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## GLOSSARY OF TECHNICAL TERMS

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*This glossary contains explanations of certain terms used in this document in connection with our Group and our business. The terms and their meanings may not correspond to standard industry meanings or usage of these terms.*

<b>"aPaaS"</b>	application platform as a service, a category of cloud service that offers development and deployment environments for application services
<b>"AI"</b>	artificial intelligence
<b>"AI-MDT"</b>	artificial intelligence multi-disciplinary treatment
<b>"AI technologies"</b>	artificial intelligence technologies, in respect of our business, the application of which includes machine learning, as well as machine learning-based knowledge graphs, natural language processing and computer vision technology
<b>"algorithm"</b>	a procedure or formula for solving a problem, based on conducting a sequence of specified actions
<b>"API"</b>	application programming interface
<b>"big data analytics"</b>	the use of advanced analytic techniques against very large and diverse data sets, which greatly exceed the capabilities of traditional database software tools in terms of data collection and analysis, to uncover hidden patterns, unknown correlations, market trends, client preferences and other useful information that can help organizations make more informed business decisions
<b>"CAGR"</b>	compound annual growth rate
<b>"CDSS" or "clinical decision support system"</b>	an AI-enabled system that is designed to provide physicians and other health professionals with clinical decision support, that is, assistance with clinical decision making tasks
<b>"cloud"</b>	applications, services or resources made available to users on demand via the internet from a cloud server with access to shared pools of configurable resources

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<b>"cloud computing"</b>	a model enabling ubiquitous, convenient, and on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, data storage, computing power, applications, and services) that can be rapidly provisioned and released with minimal management effort or services provider interaction
<b>"cloud native"</b>	an approach in software development that utilizes cloud computing to build and run scalable applications in modern, dynamic environments such as public, private and hybrid clouds. Technologies such as containers, microservices, serverless functions and immutable infrastructure, deployed via declarative code are common elements of this architectural style
<b>"consumer portrait"</b>	a description of consumer based on the attributes including demographics, geography and purchasing behavior
<b>"container"</b>	a package of microservices that includes all dependencies that allows an application to run regardless of the operating system or infrastructure environment
<b>"CRM"</b>	client relationship management
<b>"CRO" or "contract research organization"</b>	a company that provides support to the pharmaceutical, biotechnology, and medical device industries in the form of research services outsourced on a contract basis
<b>"COVID-19"</b>	coronavirus disease 2019, a disease caused by a novel coronavirus designated as severe acute respiratory syndrome coronavirus 2, and including its mutations and variants discovered from time to time
<b>"data cleansing"</b>	the process of finding, fixing or removing incorrect, corrupted, incorrectly formatted, duplicate, or incomplete data within a dataset
<b>"data intelligence"</b>	all the analytical tools and methods a company employs to form a better understanding of and get insights from the information to improve its services or investments
<b>"data liquidity"</b>	efficiency with which a data asset can be activated in the short run, with no need to change the current technology infrastructure, measured through metrics such as throughput, match rate and extraction rate

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<b>"deep learning"</b>	a subset of machine learning that constructs artificial neural networks to mimic the structure and function of the human brain
<b>"DevOps"</b>	a set of practices that combines software development (Dev) and information-technology operations (Ops) which aims to shorten the systems development life cycle and provide continuous delivery with high quality
<b>"DTP"</b>	direct-to-patient
<b>"DTP pharmacies"</b>	pharmacies that obtain medicine directly from pharmaceutical companies and mainly sell prescription medicine instead of over-the-counter medicine to patients
<b>"EDI License"</b>	Value-added Telecommunication Business License (增值電信業務經營許可證) for online data processing and transaction processing
<b>"ePRO"</b>	electronic patient-reported outcome
<b>"ERP"</b>	enterprise resource planning, which is an industry term for broad set of activities supported by multi-module application software that helps a manufacturer or other business operator to manage the important parts of its business, including product planning, parts purchasing, maintaining inventories, interacting with suppliers, providing customer services, and tracking orders. ERP can also include application modules for the finance and human resources aspects of a business
<b>"ETL"</b>	extract-transformation-load, referring to the general procedure of extracting, transforming and loading data from data sources to the destination system
<b>"GDP"</b>	gross domestic product
<b>"GMV"</b>	gross merchandise value, which is the total value of products sold during a given period and equals the sales price per product multiplied by the number of products sold
<b>"H5"</b>	HTML5, a markup language used for structuring and presenting content on web pages, which is the fifth and current major version of the HTML standard
<b>"IaaS"</b>	infrastructure-as-a-service

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<b>“ICP License”</b>	Value-added Telecommunication Business License (增值電信業務經營許可證) for internet information services
<b>“IDC License”</b>	Value-added Telecommunication Business License (增值電信業務經營許可證) for internet data center services (including internet resources cooperation services)
<b>“knowledge graph”</b>	a knowledge base that uses a graph-structures data model or topology to integrate data
<b>“machine learning”</b>	the study of computer algorithms that improve automatically through experience without explicit programming, which is a subset of artificial intelligence
<b>“medical literature”</b>	the scientific literature of medicine articles in journals and texts in books devoted to the field of medicine
<b>“microservices”</b>	a software architecture style that structures an application as multiple services that perform fine-grained functions and is independently deployed
<b>“middleware”</b>	a common service that acts as a bridge which enables the communication or connectivity between an operating system or database and applications in a distributed network
<b>“online analytical processing”</b>	an approach that allows users to analyze information from multiple database systems at the same time by answering multi-dimensional analytical queries in computing
<b>“OS”</b>	operating system
<b>“OTC”</b>	over the counter
<b>“PaaS”</b>	platform as a service, a category of cloud computing services that provides a platform and environment to allow developers to build applications over the internet
<b>“pre-clinical”</b>	a stage preceding a clinical stage
<b>“RWS” or “real-world study”</b>	prospective observational studies designed to collect data on real-world patients. It can also retrospectively draw on existing patient registries, insurance databases, and electronic medical records

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<b>"SaaS"</b>	software as a service, a cloud-based software licensing and delivery model in which software and associated data are centrally hosted
<b>"TB"</b>	Terabyte, a measure of computer storage capacity