant and reasonable methodology to be necessary, so that reliable and completed solutions of
computerization to be produced. In the frames of this methodology, a Circle of Growth is designed, in which the software development acts are executed methodically in a logical order.

This circle, except the final product, produces a combination of documents, which describes extensively the tasks to be performed, as well as the logical steps and the specifications of the particular project. In the circle of growth a strict nomenclature is defined which is followed by everyone.

The circle of growth is constituted by the following 7 steps:

- Requisitions Analysis
- Software Planning
- Software Development
- Beta Testing
- Final Product Acceptance
- Transition into the New Product (Go Live Support)
- Operation and Support of Software

During the accomplishment of the project, issues of revisions and changes are possible to occur in what has to do with the initial demandings of the client and the software design. It is possible for changes to be made even during the development of the product. In any case a strict procedure of oversight is retained for the approval of modifications.

TMA also offers the option of choice in every new project of the SaaS model (Software as a Service), with Open Source development tools.

The SaaS term is used to describe a new model of allocating and using software, which is available for customers to use as a subscriber service via Internet. Based on this model and in contrast with the traditional way of software purchasing, the client doesn't buy user licenses, but acquires the right to use the software by subscribing for a particular time period.

**Training Services:** For TMA training is one of the main offered services because basic idea of our corporate philosophy is that knowledge and specificity constitutes the background for the effective and productive use of our products. Training in TMA is achieved via seminars with inter-corporate quality and inside corporate procedures.

**System Software**

**Organization and concretion of educational seminars follows the steps below:**

- Investigation of the training needs.
- Planning of the training program and its adaptation in the productive process of the company by having in mind the knowledge level of the trainees.
- Concretion of the training program with functional timetable.
- Evaluation and inspection of the results of the program.
- Submission of informative report with the results of the training.

**Training Services**

- Consulting of training services for the installation, operation and maintenance of high end technology systems.
- Consulting of e-learning services (modern and asynchronous training).
- Multimedia software development - training courses and presentations.
- Medical and nursing personnel training on issues of health, computer science based healthcare management, medical-technological equipment management, and issues relevant with the objectives of company in general.

TMA frames the projects that materialize with the proportional training and continuous education services, ensuring that the objectives of the collaborating enterprise will be achieved, while the strict processes will continue to be observed and adapted in the needs of enterprising environment. The application training that TMA has developed takes place based on modern methods of support.

**Technical Support Services:** Support and maintenance of customer's informative system are equally important processes, as much as the concretization of the system. TMA provides complete technical support in all series of its products. Beside that, TMA is in position to offer to customers extensive technical support for the conduct of conventions, meetings or other events aiming at their successful attainment.

During the concretization of a project and its testing period, TMA provides with its own responsibility, services of support that include:

- Technical Services of Installation - Concretisation
- Operation Monitoring of the System
- Regulations - Improvements
- Control - Exploitation, Parametrization of Functional Application Systems
- System Performance Improvement
- Technical Information
- Consulting - Advisory services
- Software modifications to agree with the Greek and International legislation
- Other required services according to the conventional obligations of the company that derives from the project convention

Contracts' maintenance services are supported and executed from experienced technical personnel of TMA and its collaborators, or from each supplier in such way so that is always ensured the availability and ceaseless operation of the systems.
TMA provides, complete technical support in its customers with its own specialized personnel and in continuous collaboration with the experienced technical personnel of its suppliers. In our premise the following departments are operating:

- Customer service support center (Help Desk)
- Customer technical support center
- Support engineers departments
- Repair and spare parts center

Maintenance and support of systems are provided in the customers of TMA in the frames of maintenance contracts which are suitably planned to provide flexibility at the configuration of maintenance contract, ideal for each individual company. So each company can select with or without spare parts included, variable years of response and re-establishment of damage, extended schedule of support that reaches 24 hours/7 days a week support and preventive maintenance.

TMA, via its extensive Network of Qualitative support, has the possibility of providing to its customers the same SLA (Service License Agreement), in any part of Greece. The SLA or Contract of Guarantee of Level of Provided Services is a form of convention -that accompanies the main convention- which in one hand, describes the total of services that are offered and in the other hand, determines their quality based on immediately measurable and pre-agreed criteria and indicators.

**Project Management Services**: TMA recognizes the decisive role of Project Management in the successful planning and implementation of complex projects of Information Technology.

Every project is a unique, but continuous effort. The nature of the project, the conditions of implementation and the results of a project are always differentiated in a smaller of bigger degree, from all the corresponding projects which have been accomplished.

TMA brings to completion every Project Management by having "adopted" modern methods of administration. Project Management could be designated as the art of administer and coordinate human and material resources during the concretization of a project so as the predetermined objectives to be achieved in the areas of: aim, cost, time, quality and satisfaction of the participants. The Project Management model which is applied by the company in the area of Health and Providence faces subjects as:

- **Synthesis and Completion**: Development of the Project Plan, Implementation of the Project Plan, Total Control of Changes

- **Project Objectives**: Beginning, Objectives Planning, Objectives Determination, Objectives Confirmation, Objectives Change Check, Project Plan Development

- **Time Management**: Activities Determination, Activities Concatenation, Activities Duration Estimation, Collaborators Network Development, Collaborators Network Control
- **Quality Management**: Qualitative Planning, Quality Guarantee, Qualitative Control Management

- **Human Resources Management**: Organization Planning, Crewing, Project Team Development

- **Project Reports and Interaction**: Interaction Planning, Information Distribution, Output Reports, Administrative Reports

- **Risk Analysis**: Risk Detection, Risk Quantification, Danger Confrontation Development, Danger Confrontation Planning Control

1.5. **Indicative List of TMA’s Customers**

Telematic Medical Applications has a particularly extensive clientele list in the private and public sector. Indicative list of mainer customers of the company is shown below:

**A. Private Sector**

✓ **Telemedicine Sector**

<table>
<thead>
<tr>
<th>Clients</th>
<th>Application Type</th>
<th>Business Market</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Health Region (13 General Hospitals &amp; 30 Islands)</td>
<td>Telemedicine Applications installed in vessels &amp; Greek Islands</td>
<td>Maritime Market &amp; Aegean Sea Market</td>
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<tr>
<td>PRIME MARINE</td>
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<tr>
<td>PRIME TANKERS</td>
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<tr>
<td>ENERGANE OIL &amp; GAS</td>
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<td>ALPHA TANKERS</td>
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<td>ANANIGEL MARITIME</td>
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<td>EURONAV</td>
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<td>AGNES MARITIME</td>
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<td>ATTICA GROUP</td>
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<td>CHANDRIS</td>
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<tr>
<td>HELLENIC COAST GUARD</td>
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<td>HYGEIA GROUP OF HOSPITALS</td>
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✓ **In Hospital Sector**

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<th>Clients</th>
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<tr>
<td>Integrated solutions of biomedical appliances and IT software of multiples types (PACS, EMR, HIS, Billing etc.)</td>
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<tr>
<td>Private hospitals and diagnostic centers</td>
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<td>AG.DIMITRIOS RADIOLOGICAL CENTER</td>
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<td>ATHENS EYE HOSPITAL</td>
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<td>ATHENS VISION</td>
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<td>LASER VISION</td>
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<td>Industry Sector</td>
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<td>PARAMON</td>
<td>Medical Imaging Software</td>
<td>Industry</td>
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<td>FUJIFILM</td>
<td>General IT products and services</td>
<td>Other Business Market Companies</td>
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<td>ONASEIO CARDIOSURGICAL CENTER</td>
<td>Biomedicine technology products and services</td>
<td>Public Sector (Hospitals &amp; Academic Medical Schools)</td>
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<td>ΤΜΗΜΑ ΥΓΕΙΟΝΟΜΙΚΟΥ ΥΛΙΚΟΥ-ΠΟΛΕΜΙΚΟ ΝΑΥΤΙΚΟ</td>
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<td>TECHNOLOGICAL EDUCATIONAL INSTITUTION OF ATHENS (ΣΕΥΠ)</td>
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<tr>
<td>UNIVERSITY OF CRETE (MEDICAL SCHOOL)</td>
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Prime Marine – Energean Oil & Gas [http://www.prime-marine.net/]
Reference Case

Another big scale project for Telematic Medical Applications. Our company equipped 35 vessels of Prime Marine and one oil rig of Energean Oil & Gas with our robust telemedicine system which contains all the necessary equipment for the examinations needed onboard.

The crew members will be able to have direct communication with Prime Marine premises where a team of doctors will be available to cover needs that might occur from emergency cases or accidents, as well as scheduled preventive examinations.

TMA’s Integrated Telemedicine solution “NoAH Ark of Health” includes a full featured vital signs monitor which is able to receive ECG, blood pressure, glucometer, oximetry and temperature measurements and a high resolution camera. All measurements are being transferred to the central TMA’s e-Hygeia Cloud EMR Telehealth server via satellite connection where doctors can evaluate them. The “store and forward” or Real-time secure operational modes are being controlled by TMA NoAH Ark of Health client, a high-end software which accompanies the telemedicine equipment and performs the medical data acquisition and transfer.

Ε.Δ.Τ (National Telemedicine Network)
Reference case

This network is designed to be the backbone of a Single National Telemedicine Network, and for this reason is called: NATIONAL NETWORK of TELEMEDICINE (Ε.Δ.Τ.) - 2nd Healthcare Region.
The primary objective of the project is equal access to primary health care for all Greeks regardless of their place of residence (inaccessible and island regions). Secondary objective is to meet the need of the medical and nursing staff access to high quality education and training, regardless of the point at which it serves.

E.Δ.Τ network consists of 43 telemedicine sites, which were installed in 30 remote areas and in 13 General hospitals in Greek territory. Its architecture is based on the logic of the network and each telemedicine unit is a node in the "network". Each point communicates with one or more other points regardless of the workload of the rest of the network. It is built within the Public Data Network of SYZEFXIS and the Data Centre is hosted at the Ministry of Interior cases. It has an open and scalable architecture, but ensuring a high level of service under the current legal framework.

TMA offered for this project the diagnostic telemedicine equipment which was installed to 30 remote areas (Local health centers), along with the integrated TMA-EMR platform. TMA-EMR allows each General Practitioner doctor to see the availability of the network’s doctors depending on the doctors’ specialty and arrange a Telemedicine conference. By using the Telemedicine equipment, the integrated TMA-EMR platform and the video conferencing system, installed in each point, each specialized doctor settled in one of the 13 General Hospitals, can have a clear view of each case that examines and give a safe opinion and tele-diagnosis to the patient and the General Practitioner.

**HELLENIC COAST GUARD**

**Reference case**

Telematic medical Applications has installed 5 Telemedicine Stations in equal number of Hellenic Coast Guard Unit vessels. Teleconsultation of emergency medical incidents is being provided via Hygeia Group of Hospitals medical consultants.

**ATHENS EYE HOSPITAL (http://www.athenseyehospital.gr)**

**Reference case**

Telematic Medical Applications has installed in Athens Eye Hospital, (35 Kolokotroni str., Glyfada) an integrated solution that consists of JiVeX PACS, Ifa EMR and Emblaze VCON Collaboration Suite.
The Hospital equipped with HP workstations, servers and SAN storage systems and NEC medical and public displays.

International network of Athens Eye Network collaborators

In collaboration with other foreign ophthalmological centers, the Athens Eye Hospital created the Athens Eye Network, an international network offering medical services with its primary objectives being high quality patient care and the dissemination of scientific knowledge.

With modern tele-medicine infrastructure and a special teleconferencing room, the doctors at Athens Eye Hospital provide medical advice and support, participate in international work and clinical trials, while they are also able to relay real-time surgery interventions for educational purposes.

Athens Eye Hospital is active in countries of European Union, mostly in Balkans and allocates annexes in Belgrade, Dyrrachio and Gjrokeaster.