

# EAN SUMMIT

27 April 2023

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# SUMMARY

**1.**

**SAMSIC GROUP  
AT A GLANCE**

**2.**

**SAMSIC EXPERIENCE IN HEALTH  
CARE AND RETIREMENT HOME**

**3.**

**DIGITAL AS A SUPPORT IN  
LONG-TERM CARE**

**4.**

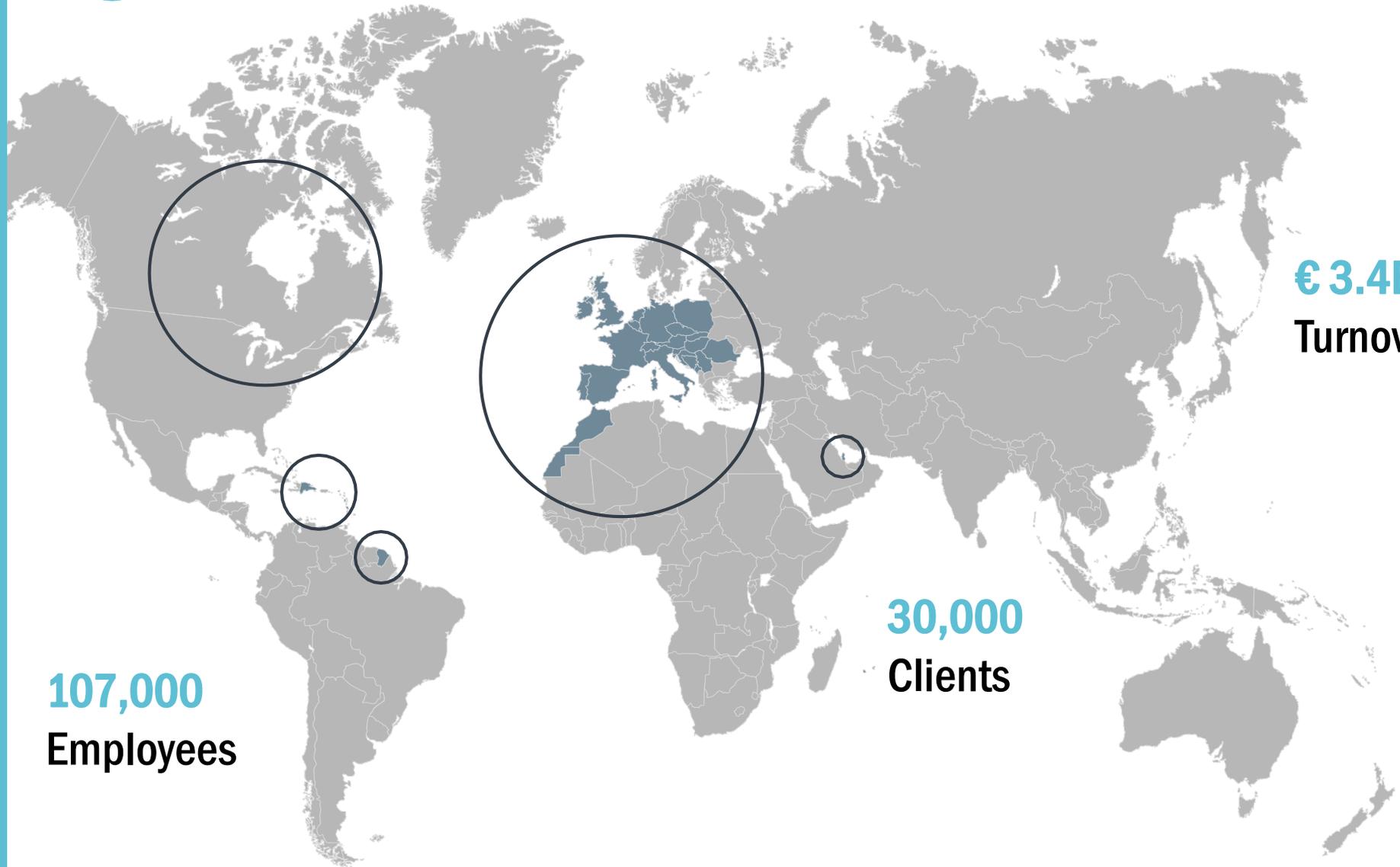
**AN INTEGRATED  
ECOSYSTEM**

# I. SAMSIC GROUP AT A GLANCE

- France
- Belgium
- Spain
- United Kingdom
- Switzerland
- Portugal
- Luxembourg
- SEE
  - Slovenia
  - Croatia
  - Hungary
- Italy
- CEE
  - Poland
  - Slovakia
  - Czech Republic
  - Romania
- Austria
- Germany
- Qatar
- Morocco
- Ireland
- Dominican Republic
- The Netherlands
- Canada
- USA



**INTERNATIONAL FOOTPRINT**  
**27 COUNTRIES**



**€ 3.4B**  
**Turnover**

**107,000**  
**Employees**

**30,000**  
**Clients**

# 3 DEPARTMENTS



**€2B**  
IN REVENUE

**450**  
BRANCHES

**80,000**  
EMPLOYEES



**€1.1B**  
IN REVENUE

**420**  
BRANCHES

**30,000**  
EMPLOYEES

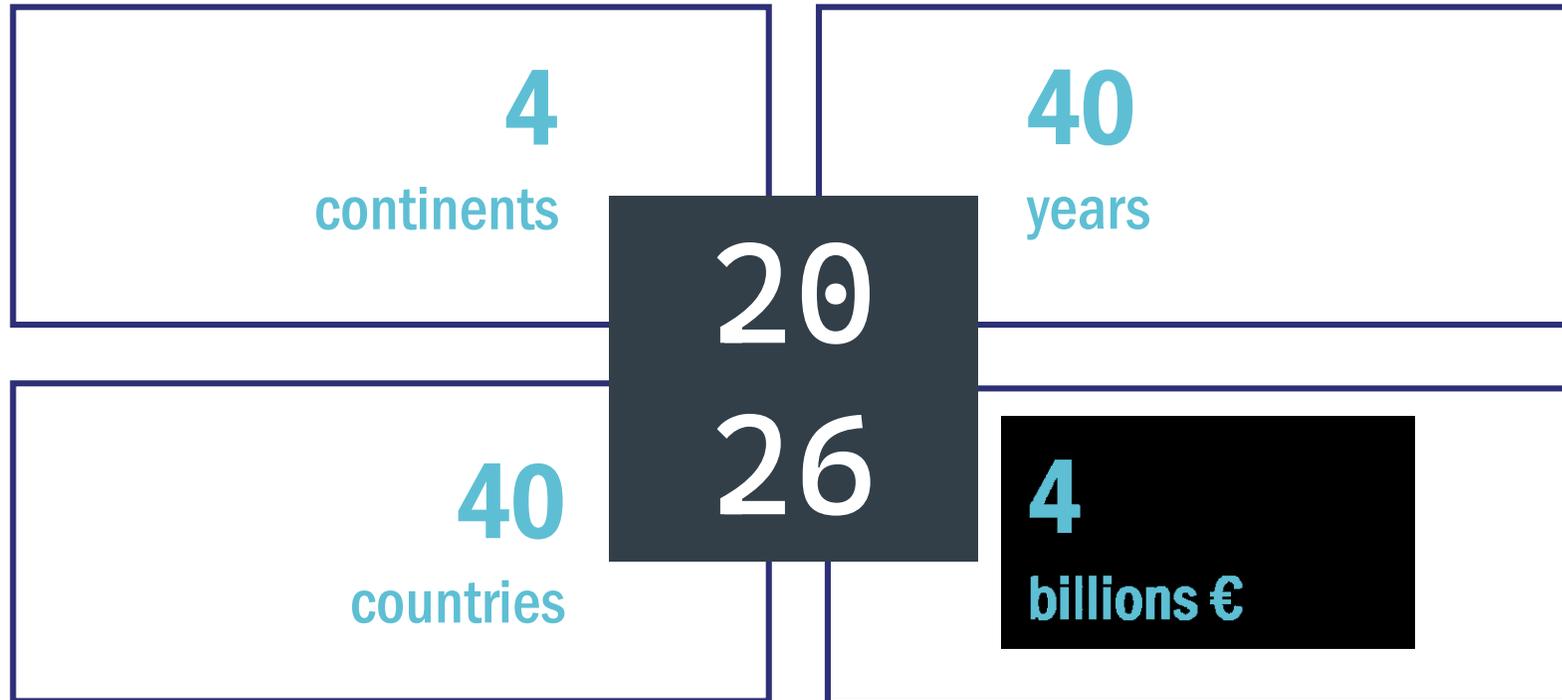


**€350M**  
IN REVENUE

**33**  
BRANCHES

**7,000**  
EMPLOYEES

# SAMSIC GROUP: « HORIZON 2026 »





## **II. SAMSIC EXPERIENCE IN HEALTH CARE AND RETIREMENT HOME**

# FACILITY GENERAL GUIDANCE

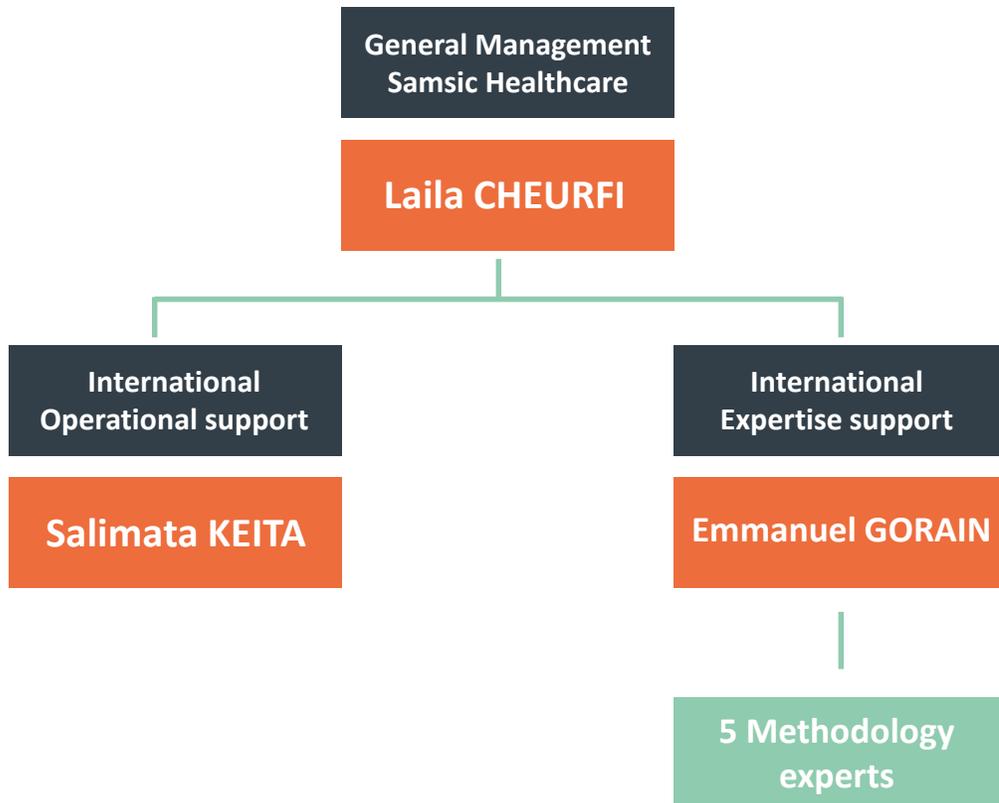


# FROM GLOBAL TO LOCAL: A GLOCAL APPROACH

A EUROPEAN SUPPORT  
TEAM – BASED IN FRANCE



LOCAL TEAMS AS A  
SUPPORT TO THE CLIENTS



**UK**  
Kayleigh Sorby  
John Norris  
Derek Simpson

**Portugal**  
Ivo Fonseca  
Tiago Rocha

**Italy**  
Danilo Sarnataro

**Belgium**  
Ingrid Marien  
Rob Vleugels  
Koen Van Riet

**Spain**  
Beatriz Para

# SAMSIC HEALTHCAR'S CLIENTS IN EUROPE



## France

- Clinique Sainte Thérèse
- Groupe Ramsay
- Hôpitaux de Paris
- INICEA psychiatrie
- Centres de luttres contre le cancer
- ICO Nantes
- Eugène Marquis Rennes
- Centres de dialyse, groupe Nephrocare
- ADAPT ou ADAPEI
- 7 Fontaines

## UK

- Quadram
- United Health Group (UHG) NPS Care
- Alcon Eyecare UK Ltd
- Pharma Review Ltd
- NHS Block Transfusion Modyrvale Medical Centre
- Welsh Ambulance Service
- St Johns Ambulance
- CQC (Care Quality Commission)
- NHS Patient Safety
- NHS Commissioning Board
- Special Health Authority

## Belgium

- AZ Dimpna
- Institut Jules Bordet
- CAF - DCF
- UZ Gent
- ZNA

## Spain

- Misericordia
- Zorroaga
- Gurena

## Italy

- Juventus Medical Center
- EPM
- ACEL
- Dentalpro
- CDV Humanitas
- Multimedia
- Le Molinette

# EXPERTISE IN A RETIREMENT HOME: LES 7 FONTAINES

**CLEANING SERVICE.** Besides the common areas, providing cleaning services in the residents' rooms requires a more specific approach. Indeed, Samsic Santé **considers this service as a home service**, at a private home. The utmost attention is paid to the objects and personal effects of the residents: furniture, decorative objects, flowers, etc. In addition, a **thorough bio-cleaning** of each room is carried out once a month

**LAUNDRY SERVICE.** The nursing home offers a laundry service to residents who do not have a family nearby who can take care of their laundry. Samsic Santé takes care of the **residents' personal linen** and to do so, it has set up a **rigorous process for the washing, ironing and labelling of clothes**, in compliance with the R.A.B.C method (Risk Analysis Bio-contamination Control) in order to ensure perfect linen hygiene. Two professional laundry employees are dedicated to this service.

**MEAL DISTRIBUTION AND SERVING.** This involves providing a **standard catering service**, while taking into account the specific dietary needs and textures required for each resident. In addition, the choice of **tablecloths** and **napkins**, the choice of **elegant crockery**, the elaborate setting of tables but also of trays in the rooms, and the serving on the plate, have all contributed to enhance the quality of this pleasant moment of the day. In order to meet the standards expected, Samsic Santé has provided training to its staff on hotel practices and food diets.

## SOLUTION PROVIDED

### BUILDING A TEAM OF 15 PEOPLE

- 1 housekeeper
- 6 people for the bio cleaning service
- 4 people for meal distribution and dish washing
- 2 people for the laundry service
- 2 people for night-time watch

## THE HOUSEKEEPER.

### MANAGEMENT & COORDINATION

The housekeeper handles **staff replacements**, organises **training sessions** and ensures that her teams **comply with protocols, hygiene processes** and **know-how** requirements. She manages the activity and liaises with Samsic Santé and the client.

### SAMSIC/CLIENT/FAMILIES

The Samsic team **works closely with the residents** throughout the day (room cleaning, meal service, stretchering, linen management).

The housekeeper **coordinates with the nursing team** to ensure the best possible care for the residents. She is also **in contact with the families** as she records their recommendations and requests regarding meals, laundry and any other matter related to the resident's personal life. She carries the nursing home's brand image to the families.

### HOTEL SERVICE

The housekeeper makes a regular **inventory** of the dishes and table linen. She suggests **new sets of cutlery and tablecloths** to upgrade the hotel service.

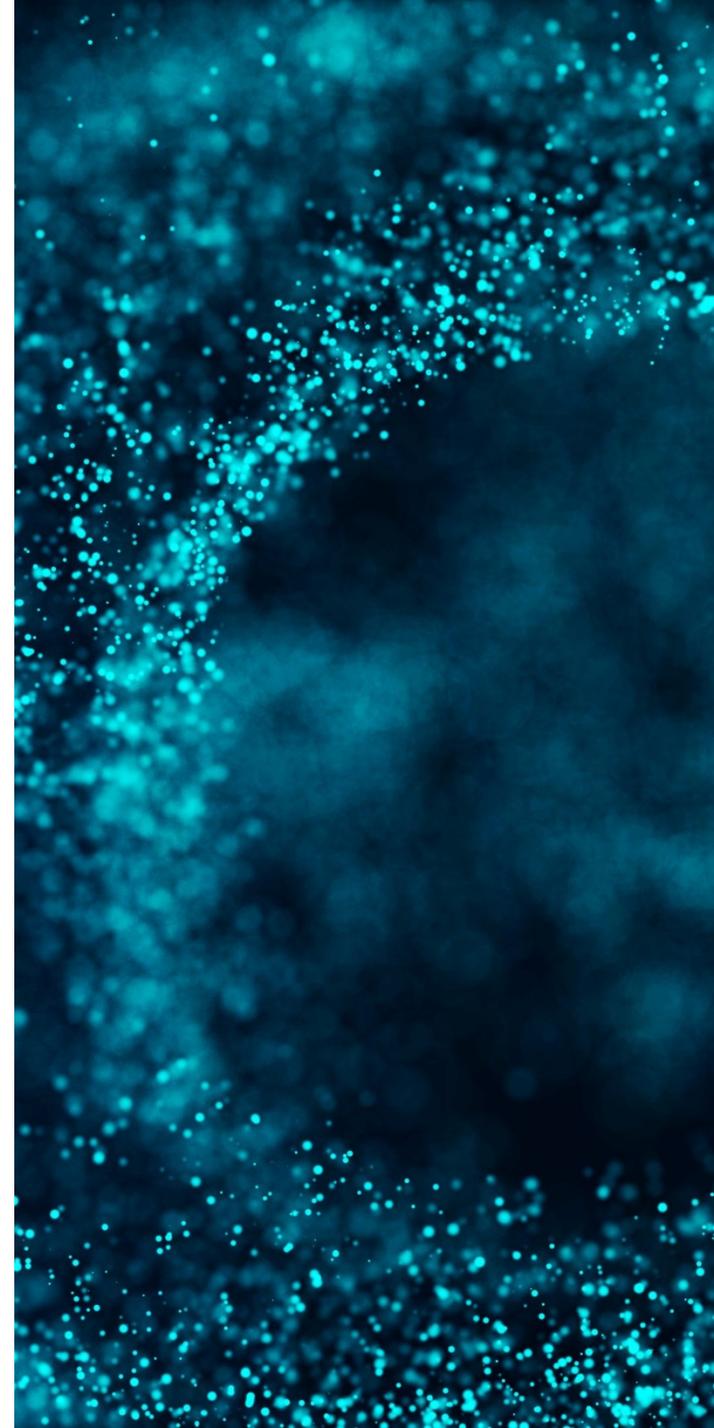
She also welcomes all new residents with a bunch of flowers and/or magazines. Finally, she provides support and training to her teams to ensure they meet the standards of hotel services

### **III. DIGITAL AS A SUPPORT IN LONG-TERM CARE**

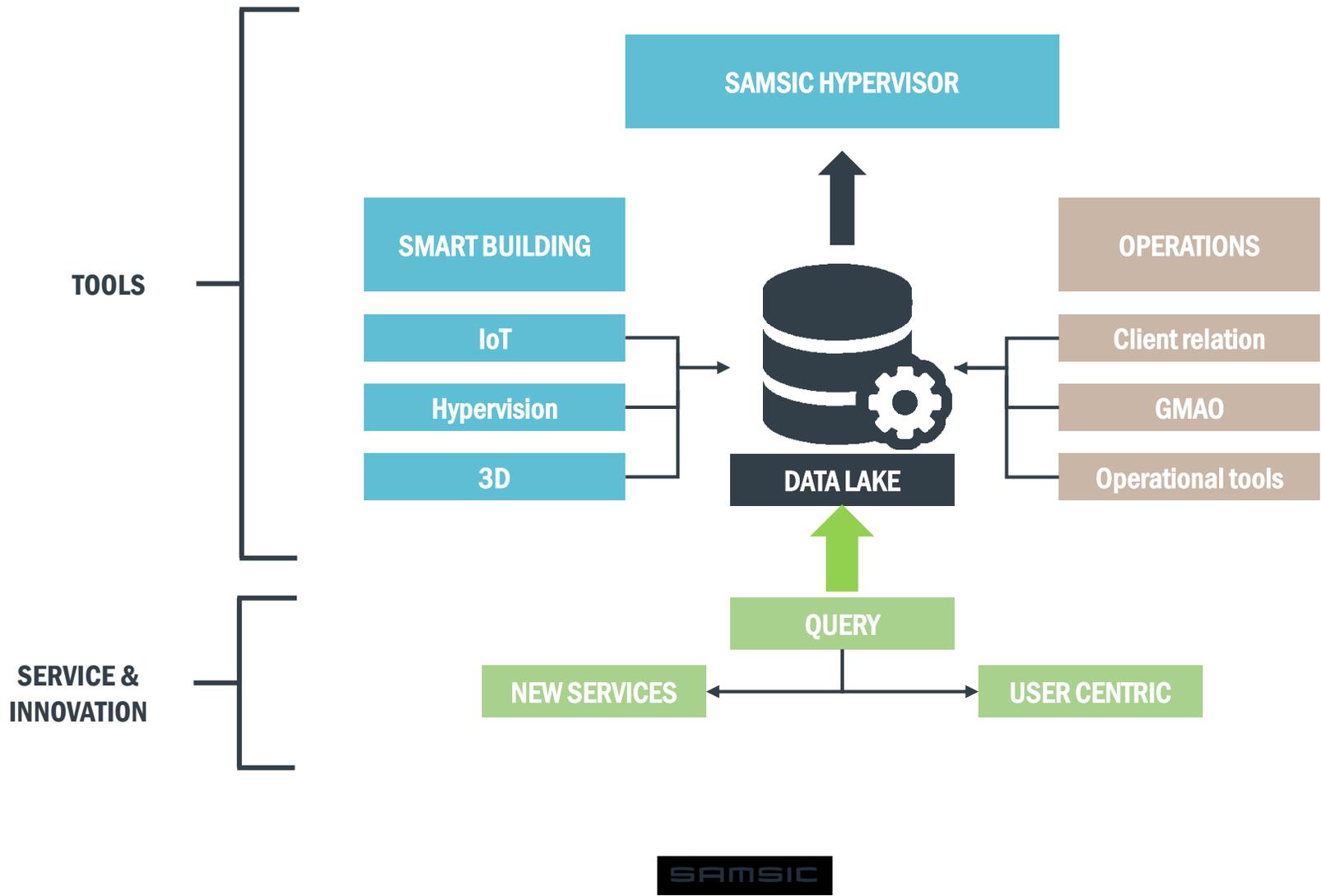
# DIGITAL IN 2 AXES

OPERATIONS

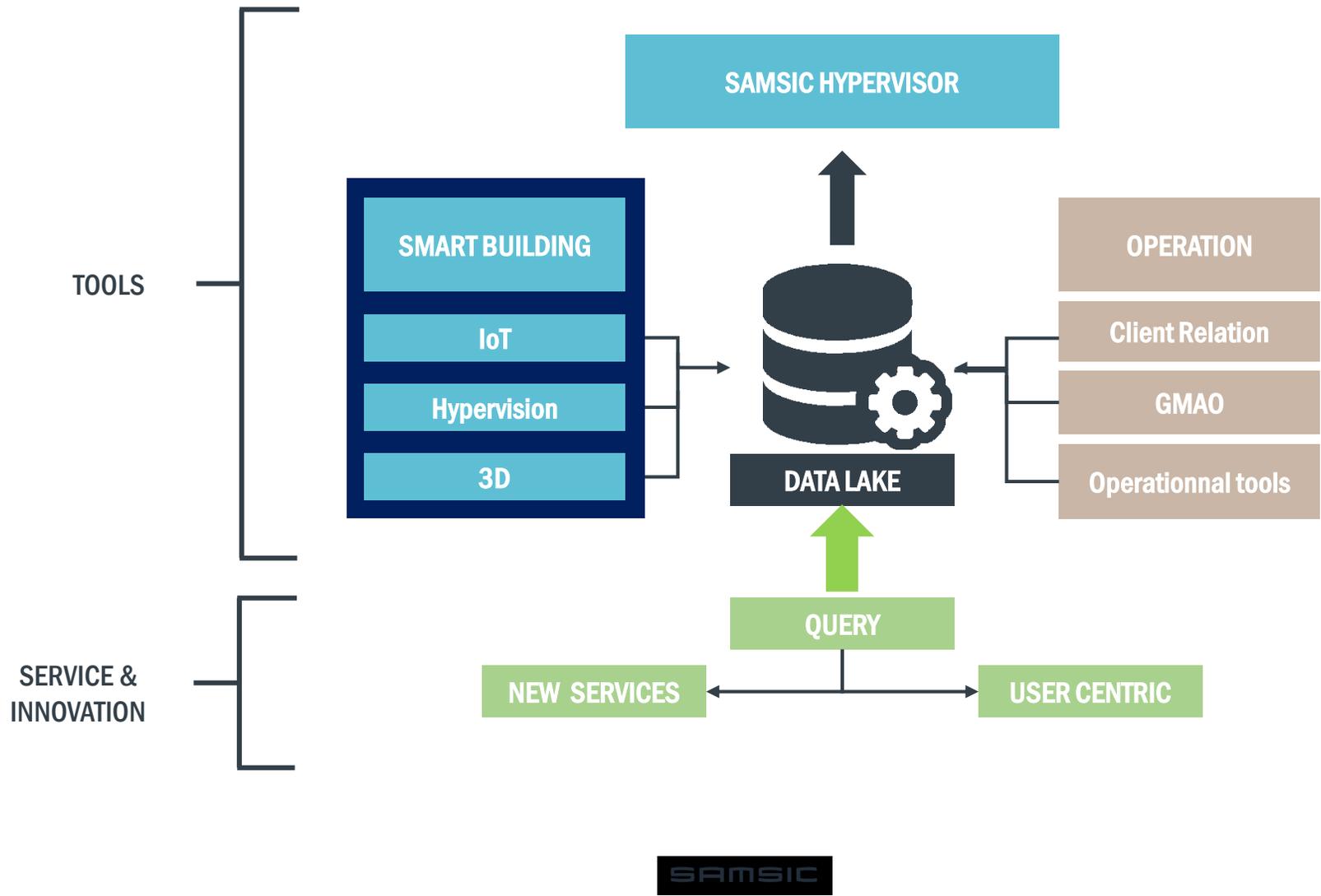
BUILDING



# THE SAMCIC ECOSYSTEM



# THE SAMCIC ECOSYSTEM



# INNOVATION ROADMAP

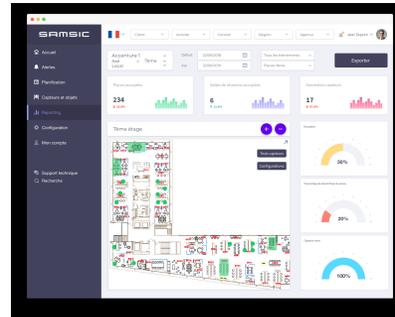
A « MID TERM » PROJET

1



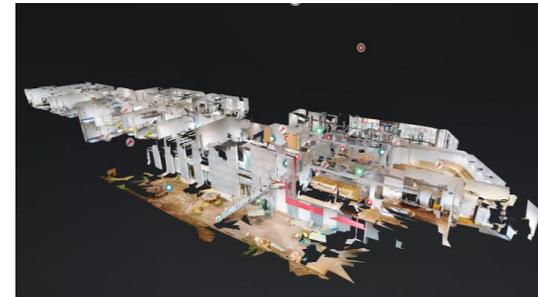
IMPROVING THE RANGE OF  
EXISTING SOLUTIONS

2



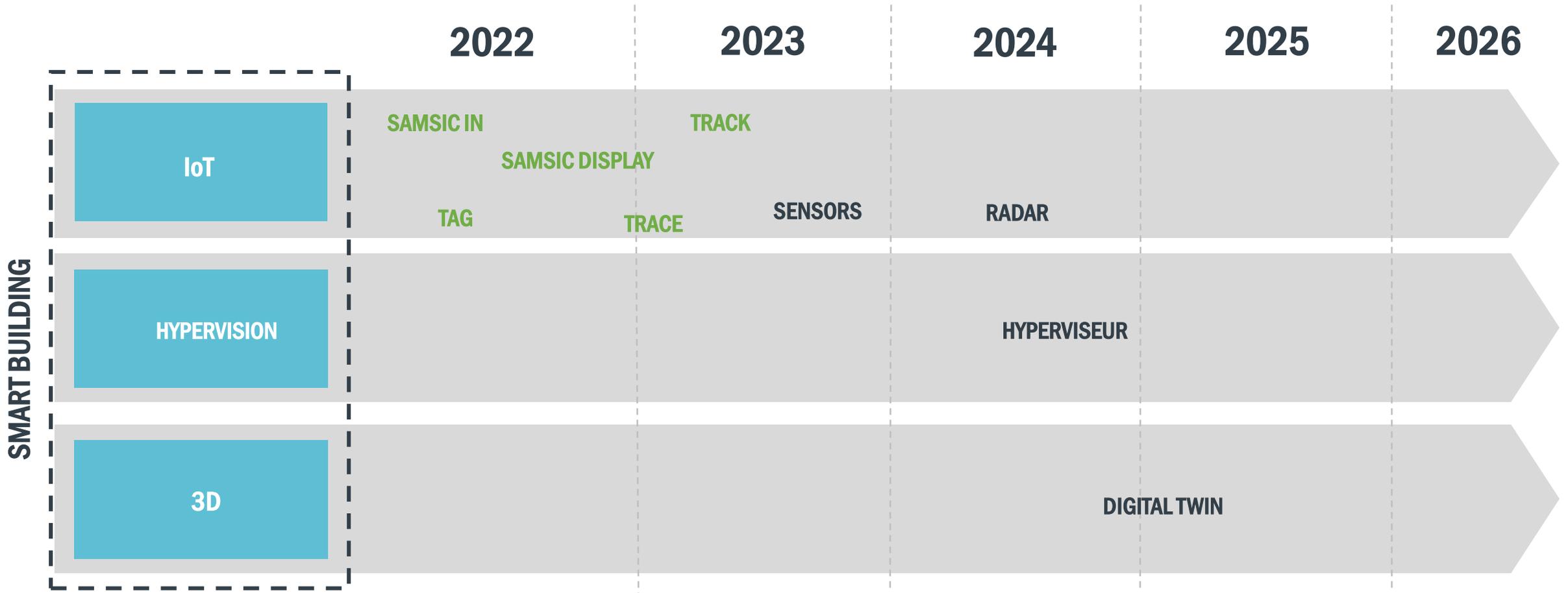
DEVELOPING A SMART  
BUILDING SOLUTION

3



DIGITAL TWIN  
AUGMENTED REALITY

# PATIENT ORIENTED TOOLS



# 1- IoT



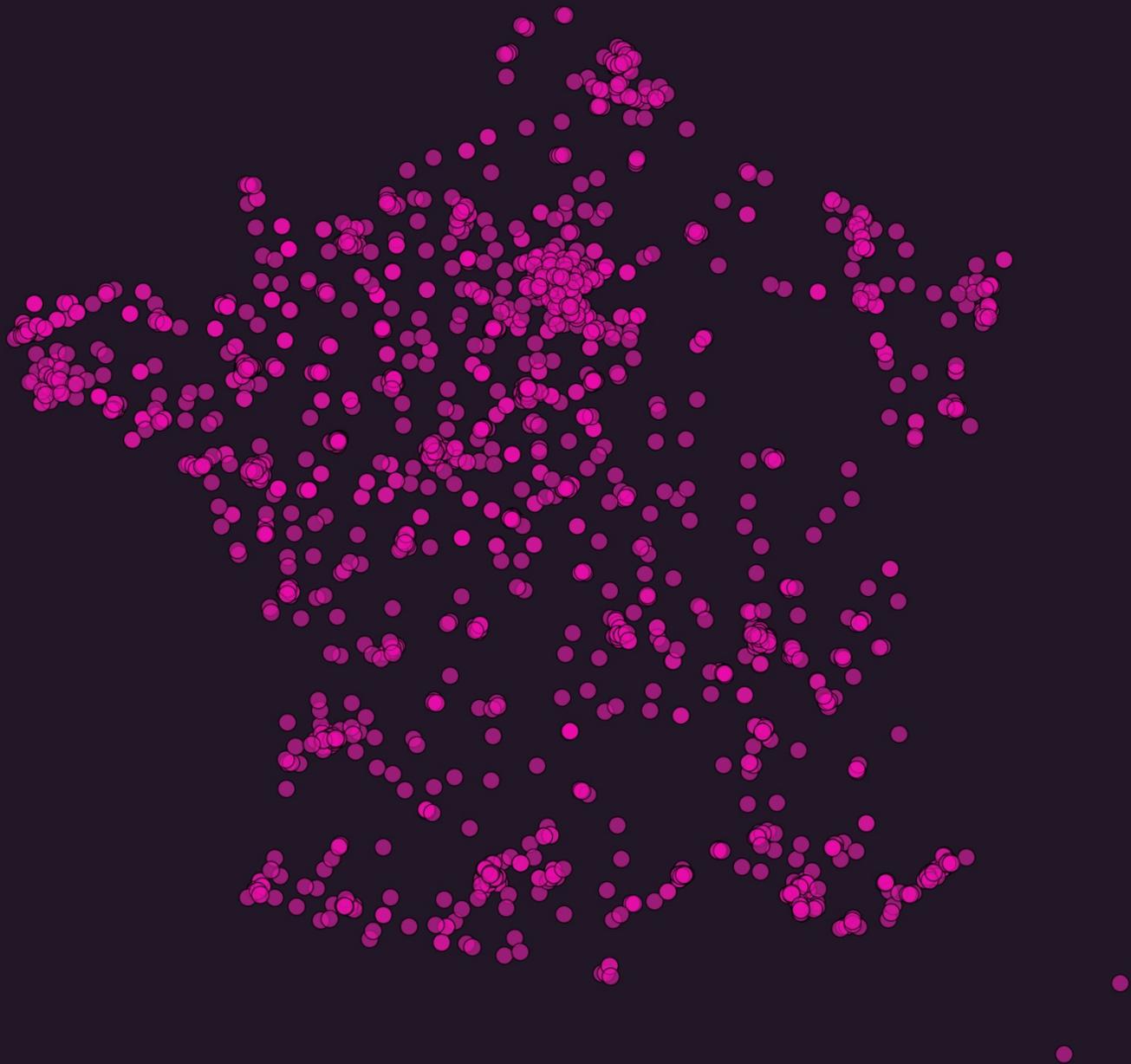
# **METRICS DEVICES**

**6000**

**DEVICES**

**Deployed in France since July 2020**

**Deployment in progress in Italy, Portugal, Belgium,  
Serbia ...**





**SAMSIK**  
**N°1 of connected**  
**traceability in France**

# IoT TOOLS



1.

2.



Samsic In Samsic Display

Samsic Track Samsic Traffic



3.

4.



# SAMSIC IN

## DECLARATION OF COMMENCEMENT:TERMINATION OF EMPLOYMENT

### Profits for clients :

- Contract Monitoring
- Execution of services guaranteed

### Profits for Employees :

- Real-time transmission of restocking needs
- Reduction of distance travelled by day

### Profits for Managers :

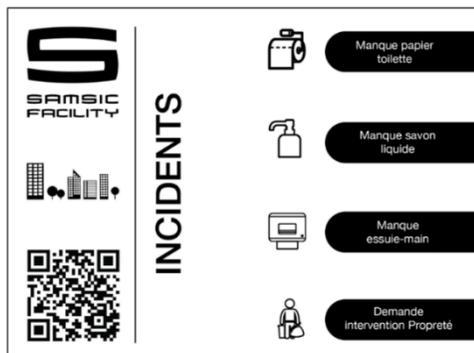
- Better management of activities
- Better reactivity
- Anticipation



# SAMSIC DISPLAY

## FOLLOWING SERVICE AND INCIDENTS DECLARATION

- > Secured and connected passage sheet, with unique pass
  - . Upload on screen
  - . Upload in
- > Incidents declaration with a menu
- > Activity evaluation
- > E-mail alert in case of no taking up a position
- > Reports with extractions in MySamsic



### Profits for **Clients**:

- > Secure Monitoring of contract
- > Better service quality
- > Better integration of occupants needs

### Profits for **Agents**:

- > Limitation of travels arduousness
- > Activity optimization

### Profits for **Managers**:

- > Better activity management
- > Better reactivity
- > Anticipation

# SAMSIC TRACK

## TRACKING DEVICES

- LTE-M
- GPS
- Wifi
- NFC
- Bluetooth



# SAMSIC TRAFFIC

## TECHNICAL DESCRIPTION

### *Connected device for counting the number of passages*

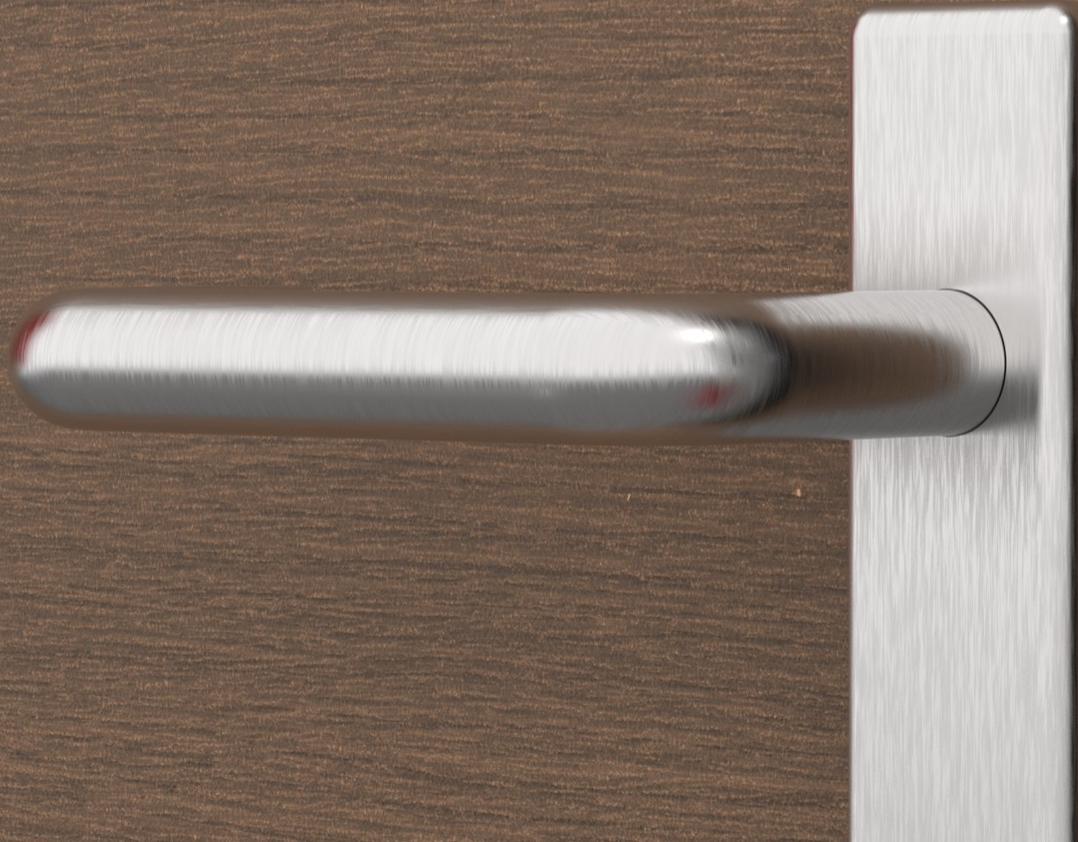
- Fitted with an optical detection system, Samsic Traffic alerts our teams via a smartphone application according to a level of affluence decided together
- Samsic Traffic allows to trigger preventive and adapted services and avoids dissatisfactions
- autonomy > 3 years, without electrical connection
- Automatic management of label content via an app



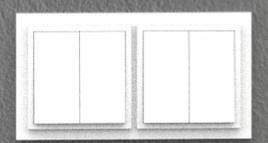
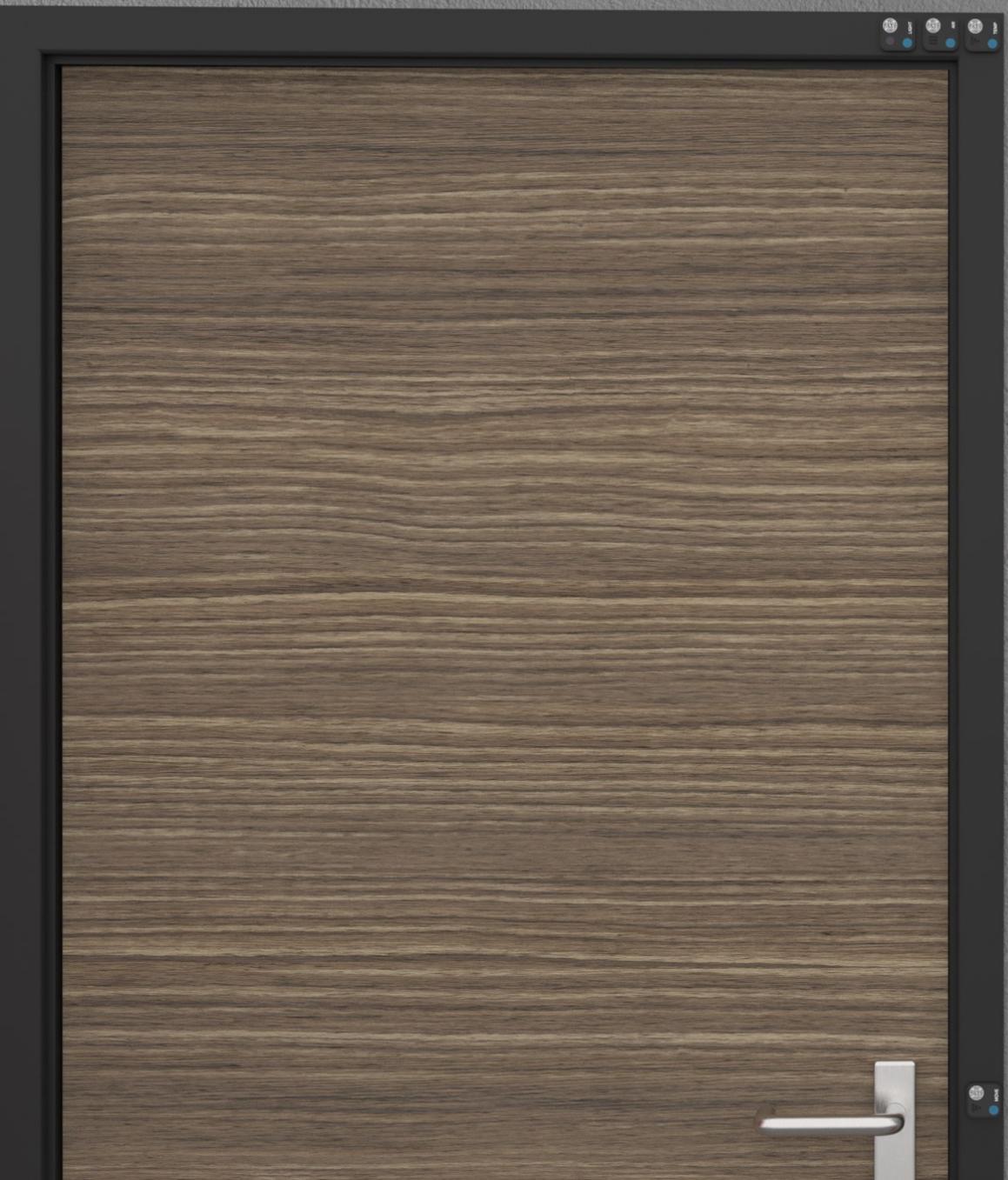
# SMART SENSORS

AUTONOMOUS SENSORS







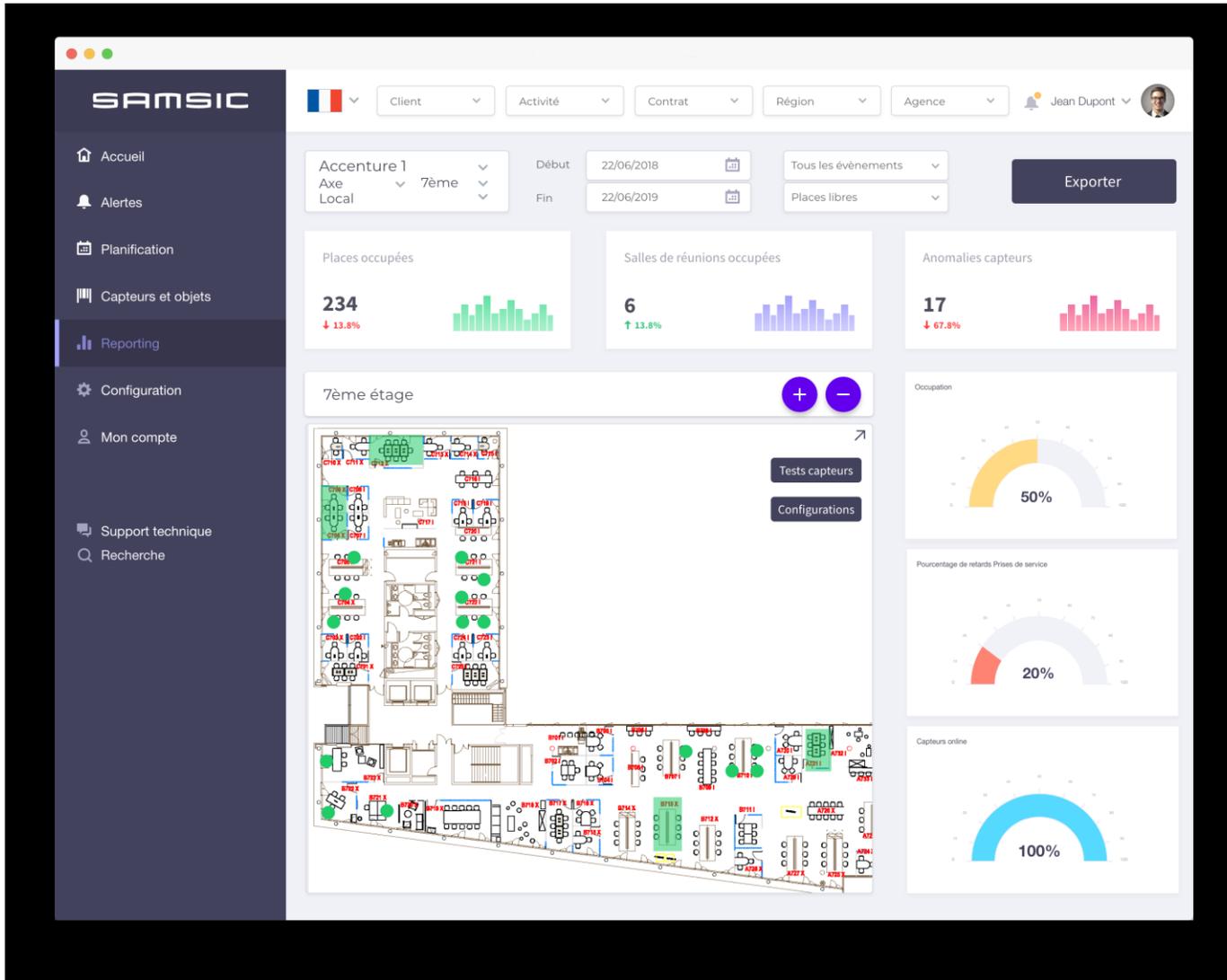






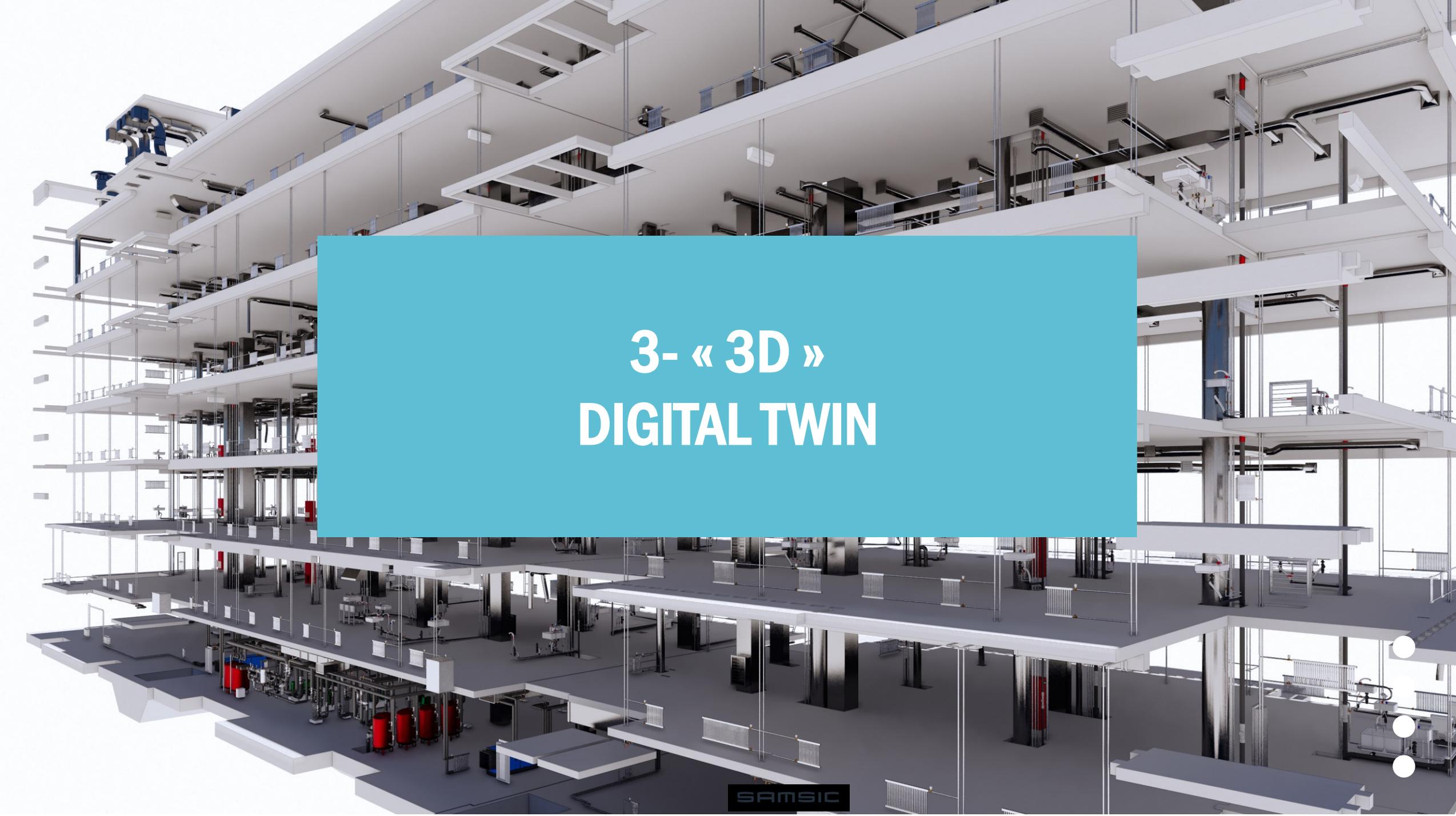
## 2- Hypervisor

# HYPERVISOR



## Centralized management of the SAMSIC ecosystem

1. All ecosystem data is stored and analyzed on a dedicated platform, 100% web
2. User-friendly app
3. Smart building
4. Management of data, algorithms and connected objects on the same platform
5. Secure opening through a series of APIs



# 3- « 3D » DIGITAL TWIN





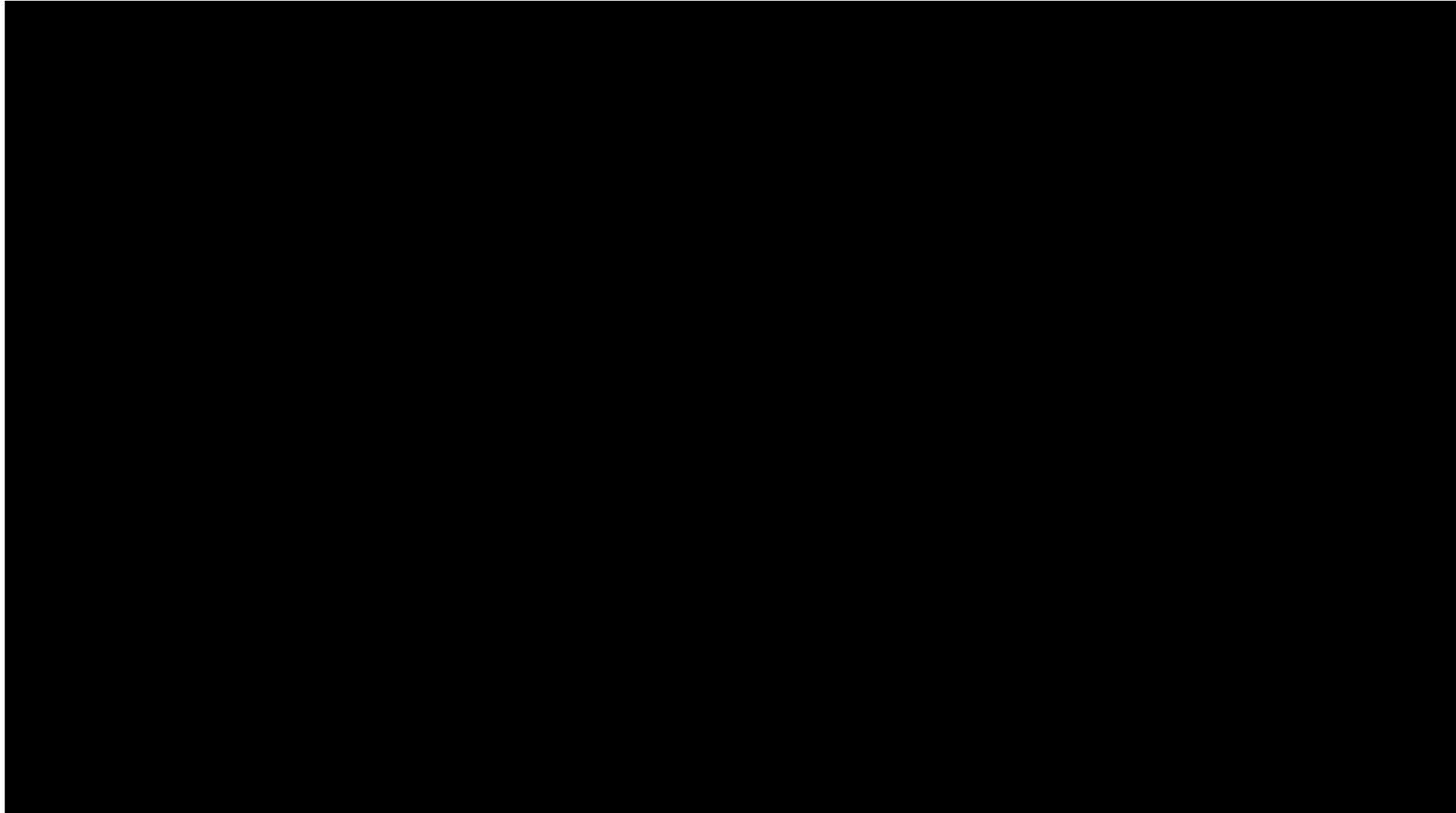


## IV. AN INTEGRATED ECOSYSTEM



# INNOVATION BY SAMSIK

INNOVATION IS ONE OF OUR PILLARS





**THANK YOU**