## Launch of the egaku Business, a Real Data Utilization Service for Nursing Care
### -Advancing to a New Stage to Solve Social Issues Surrounding Nursing Care-

Sompo Holdings, Inc. (Group CEO, Director, Chairman, and Representative Executive Officer: Kengo Sakurada; hereinafter "Sompo Holdings") and Sompo Care Inc. (Director, President, Representative Chief Operating Officer: Takamitsu Washimi; hereinafter, "Sompo Care") have launched the egaku business, which will provide services that lead to the solution of social issues in the nursing care industry, with the services driven by real data*1 collected from the nursing care front lines and other sites.

### Designing the Future of Nursing Care with Data



## 1. Background

Sompo Holdings has been working to provide the highest quality nursing care services under the brand slogan of being "A Theme Park for Security, Health & Wellbeing" through Sompo Care, which is responsible for the nursing care business of the SOMPO Group. These efforts seek to contribute to making "Japan an affluent country that can boast to the world of a long and quality life." In addition, both companies are working to build a "Real Data Platform for Security, Health and Wellbeing ("nursing care RDP*2") as a new stage in the Nursing Care & Seniors Business. Through nursing care RDP, Sompo Holdings aims to create significant social value by accelerating the enhancement of service quality for a wide range of nursing care recipients and their families in Japan, improving nursing care front line efficiency, and raising nursing caregiver satisfaction.

Japan's nursing care industry is currently dealing with numerous issues, including the gap between supply and demand for care workers due to an increase in the number of elderly people and a decrease in the working population as a result of an aging society and a low birthrate. Japan must urgently construct a system that will allow it to sustainably provide nursing care services in the future at the earliest possible opportunity.

To date, Sompo Holdings and Sompo Care have continued to develop software and services to support Japan's nursing care industry, while also collaborating with a number of other nursing care service providers. In order to create added value by expanding the use of nursing care RDP to a large number of nursing care providers, in addition to its use within the Sompo Group, Sompo Holdings and Sompo Care have decided to roll out nursing care RDP on a full scale as the egaku business beginning in April 2023.

*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.

*2 Nursing care RDP seeks to realize improved productivity and enhance the quality of nursing care through the effective use of data obtained from nursing care frontlines

**2. Services to Be Provided**

In the egaku business, three types of services will be provided: (1) Data utilization service (software); (2) Digitization support service; and (3) Professional service.

| Type of service | Outline |
|---|---|
| Digitization support service | Support for the implementation of various nursing care systems, IT infrastructure design, and operation and management |
| Data utilization service | Visualize any divergence between care plans and service track records, and support the optimization of nursing care schedules<br>Create more time for dialogue with nursing care residents, improving nursing care quality<br>Enable appropriate interventions at an early stage by visualizing changes in health condition and displaying alerts |
| Professional service | Services such as professional consulting, management consulting, and information services |

Sompo Holdings and Sompo Care will support nursing care providers' digitization and system implementation and contribute to the improved service quality and reduced workload of caregivers connected with those efforts, with a view to helping to enhance the sustainability of the nursing care industry.

For details, please refer to the egaku service introduction website, which is titled "Designing the Future of Nursing Care with Data."

**3. Features of the Services to Be Provided**
- The productivity and quality improvement benefits of services developed based on Sompo Care's facility management expertise were confirmed while actually using the services at nursing care frontlines, and the services were brushed up.
- The benefits of using the services have also been confirmed at other nursing care providers.
- Initial costs can be held down, because there is no need to switch over from nursing care business systems (such as recording systems) currently in use.
- The services make it possible to visualize and effectively use data collected by nursing care business systems. The value of each company's nursing care business systems can be increased further, allowing them to deliver even more additional value to customers.
- Through the effective use of data, customers can gain a real understanding of the significance of using nursing care business systems.

**4. Outlook**

Sompo Holdings and Sompo Care will continue to evolve the services and advance the egaku business, in order to support the digital transformation (DX) of nursing care providers and foster a real understanding of the usefulness of data utilization among as many people engaged in the nursing care industry as possible. Through these efforts, Sompo Holdings and Sompo Care will further enhance the significance of digitization in nursing care business management, including the use of nursing care business systems, strengthen collaboration with various related organizations even more than before, and work together to advance the digital transformation (DX) of the nursing care industry.

(Reference) Aspirations behind the egaku logomark



With the conceptual image of "Designing a future with an expansive range of solutions by collecting, utilizing, and developing systems from real data at nursing care front lines," we adopted a colorfully designed letter "e" as the logomark for egaku.

"Designing the Future of Nursing Care with Data," the service introduction website for egaku

https://corporate.sompocare.com/egaku/