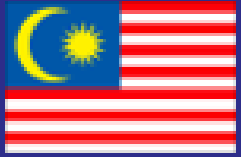


# Well Consul Co., Ltd.



## Demonstration project of home care support utilizing IoT / AI in Malaysia

### Objective of the project

To promote DX in the healthcare sector and expand home care services in Malaysia through the introduction of Care Biz, a healthcare platform utilizing IoT/ICT systems.

To realize immediate health management and observation by introducing Care Biz, which connects patients at home with hospitals. The company aims to commercialize the service by selling it to local medical institutions, etc., and to create a common service infrastructure that connects medical and nursing care services.

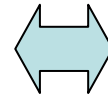
### Cooperation with local companies/governments

DotDash Technologies(SI)

Reseller

Sancy (Dev./Sales of HIS)

My Life Care (Nursing care facilities)



Well Consul  
Co., Ltd.



Tamico (Network, etc)

Implementation  
& Support

CFM Logistics (Import agent)

Marcus Tan & Co (Lawyer)

Cyberview (Incubator attached to government)

### Targeted economic/social issues

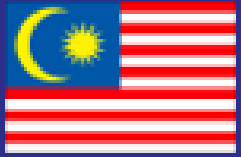
Life expectancy in Malaysia is 74.7 years, the second highest among ASEAN countries. In terms of demand for care in old age, the home care market is 3.1 times greater than that for institutional care. Furthermore, diabetic patients account for 16.7% of the population, ranking first in ASEAN, and 71.1% of deaths are due to non-communicable diseases. Therefore, to maintain the health of the elderly and patients at home, it is necessary to accurately record daily diet and exercise and measure vitals.

Health management and preventive care services for the elderly and patients are needed in Malaysia, but have not been established.

The local government has also made healthcare DX a top priority in its "Strategic Plan 2020–2025," but the core hospital information system (HIS) has only been implemented in 21 hospitals. The government also recommends IT services for home care, but the issue is that information sharing is limited to within a hospital, and daily health observation of patients is not yet fully implemented. As a result, the market as a whole has not improved productivity or the quality of medical and nursing care.



# Well Consul Co., Ltd.



## Demonstration project of home care support utilizing IoT / AI in Malaysia

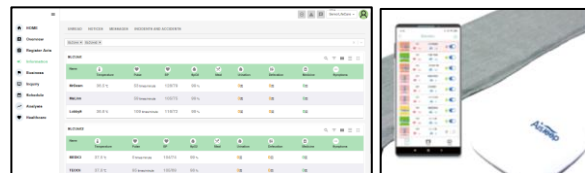
### Demonstration period

September 2022 – January 2024

### Details of demonstration

Well Consul is the core company of Well Group, which operates a medical care business mainly in Nara Pref. Utilizing our medical care know-how, we developed an ICT system ("CareBiz") that uses IoT to aggregate patient health data and share information between medical institutions, care facilities, and the patient's family. In this project, CareBiz was introduced after local adaptation.

Through the introduction of CareBiz modified to suit local needs, we verified in the project whether it could contribute to improving the quality of home care, providing operational support at medical and nursing care institutions, and fostering nursing care human resources. Demonstration tests were conducted at My Life Care (senior apartments, Johor Bahru) and TEO Orthopedic Specialist Clinic (JB), where vital data of the elderly was collected and their health condition was monitored. The following equipment was used, and interviews were conducted with patients and medical personnel after the equipment demonstration period.



(Left) Screen of CareBiz with local adaptation  
(Right) Bed sensor, one of the linked devices

### Project outcome / Future plans

Through the local market survey, the market suitability of CareBiz was grasped, and positive responses were obtained from local medical institutions. We have completed the local adaptation of the CareBiz application and expanded its collaborative functions. We built CareBiz operational models for each business type, including clinics, senior apartments, and hospitals. In addition, a reseller relationship was established for future commercialization. A supply chain was established and a local sales structure was put in place.

The product needs to be modified and its functions need to be expanded, and further local optimization is required. Type approval of IoT devices is required for sales, which is to be obtained through distributors. There are issues of acquiring customers and strengthening sales, and the company is considering expanding the number of local distributors and utilizing collaborative modules.

In Phase 1, the demonstration will continue and the results will be consolidated through interviews and surveys. In Phase 2, the products will be sold to customers through SANCY or DotDash Technologies, and resellers and partners will be developed. In Phase 3, we will study the feasibility of expansion and reorganize resources according to local needs. In Phase 4, the company will expand its sales activities throughout Malaysia and into ASEAN countries. In addition, we plan to provide healthcare consulting services in order to meet the needs of ASEAN countries in the area of nursing care and healthcare.



Well Consul Booth  
in Cyber View