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Sompo Holdings, Inc.

Sompo Care Inc.

## Start of collaboration on real data solutions to resolve social issues in the nursing care industry

Sompo Holdings, Inc. (Group CEO and President: Kengo Sakurada; hereinafter, “Sompo Holdings”) and Sompo Care Inc. (Director, President and Representative Executive Officer COO: Ken Endo; hereinafter, “Sompo Care”), which carries out the nursing care business, have started a collaboration with the two companies SOHGO SECURITY SERVICES CO., LTD. (ALSOK) (President and Representative Director and Chief Operating Officer (COO): Yukiyasu Aoyama; hereinafter, “ALSOK”) and UCHIYAMA HOLDINGS Co., Ltd. (President and Representative Director: Takehiro Yamamoto; hereinafter, “UCHIYAMA HOLDINGS”) to create solutions driven by real data\*1 in the nursing care field that will lead to the resolution of social issues in the nursing care industry.

\*1 Data acquired from activities by individuals and companies in the real world through sensors and other means (health data, etc.)

(Opposite concept) Virtual data: data generated by activities in online spaces, such as the internet and social media.

### 1. Background and purpose

Japan is currently experiencing rapid aging of its population and a sharp decline in its birthrate. Against this backdrop, the country faces many social issues. First, an increase in the elderly population and a decrease in the working-age population. Secondly, labor shortages and difficult work environments in the nursing care industry. Thirdly, an increase in social security expenditures and stagnant economic growth.

Under the current Mid-Term Management Plan, Sompo Holdings has positioned the development of the Real Data Platform for Security, Health and Wellbeing\*2 as a crucial theme. Working closely with Palantir Technologies Inc. (Co-Founder and CEO: Dr. Alexander Karp; hereinafter, “Palantir”), Sompo Holdings has been advancing an internal project to realize the Real Data Platform for Security, Health and Wellbeing. Sompo Holdings seeks to improve its corporate value by maximizing economic value and social value through growth in new business fields utilizing a diverse array of real data from both inside and outside the Sompo Group and Palantir’s data integration and analysis platform. As the first project of this initiative, Sompo Holdings has been pursuing quality enhancement and operational transformation for nursing

care services in the nursing care field in Japan. Sampo Holdings has implemented solutions at Sampo Care's nursing care facilities over approximately two years and has confirmed their effectiveness.

To take these solutions a step further and drive their evolution to resolve social issues faced by the whole nursing care industry, Sampo Holdings has now formed a collaboration with two companies that have nursing care businesses, specifically ALSOK and UCHIYAMA HOLDINGS.

\*2 A business model that provides new solutions to resolve social issues through the integration and analysis of vast amounts of real data acquired from the various operations of the Sampo Group and its partner companies, including nursing care sites, manufacturing, motor vehicle operation, logistics and transportation.

## **2. Overview of the collaboration**

Through Sampo Care, Sampo Holdings has optimized business processes at nursing care facilities and has developed solutions that help to resolve issues faced by nursing care sites. For example, Sampo Holdings has improved operations by identifying discrepancies between care plans for each facility resident and their actual condition and has monitored trends in changes in their health condition. Through these and other activities, Sampo Holdings has been able to systematically develop business operations that had previously been dependent on particular staff members, and reach more accurate judgments and make faster decisions. This has also enabled it to realize higher operational efficiency while maintaining high-quality nursing care services. Beginning with the visualization of operations through the integration of various types of data that are closely tied to the daily lives of nursing care facility residents, Sampo Holdings is now working to develop a systematic business operation model.

In this collaboration, the business process optimization model for nursing care facilities developed at Sampo Care will serve as a foundation and will be customized to fit the data, infrastructure, and business operations of nursing care facilities owned by the ALSOK Group and the UCHIYAMA HOLDINGS Group. Sampo Holdings will implement cycles that swiftly reflect feedback from staff members of the two companies' nursing care facilities into the model, thereby honing it into an effective user-friendly solution.

## **3. Outlook**

Sampo Holdings aims to combine the nursing care business expertise of the ALSOK Group and the UCHIYAMA HOLDINGS Group with Sampo Care's Real Data Platform initiatives in an effort to improve the overall quality of life for facility residents. Along with this, Sampo Holdings will create solutions that can resolve various issues faced by nursing care sites and help to alleviate a wide range of common issues faced by the whole nursing care industry. Through

these efforts, Sampo Holdings will strive to realize a society where numerous people can lead even more fulfilling lives.

[Contact for nursing care operators]

Any nursing care operators interested in taking part in activities utilizing real data in the nursing care field are kindly asked to visit the site listed below.

■URL: <https://www.sompocare.com/rdp>

■QR Code:



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