

Welcome

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# Quisitive Investor Day

*June 14th, 2023*

Confidential

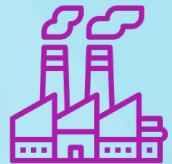
# Agenda

- Welcome and Quisitive Vision
- Healthcare Industry
  - MazikCare Presentation and AI Demo
  - Healthcare Panel Discussion and Q&A
- BREAK
- Payments Industry
  - Mastercard Executive Interview
  - Flagship Presentations
  - PayiQ Demo
  - PayiQ Panel Discussion and Q&A
- Q&A
- Closing Remarks
- MTC Tour

**Quisitive is a premier, global technology solutions provider with a robust portfolio of product - enabled industry services, backed by expansive Microsoft technologies expertise.**



Product - first



Industry - aligned



Global footprint



Microsoft - leader

**QUISITIVE**

# Expanding go-to-market via product-enabled industry services


Retail/Payments

**PayiQ**

Healthcare

 **mazikcare**

Manufacturing

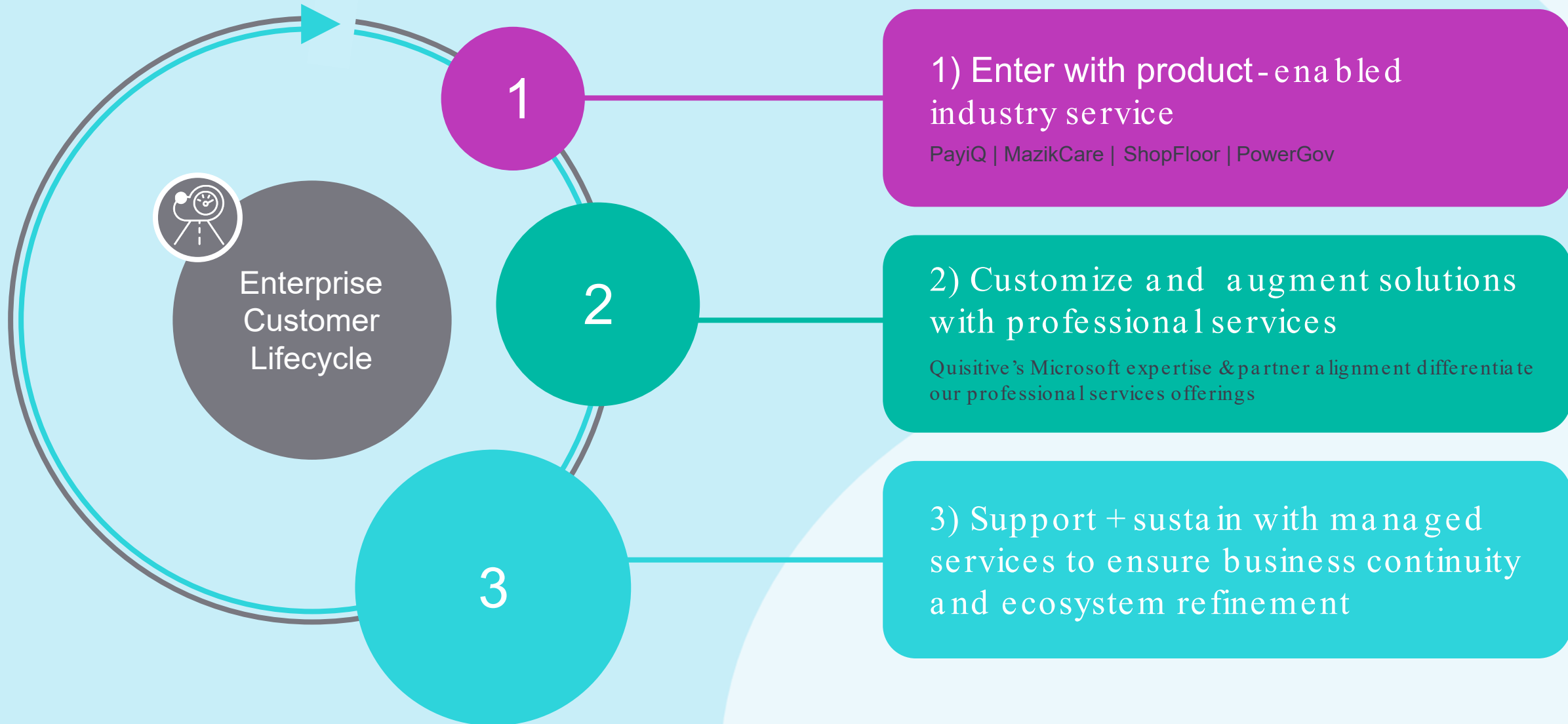
 **ShopFloor**

Public Sector

 **PowerGov**

Our portfolio of industry IP solutions has a high level of composability to enable rapid customization for customers.

# Quisitive builds long -term, sticky customer relationships with differentiated IP, professional services, and sustaining services

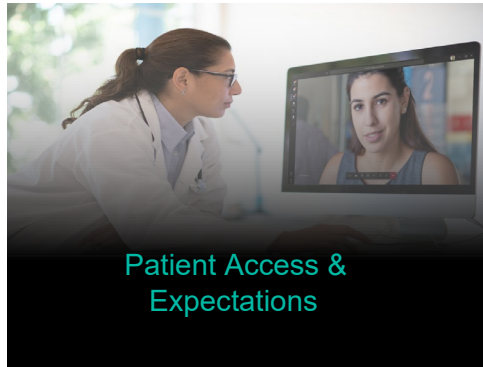


# What's Next for Quisitive

- **Drive market capture** with sticky products and services in high growth industries
- **Maximize impact** by leveraging technical assets to stitch together data, AI, and security
- **Displace industry** by embracing innovation and leading with product - enabled services

**With proven expertise in the industry, Quisitive remains committed to developing impactful solutions for organizations in healthcare.**

# Helping solve healthcare's biggest challenges



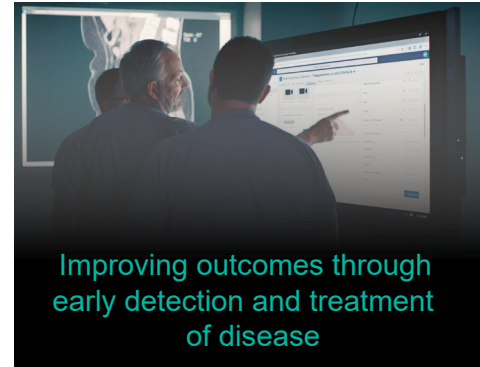
Patient Access & Expectations

**70%** of patients prefer digital solutions for all major aspects of their care journey.



Health workforce burnout & Talent Shortage

**35-54%** of clinicians are burned out, with a 10 million shortage predicted by 2030.



Improving outcomes through early detection and treatment of disease

**Half of** all follow-ups are never performed, and only 16% of lung cancer cases are diagnosed at an early stage.



Financial Strain

**\$54B** in estimated hospital losses and **26.7%** operating margin decline year-over-year



# Episodic Healthcare Journey

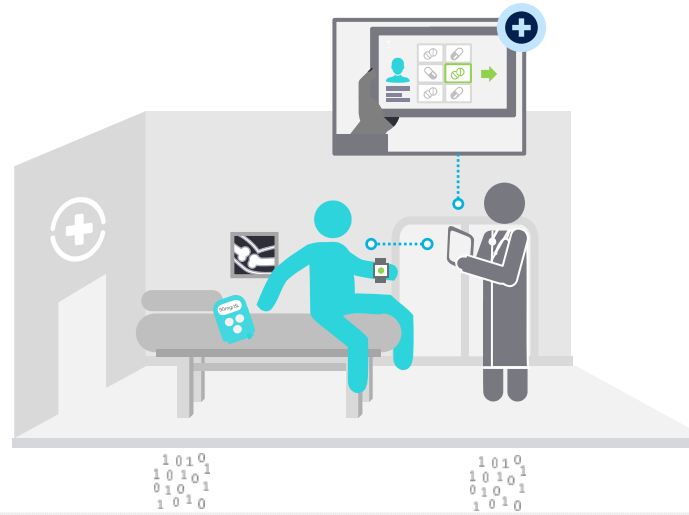


# Integrated Care Delivery

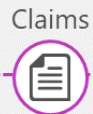
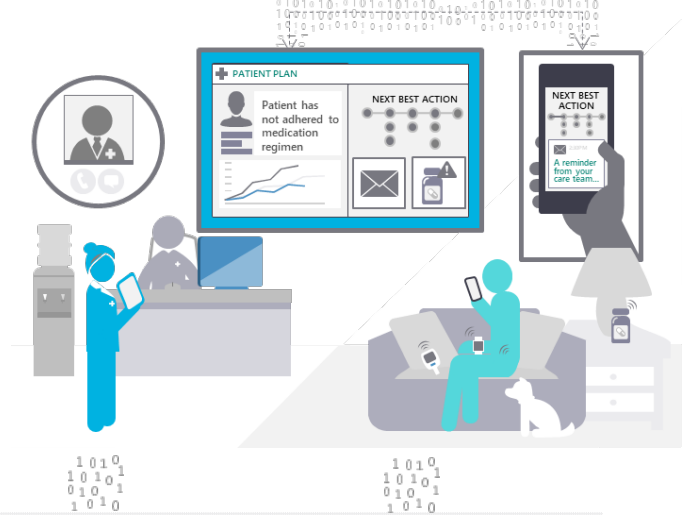
Preventive Care  
Improve access to care



Hospital/ Episodic Care  
Reduce clinical burden



Post/ Chronic Care  
Improve patient outcomes



Claims



Psychosocial data



EHR



ADT



Admin and finance data



Patient-generated data



Aware



Collaborative



Smart



Realtime

Quisitive - MazikCare – Realtime Health System vision

The Most Secured & AI Lead Microsoft Azure Platform

# Integrated Care Delivery



## Cardiology

***\$194 billion** spent each year to treat women's heart disease. Yet **80%** of heart disease is preventable.*

Dr. Suzanne Steinbaum  
NY Times Super Doctor, 2013-2020



## Musculoskeletal

*Effective Pre & Post Care can **reduce healthcare costs by 67%** and treatment time to weeks for Musculoskeletal Health.*

Dr. Nizar Mahomed  
CEO – Arthur Health



## Primary Care Digital Journey



**Julie** has been experiencing bouts of abdominal pain and decides to visit her primary care physician, Dr. Davenport. She uses the MazikCare patient app's virtual assistant to request an appointment.



At Dr. Davenport's office, **Daniel** accepts Julie's appointment and views her unified patient profile and EPIC record in the app. He sends Julie a notification to fill out her consent and insurance forms before her appointment.



That same day, **Julie** completes her new HIPAA Consent Form in her patient app and submits a picture of her insurance card.



Before Julie arrives, **Dr. Davenport** reviews her unified, up-to-date patient profile. During the visit, she determines that Julie needs to see a specialist.

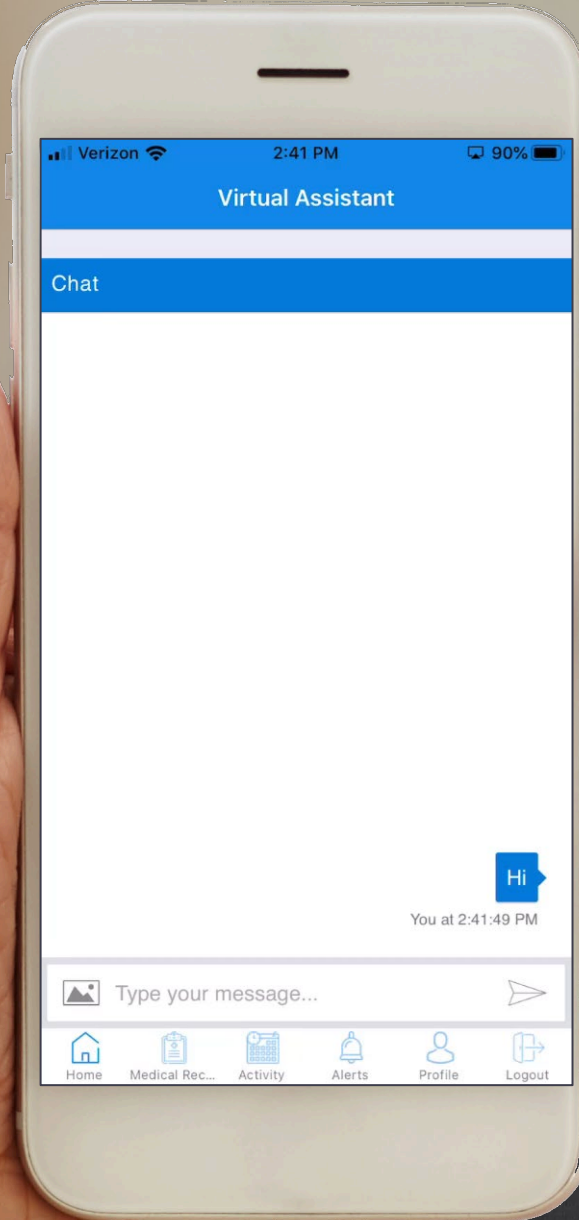


On the day of her appointment, Julie and her son, **Jamie**, each receive a reminder in the app, along with transportation options for the appointment.





Julie Smith  
Patient







**Daniel Lara**  
Primary Care Assistant

Microsoft Teams interface showing a patient profile for Julie Smith.

**Teams List:**

- Hospital/Home Health Shared Team
- General
- Cancer Patients
- Diabetes Patients
- Heart Disease Patients
- Appointments
- Central LHIN/Hospital Shared Team
- Patient Support Team
- JS Care Team
- Referral Coordination
- Emergency Department
- General
- Acute MI
- Stroke
- Trauma Activations
- FA Care Team

**General Tab - Julie Smith Profile:**

**Summary:** Julie Smith (Contact - Patient), MRN0010, Patient MRN, Harry Mindset Owner.

**BASIC INFORMATION:**

- Title: Miss
- Patient Account: Julie Smith
- First Name: Julie
- Last Name: Smith
- Gender: Female
- Date of Birth: 01/03/1959
- Age: 61 Years
- Marital Status: Married
- Nationality: American

**Timeline:**

- Appointment (EMR) from Harr... Annual Consultation (27/01/2020)
- Auto-post on Ankle Sprain Opportunity: Created by Harry Mindset for Contact J... (26/01/2020)
- Auto-post on Julie Smith Contact: Created By Harry Mindset. (26/01/2020)
- Email from Harry Mindset Patient App Credentials CRM:0145005 Hi,Following are your credentials for Patient Portal A... (26/01/2020)

**PERSONAL CONTACT INFORMATION:**

- 4 458-985-2698
- js@gmail.com
- js@mazikglobal.com

**Relationships:**

- Jamie Smith Child Yes
- Paddy Smith Spouse Yes

**Patient Insurance Carrier:**

- Blue Cross Blue Shield of Ilin... PO210940 Julie Smith

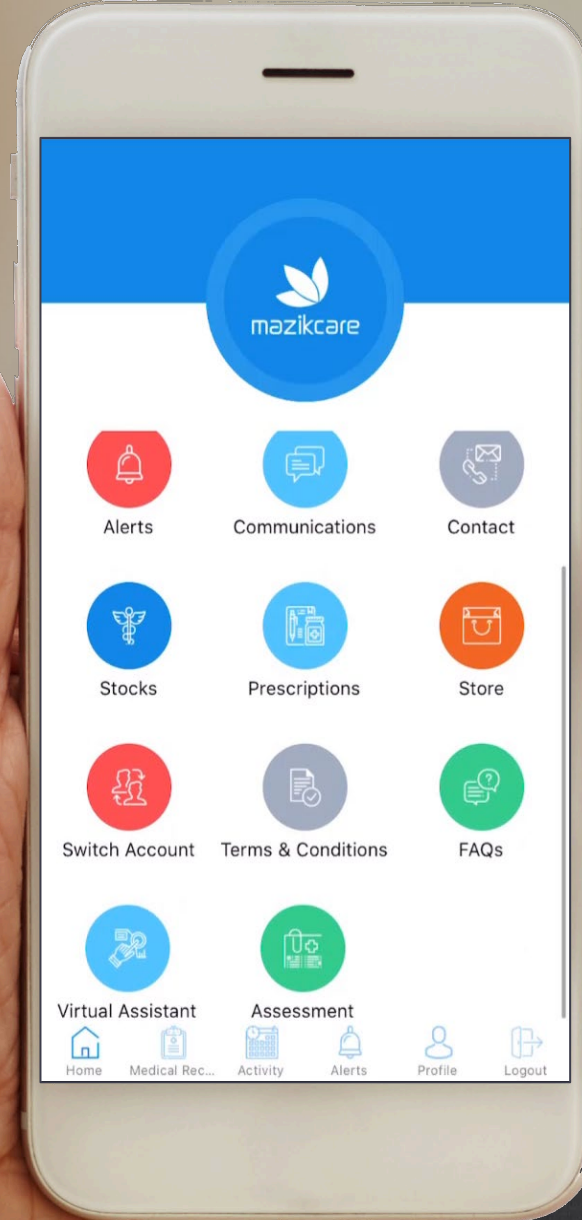
**Cases:**

- SDOH Risk Assessment 26/01/2020 21:50





Julie Smith  
Patient







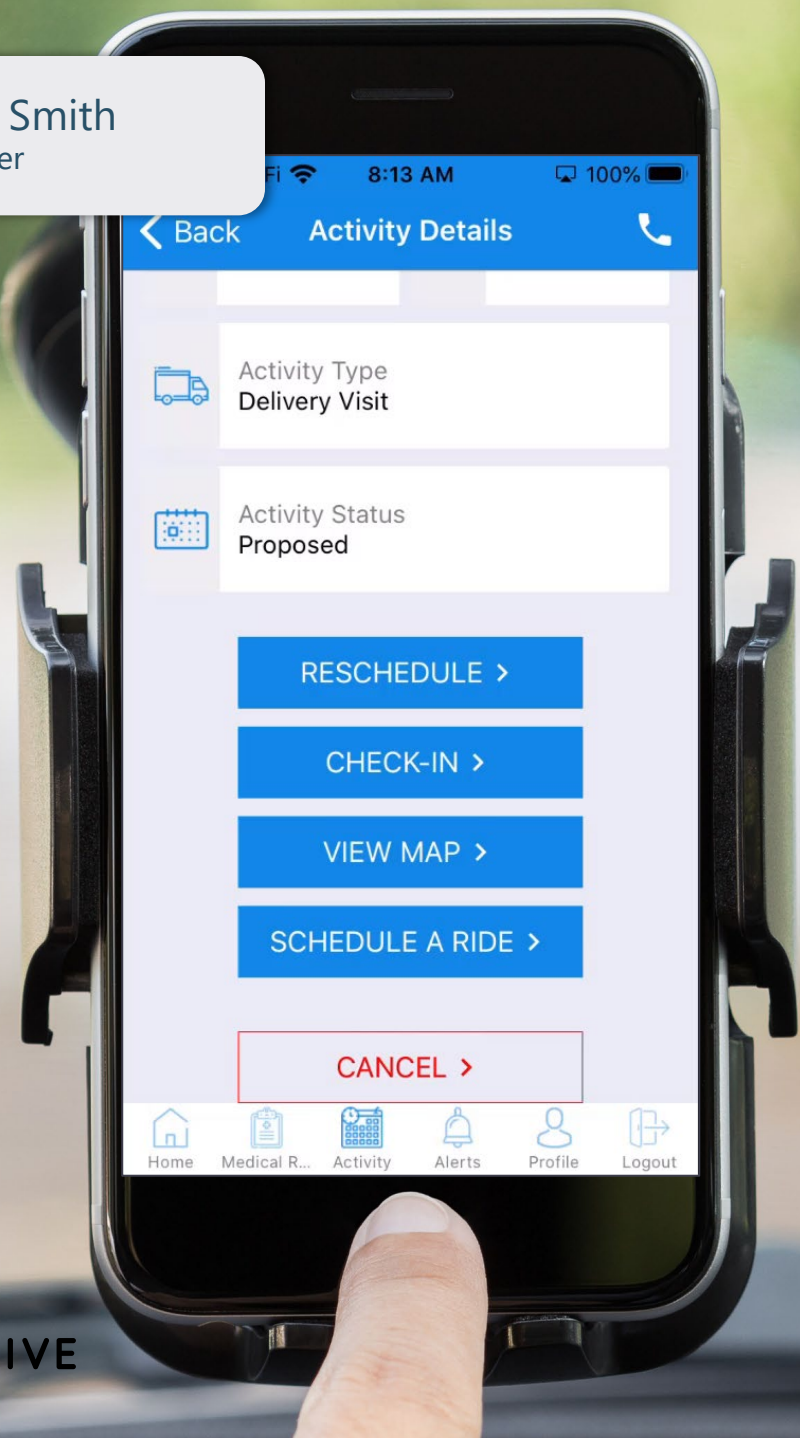
Julie Smith  
Patient





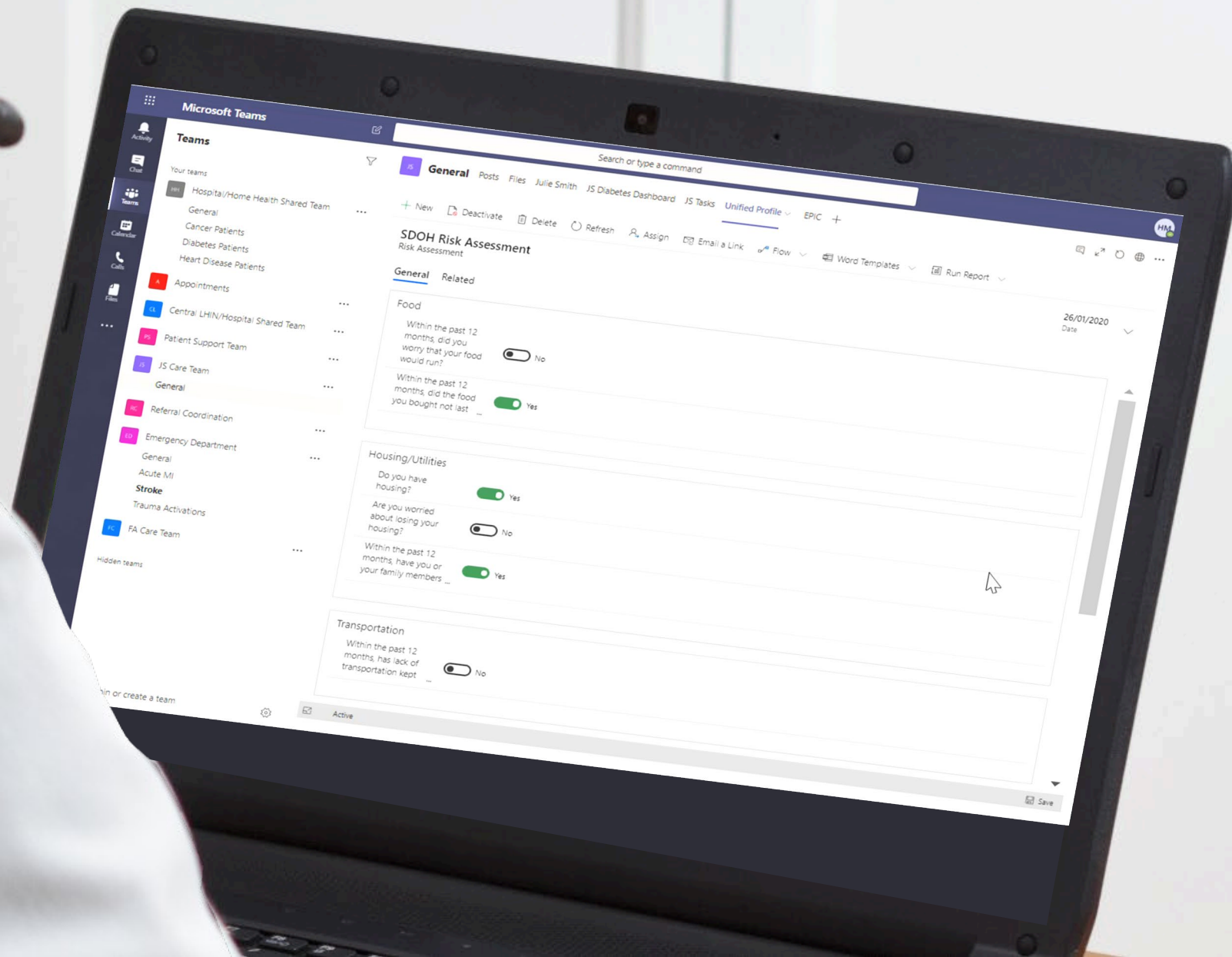


Jamie Smith  
Caregiver





Dr. Monica Davenport  
Primary Care Physician





# Care Coordination - Copilot

- **Develop care pathways based on specialty and industry standards**
- **Develop a care plan for patients based on patient history**
- **Automate the coordination of care based on plan progress**

**Dynamics 365 | MazikCare - Care Coordination - Copilot**

REF-000000164 - Saved Opportunity

Alex Fuller Patient | Active Referral Status | On-going Referral Status Reason

Review Referral Completed in 5 minutes | Verify | Confirm

**Patient Details** | General | Patient Specific Bundles | Delivery and Nursing Visits | Related Prescriptions | Medication Reminder | Stock Checks | ...

**Patient Details**

Contract Special Instructions ---

Patient **Alex Fuller**

**Important Patient Info** ---

Title **Mr**

First Name **Alex**

Last Name **Fuller**

Preferred Name ---

Gender ---

Date of Birth **7/17/1997**

Age **25 Years**

Telephone 1 **0213564777**

**Timeline**

Search timeline

Enter a note...

**NS** Modified on: 1/20/2023 10:51 AM  
Phone Call from: **Nayyab Shoukat** **Overdue**  
Delivery Welcome Call  
View more

**NS** Modified on: 1/20/2023 10:46 AM  
Referral Query from: **Nayyab Shoukat** **Active**  
Referral Query - REF-000000164  
•Patient switch status: Required fields must be filled in. •Service: Required fields ...  
View more

**NS** Modified on: 1/20/2023 10:46 AM  
Referral Query from: **Nayyab Shoukat** **Active**  
Referral Query - REF-000000164  
No PCG or multiple matches are found.  
View more



**Syed Fahad**  
Head of Industry Solutions,  
Quisitive



**Dr. Nizar Mahomed**  
CEO, Arthur Health



# Thank you-

**We will reconvene after a ten -minute break.**

Quisitive is harnessing the power of the cloud to bring value back to payment processing and create a new source of customer engagement.



# PayiQ Demo

# PayiQ - Role of Acquiring Processor

**Authorization** is the process of approving or declining a transaction before a purchase is finalized or cash is disbursed.

**Clearing** is the process of delivering final transaction data from an acquirer to an issuer for posting to the cardholder's account, the calculation of certain fees and charges that apply to the issuer and acquirer involved in the transaction, and the conversion of transaction amounts to the appropriate settlement currencies.

**Settlement** is the process of calculating, determining, reporting and transferring the net financial position of the issuers and acquirers for all transactions that are cleared.



# PayiQ - Complex Pricing and Fees

- **Card Processing Fees**

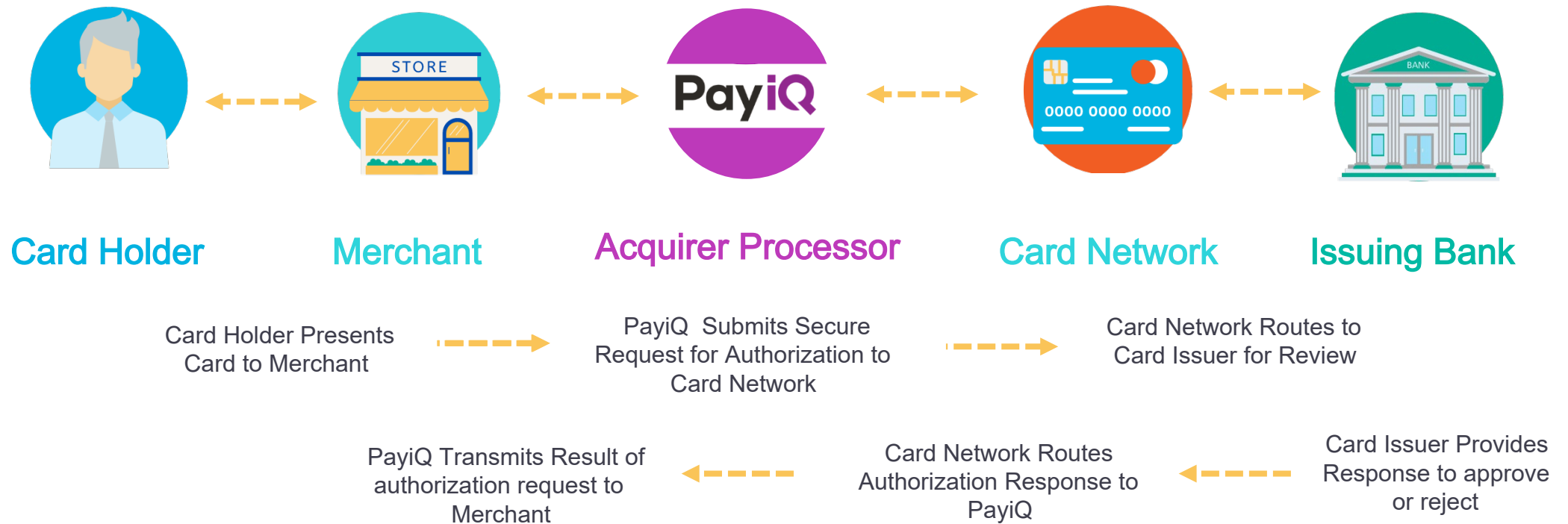
- Interchange Fees - Charged by Card Issuing Bank
- Assessment Fees- Scheme or Card Network Fees
- Acquirer/Processor Fees - Transaction Fees

- **What determines Fees?**

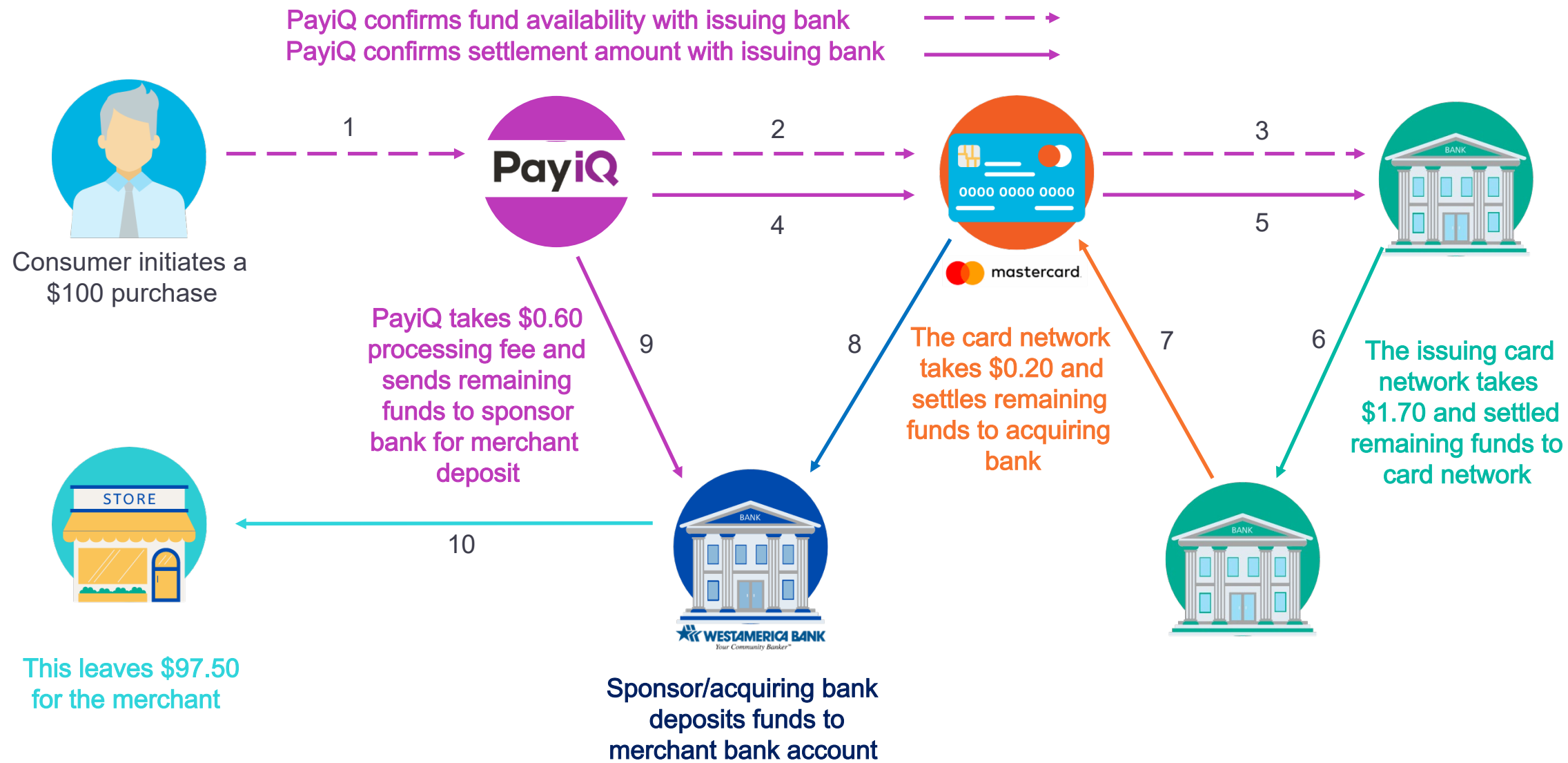
- Merchant Category Code (MCC)
- Type of Card Used – Travel Rewards, etc
  - Higher Fees for cards with benefits
- Processing Method
  - Card Present – Swiped, Contactless
  - Card Not Present – Keyed in or e-commerce online
    - Higher Risk of Fraud and Chargebacks

**PayiQ as the processor facilitates the calculation and direction of these fees in clearing and settlement**

# Authorization



# Funds Flow in a Credit Card Transaction (Illustrative Example)



# TSYS Portal and Mobile Experience

Batch Summary - Google Chrome  
mseeports.com/eb/reports/feMarchReport.do

## BankCardUSA

MERCHANT SERVICES | SINCE 1993

### Batch Summary

Close Window

BIN: [REDACTED] Merchant ID: [REDACTED]  
The May 18, 2023 11:48:49 EDT

Start Date: 01/01/2023  
End Date: 03/01/2023

Payment Type	Purchase		Credits		Prepaid Load		Tips/Cashback		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Visa	54	3,268.00	0	0.00	0	0.00	0	0.00	54	3,268.00
MasterCard	4	275.00	0	0.00	0	0.00	0	0.00	4	275.00
Discover	2	30.00	0	0.00	0	0.00	0	0.00	2	30.00
Sub Total	60	3,573.00	0	0.00	0	0.00	0	0.00	60	3,573.00
Grand Total	60	3,573.00	0	0.00	0	0.00	0	0.00	60	3,573.00

### Batch Summary

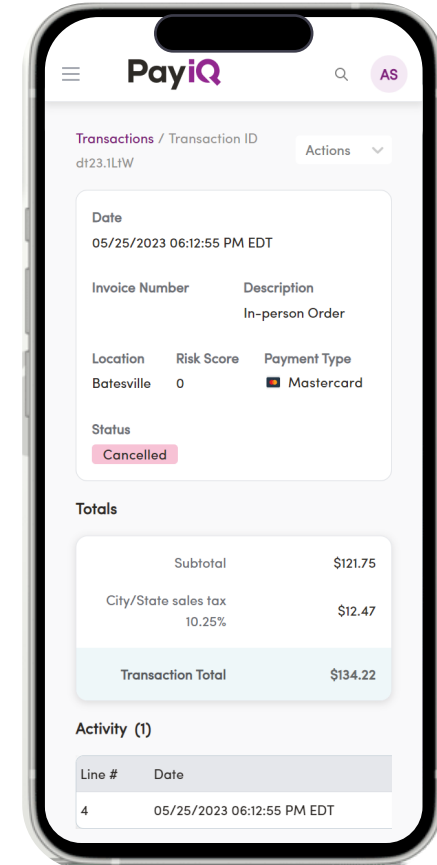
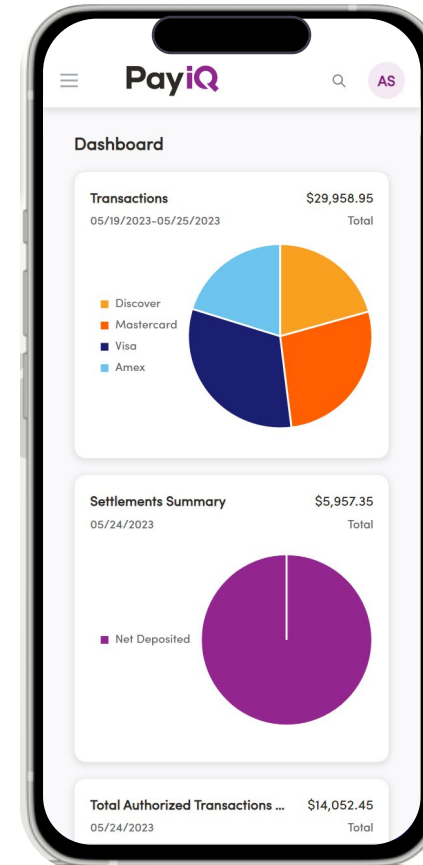
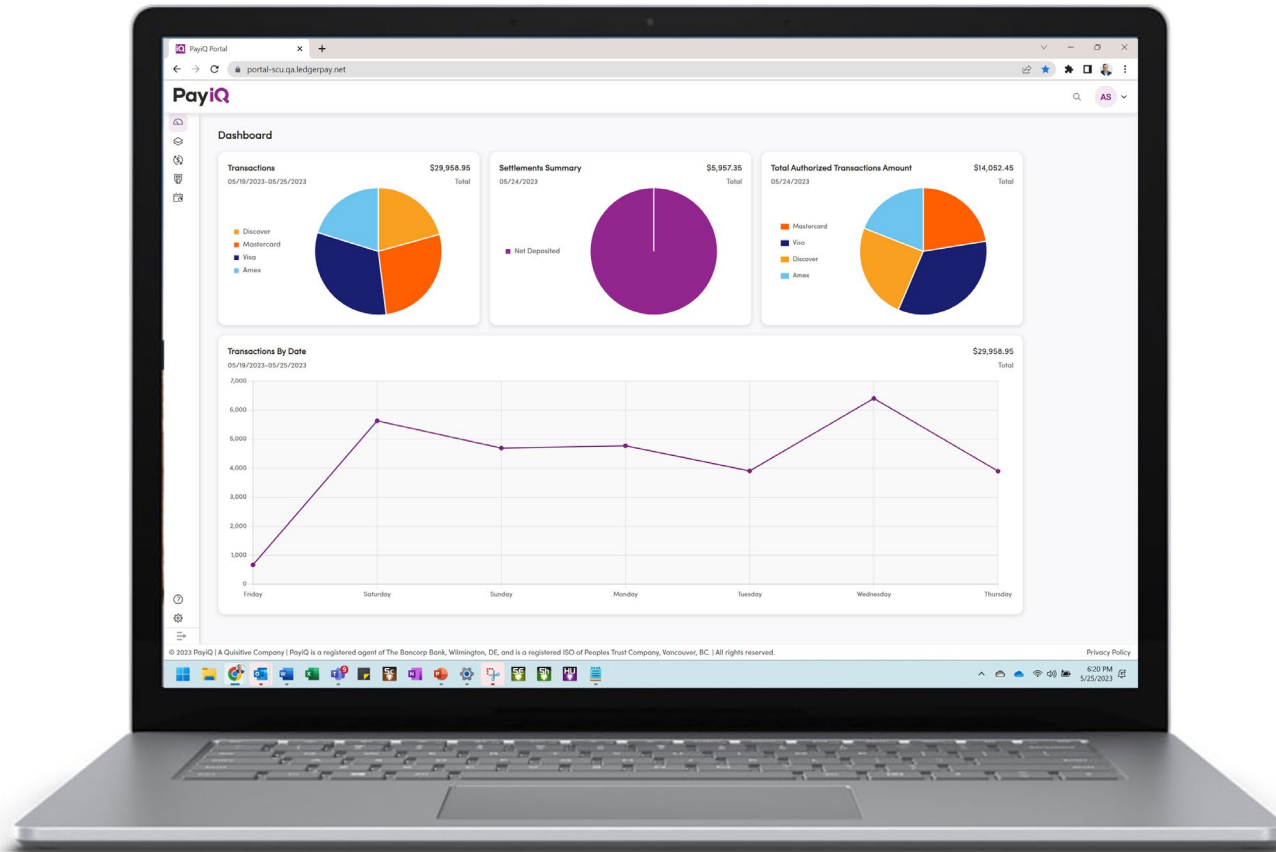
Batch ID	Store	Term	Serial No	Status	Date	Begin	End	CDC Sys	Count	Response	Amount
00400	8867	0002	75483799	Verified	02/28/2023	20 02 19	20 02 26		1	GB	50.00
00405	8867	0002	75483799	Verified	02/28/2023	09 03 20	09 03 32		3	GB	205.00
00404	8867	0002	75483799	Verified	02/21/2023	17 22 31	17 22 37		1	GB	30.00
00403	8867	0002	75483799	Verified	02/19/2023	09 40 34	09 40 44		2	GB	120.00
00402	8867	0002	75483799	Verified	02/16/2023	20 02 19	20 02 29		2	GB	70.00
00401	8867	0002	75483799	Verified	02/14/2023	17 43 33	17 43 42		2	GB	80.00
00400	8867	0002	75483799	Verified	02/12/2023	09 53 20	09 53 44		7	GB	365.00
00399	8867	0002	75483799	Verified	02/07/2023	17 46 49	17 46 58		2	GB	45.00
00398	8867	0002	75483799	Verified	02/05/2023	09 33 35	09 33 54		6	GB	560.00
00397	8867	0002	75483799	Verified	01/31/2023	17 47 56	17 48 06		2	GB	55.00
00396	8867	0002	75483799	Verified	01/29/2023	09 38 46	09 38 08		6	GB	250.00
00395	8867	0002	75483799	Verified	01/24/2023	17 45 33	17 45 42		2	GB	35.00
00394	8867	0002	75483799	Verified	01/22/2023	09 14 55	09 15 11		4	GB	388.00
00393	8867	0002	75483799	Verified	01/17/2023	17 52 55	17 53 05		2	GB	45.00
00392	8867	0002	75483799	Verified	01/15/2023	09 27 09	09 27 28		5	GB	260.00
00391	8867	0002	75483799	Verified	01/10/2023	17 44 06	17 44 16		2	GB	40.00
00390	8867	0002	75483799	Verified	01/08/2023	09 40 43	09 41 01		5	GB	410.00
00389	8867	0002	75483799	Verified	01/03/2023	17 46 04	17 46 13		2	GB	35.00
00388	8867	0002	75483799	Verified	01/01/2023	09 36 25	09 36 41		4	GB	630.00

Total Records Displayed: 19

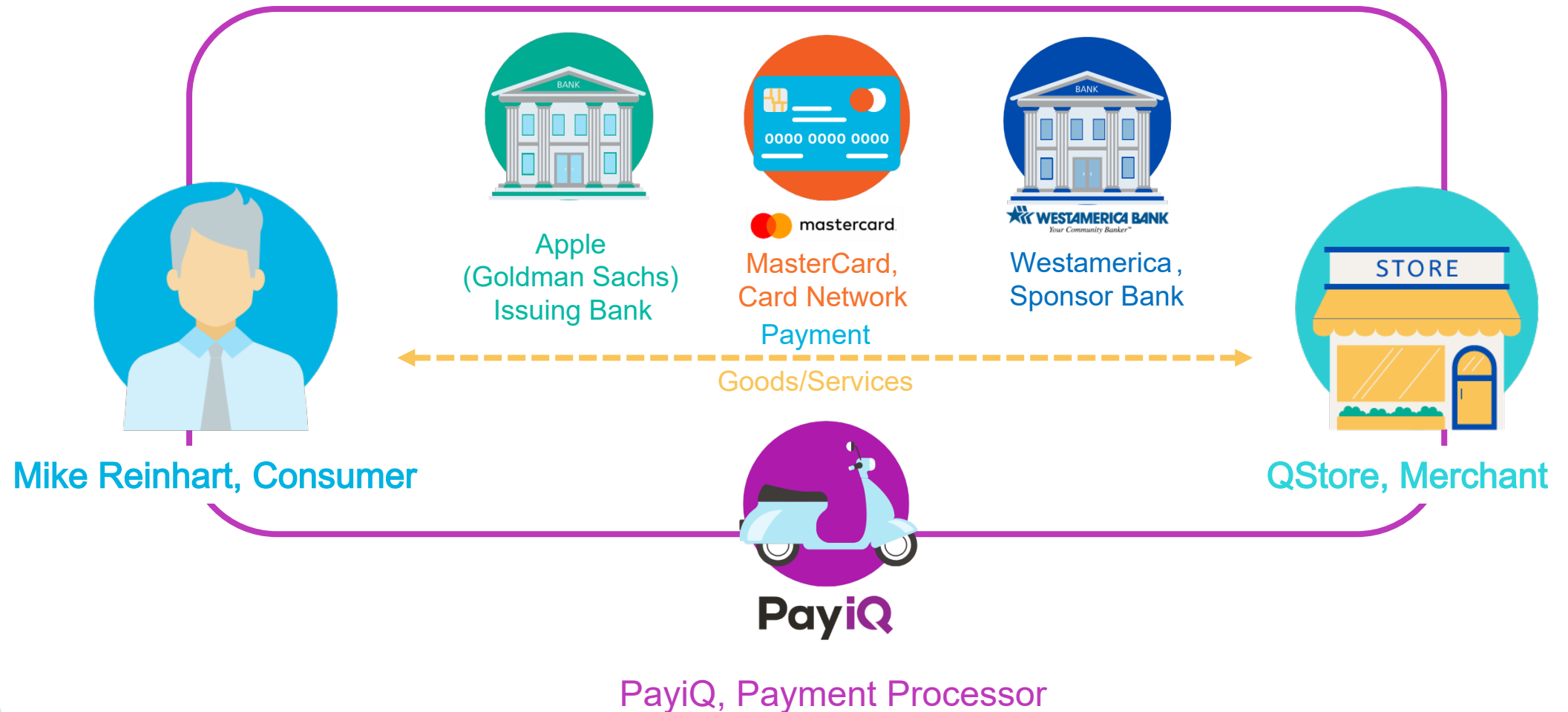
Total Amount: 3,673.00



# PayiQ Portal and Mobile Experience



# PayiQ Demo - Meet the Players



**Let's process a payment on PayiQ.**

June 2023

# Quisitive – Investor Day Content

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Prepared for: **QUISITIVE**



The merchant services market is becoming increasingly complex, driven by the evolution in merchant needs and extension of the provider landscape.

## Sources of Complexity in U.S. Merchant Services

### Merchant-Driven Complexity

1

#### Specialization of merchant payment needs

- Merchants' payment needs are becoming increasingly specialized along several notable dimensions:
  - Merchant vertical
  - Merchant size
  - Payment environment (e.g., e-comm vs POS)
- As a result, merchant payment products (and PSP strategies) are also becoming more specialized.

2

#### Growing merchant reliance on software solutions

- Merchants are relying more on software solutions to run their business, including embedded finance software products to automate finance functions.
- Payments are becoming a secondary buying decision behind software.
- Interoperability with merchants' software stacks is a key capability requirement for merchant services solutions.

3

#### Convergence in the PSP landscape

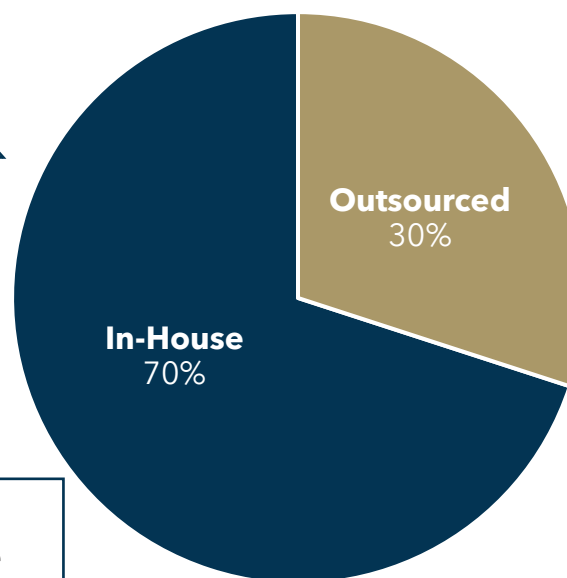
- Growth and complexity in the merchant market has supported corresponding evolution in the merchant services market, for example the:
  - Convergence across domains (e.g., SaaS moving into payments and vice-versa).
  - Emergence of new business models (e.g., technical-only PSPs).

**Why is this important?** Merchant- and PSP-driven complexity is testing traditional acquiring processing platforms, which are not built adequately to react to the market's evolution but, interestingly, still process most U.S. volume.

### U.S. Acquiring Processing Volume Distribution

(Outsourced vs. In-House Processing, Front- and Back-End Processing)

~70% of U.S. card volume is processed via the platforms of the top 6 largest incumbent processors' monolithic platforms.



The current set of in-market acquiring processing solutions **have not kept pace with the evolving needs of merchants and PSPs.**

The market is **demanding a superior processing solution (and has been for a decade)**

There are ~15 providers of full (front- and back-end) acquiring processing platforms serving the U.S. market.<sup>1</sup>

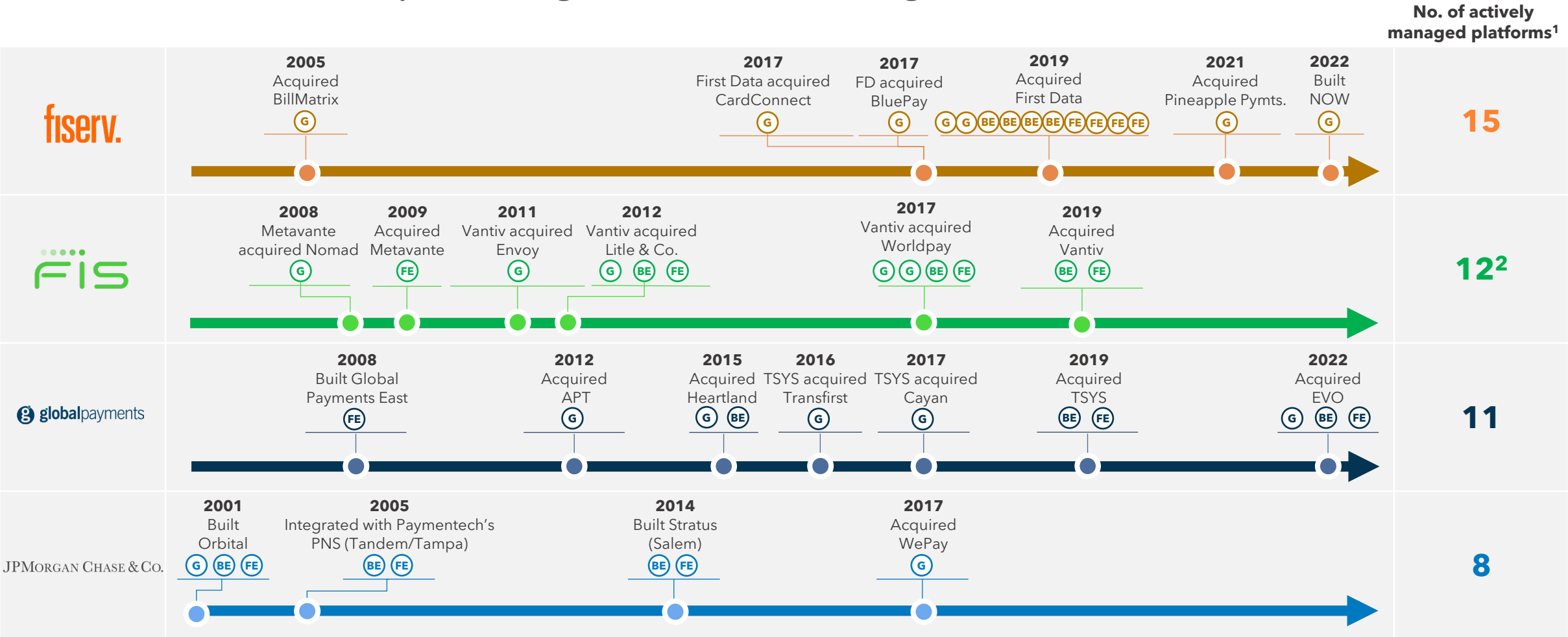


**Leading providers:**



**So how did we get here?** The prolific M&A activity of legacy processors created fragmented, complex platform environments. The degree of platform fragmentation has made consolidation nearly impossible for many processors.

History of Leading Incumbents’ Processing Platform Accumulation



1) Counts gateways, front-end platforms, and back-end platforms separately  
2) Includes Base2000  
Source: Flagship market observations, primary research, company reports, press releases

**Why is fragmentation preventing cloud migration?** From a competitive standpoint, incumbent processors are not ignorant to the benefits of the cloud, but platform modernization and migrations are massive undertakings for large, rigid organizations.

## Incumbent Processors' Rationale for Maintaining Monolithic Platforms

Rationale	Description	Supporting Primary Research Quote
<b>① Investment</b>	<ul style="list-style-type: none"> <li>Migrating an existing platform to the cloud and converting clients would require a significant investment of time and effort (e.g., nine-figure investment + multi-year timeline, for some).</li> <li>The business case becomes difficult for large diversified organizations with many competing interests.</li> </ul>	<p><i>"Many processors are working on modernization, but the backlog of work across their many platforms has led to one delay after another." - Incumbent Processor</i></p>
<b>② Tech. Debt and Platform Complexity</b>	<ul style="list-style-type: none"> <li>For many acquiring processors, the complexity of migrating to a new platform is compounded based on the quantity of platforms they are operating concurrently.</li> </ul>	<p><i>"It is not easy to make even minor updates to these [monolithic] platforms." - Incumbent Processor</i></p>
<b>③ Client Resistance</b>	<ul style="list-style-type: none"> <li>With the burden of re-integrating falling heavily on clients, conversions could precipitate attrition.</li> <li>The full benefits of cloud-enabled processing may not be uniformly applicable to an incumbent's entire client portfolio, so many clients would likely resist change.</li> </ul>	<p><i>"If you convert those merchants from one platform to another, you're going to lose a minimum of 20-30% of those merchants because it's painful to reprogram them." - Incumbent Processor</i></p>
<b>④ Existing Features and Functionality</b>	<ul style="list-style-type: none"> <li>Through the years, incumbent processors have built up robust tools, features, and integrations.</li> <li>Rebuilding a comparable cloud-native platform with client customizations, hardware certifications, etc. is a massive undertaking.</li> </ul>	
<b>⑤ Operational Risk</b>	<ul style="list-style-type: none"> <li>Migrating to the cloud has operational risks, and poor execution can result in financial losses.</li> <li>Moving to the cloud also can require a re-architecting of technology - adding further operational risk</li> </ul>	<p><i>"Requiring merchants to go to their vendors and re-certify makes migrations so expensive and complicated." - Incumbent Processor</i></p>

**By the very nature of being a new market entrant with organizational flexibility, these considerations are largely not applicable to Quisitive.**

**What does cloud processing offer?** Legacy processors' platform fragmentation and dated technology have created pain points that cloud processing can rectify. Quisitive is poised to disrupt the market with a superior cloud-enabled payments solution.

### The Benefits of Cloud Processing (vs. Legacy Platforms)

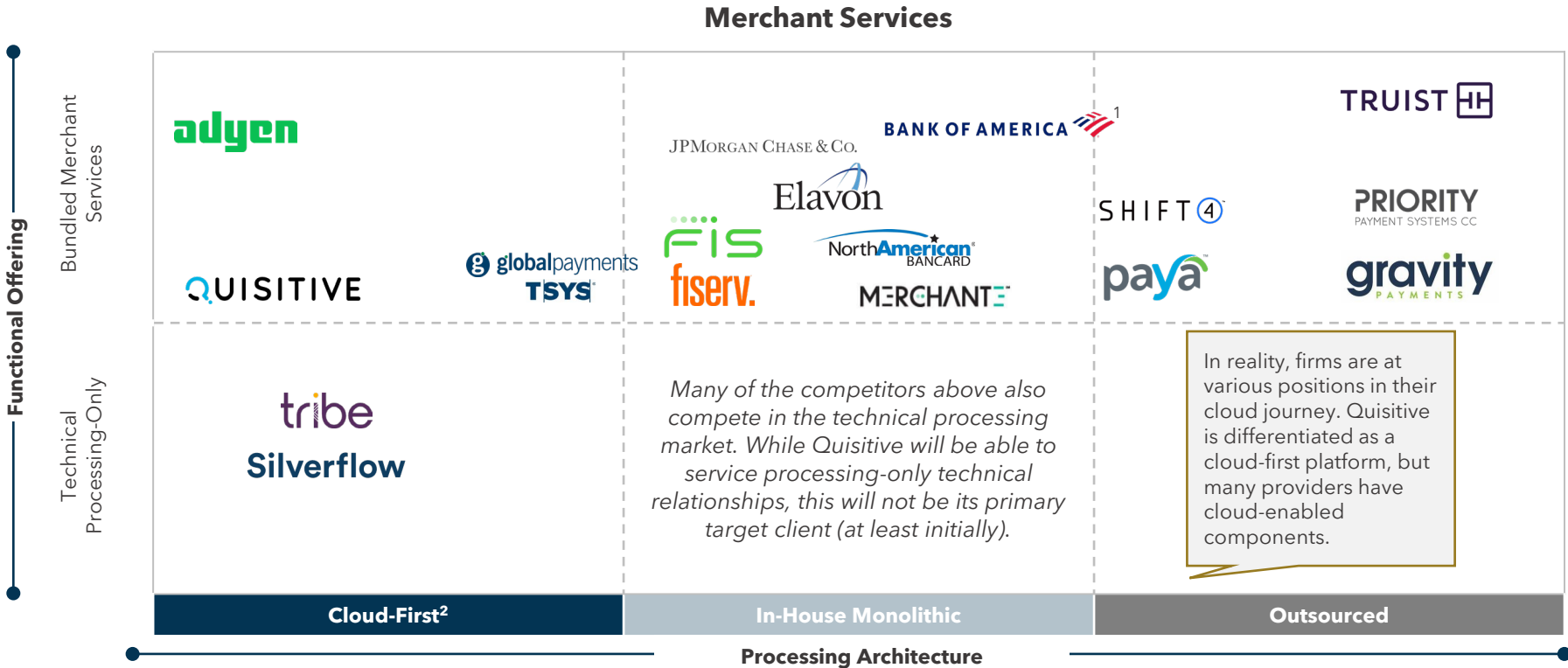
QUISITIVE<sup>1</sup>

1	<b>Offers Faster Deployment/Speed-to-Market</b> for enabling processing for ISVs, ISOs, and merchants	✓
2	<b>Provides Easier Integration Environments/Processes</b> for clients and partners (e.g., merchants, ISVs, and ISOs)	✓
3	<b>Facilitates Real-Time Data Access</b> to streamline merchant operations and enable real-time triggers (e.g., loyalty offers)	✓
4	<b>Offers Enhanced Scalability</b> across geographies, payment environments (e.g., e-comm vs. POS), and new outlets	✓
5	<b>Provides Greater Configurability</b> to update and personalize tools (e.g., reporting) and functions (e.g., risk mgmt.)	✓
6	<b>Enhances Future-Proofing</b> via modularized architecture, which supports easy rollouts of future upgrades and products	✓
7	<b>Optimizes Transactions</b> by reducing failed authorizations/downgrades via interchange optimization and direct network connections	✓

# Will Quisitive win?

Legacy providers will still compete directly with Quisitive, and Quisitive will face additional forms of competition. However, if it executes its strategy, Quisitive will be able to articulate a clear right-to-win vs. various forms of competitors

Summary of Quisitive’s Competitive Landscape  
Select competitors



Quisitive will combine **superior processing technology** and broad value chain coverage to define **a right-to-win vs. competitors.**

Quisitive will primarily compete with merchant services providers in the (1) direct to enterprise merchant, and (2) ISV and ISO partner markets. (Note: Quisitive’s direct sales team will also target SME merchants)

1) Primary research suggested that Bank of America is investing in “a cloud-enabled processing solution” but specifics of the solution are not available publicly. For the purposes of our analysis, we have considered Bank of America a traditional bank acquirer.  
 2) Defined as materially cloud-enabled platforms that include both front- and back-end systems built for the cloud.  
 Source: Flagship market observations, primary research, company websites



# Thank You

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**Jana Schmidt**

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**Paul Winters**

Senior Vice President,  
PayiQ Engineering



# Thank you.



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