

The strengths of EP-PharmaLine

An overwhelming track record and market share in the Japanese pharmaceutical industry, backed by high quality!

- Provision of services through pharmacists, Medical Representatives, nurses, veterinarians, registered dietitians, and other qualification holders
- Provision of high-quality services through education/training and certificate programs
- GVP/GPSP compliant support
- 24-hour/365-day service system
- Speedy contact center launch
- Formation of specialized teams in expert domains, with support for literature search
- In addition to our three offices located around the country for purposes of BCP, we are building a security infrastructure to enable remote work
- We leverage our experience and know-how gained through our medical contact center service to support wide-ranging operations in pharmaceutical, medical device, and healthcare companies
- Multi-channel support for telephones, digital devices, social media, etc.



EP-PharmaLine Named One of the “Top Pharma Consulting Company in Japan 2023”

This honor recognizes the companies where its services, strengths, and specific case studies are highly evaluated, and our profile article has been published in Pharma Tech Outlook.

A member of the EPS Group that stands at the forefront of contract research organizations (CROs), site management organizations (SMOs), and contract sales organizations (CSOs) in Japan, EP-PharmaLine meets the needs of varied customers by responding flexibly and speedily to the ever-changing environment surrounding the pharmaceutical, medical, medical device, and healthcare industries.

By providing industry-specific, high-quality solution services centered on five businesses –Drug Information (DI) Service, BPO Service, Multi-channel Promotion Service, Medical Device Support Service, and Healthcare Support Service—we aim to be a one-of-a-kind BPO company that contributes to value creation in customers’ companies.

We leverage a comprehensive strength that

combines an extensive business track record, operational know-how, and outstanding human resources to create and expand new services that meet the diversifying needs of customers.

We will meet the trust and expectations of our customers as a vital partner, providing uniquely original services not available from other companies.

Under our Mission of “We will contribute to the advancement of the healthcare industry by providing high-value-added solutions to our clients,” we contribute to customers’ value creation, contribute to the development of society through sustainable development of our business, and grow through our work, so that we can improve quality of life (QOL) for patients and all stakeholders, for the future of the pharmaceutical, medical, medical device, and healthcare industries.

www.eppharmaline.co.jp/en/

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171-0021 Japan

August 2023

EP-PharmaLine Company Profile

Our Vision

If we improve each day, we can progress ourselves daily, and will continue to do so.

Ever **P**rogressing **S**ystem



Business overview

EP-PharmaLine's Five Core Services

Drug Information (DI) Service

Medical communicators who combine the expert knowledge and high-level communication capabilities of pharmacists, Medical Representatives, nurses, registered dietitians, etc. provide high-quality DI services, 24 hours a day and 365 days a year.



► Medical contact center services (Medical Information)

- Medical and pharmaceutical support service
- Night and holiday reception service (24 hours a day, 365 days a year)
- Emergency response reception service (URGENT communicator (drug/medical device recalls, etc.))
- Patient support service (medication adherence improvement service)
- Direct to Consumer (DTC) contact service for disease awareness
- Medical Representative support service; etc.

► Compliance support service

► Materials creation/revision support service; etc.

Business Process Outsourcing (BPO) Service

Making use of the experience and know-how gained through our medical contact center service, we provide high-quality BPO services within the varied operations of pharmaceutical companies.



- Post-marketing surveillance (PMS) support service
- Pharmaceutical distribution management support service
- Safety information management support service (EP-Judge®); etc.

Multi-channel Promotion Service

Remote Medical Representatives with Medical Representative/ pharmacist qualifications engage in information provision via digital communication and telephone.

We optimize your company's promotional activities, contributing to sales through new adoption of pharmaceuticals and increases in prescriptions, along with information provision focused on productivity.



► Multi-channel detail services (Hybrid MR)

- Multi-channel information provision services (ES Navigation, MR Direct, etc.)
- Remote detailing training service for Medical Representatives
- Online interviewing and online briefing support services (guidance/operation, appointment agency service, etc.); etc.

Medical Device Support Service

We supply human resources well-versed in medical devices, contact centers for inquiries about medical device usage techniques, and other powerful means of support for medical device companies.



► Field communicator service for medical device companies (medical device sales support)

► Medical device contact center service

Healthcare Support Service

We also provide services that promote the creation of a healthy society through medical consultation recommendations and the provision of information on OTC drugs.



► Healthcare support contact center services

- Health counseling support service
- Mental care support service
- Diet support service; etc.

► Insurance business services (medical consultation recommendation service; prevention of aggravation of diabetic nephropathy; etc.)

► OTC drug mail order/online sales fulfillment service; etc.

Profile

Company Name	EP-PharmaLine Co., Ltd.
Locations	• Headquarters Ikebukuro West Park Building, 3-27-12 Nishi-Ikebukuro, Toshima-ku, Tokyo 171-0021 Japan • Osaka office • Fukuoka office • Annex
Establishment	November 1997
Capital	100.00 million yen
Number of employees	1,435
Licensed Employees	1,040 (Pharmacists, Nurses, MR, National registered dietitians, Dietitians, Veterinarian, Registered salesperson of OTC drugs, Medical Technologist etc.) (As of Oct. 2025)



Board members and Statutory Auditors

President & Representative Director

Yutaka Ise

Board Member

Kanami Ikeda Yuichi Yamamoto

Audit & Supervisory Board Member

Akiyoshi Ogasawara Satoshi Hashimoto

Executive Officer

President and Representative Executive Officer

Yutaka Ise

Senior Executive Officer

Seiji Okumoto

Executive Officer

Naruyo Dosaka Ritsuko Tashima Yasushi Shibayama
Sachiko Isobedate Seita Ando

Corporate groups

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| • EPS Holdings, Inc. | • EP-Link Co., Ltd. | • EP Trading Co., Ltd. |
| • EPNextS, Inc. | • Total Trial Management Consulting Co. Ltd. | • EPS EKISHIN Co., Ltd. |
| • EPS Corporation | • EPS Creative Health Technology Group Limited | • EPS China Co., Ltd. |
| • EP Mediate Co., Ltd. | • EPS Innovative Medicine (Japan) Co., Ltd. | • EPBiz Co., Ltd. |
| • EP Yamanashi Co., Ltd. | • EP-Bio Partners, Co., Ltd. | • EP PRO Career Co., Ltd. |
| | | • EPS Digital-Share Co., Ltd. |

(As of Oct. 2025)