



PRESS RELEASE

Paris, 07/09/2022

[La Poste pursues its strategic development in healthcare services](#)

## **WITH ITS ACQUISITION OF HAPPYTAL, LA POSTE AIMS TO CREATE A GLOBAL OPERATOR FOR PATIENT CARE IN HOSPITALS AND AT HOME**

**happytal, a specialist in the digitisation of the hospital pathway and assistance for patients and caregivers, has joined La Poste's Health and Autonomy division and become a subsidiary of the group. The aim of this merger is to build a range of interconnected human and digital services to assist patients during their stay in hospital. happytal will work in synergy with La Poste's other health subsidiaries and will initially rely on the local services already offered by the group to ensure comprehensive follow-up before, during and after hospitalisation.**

### **happytal, an expert in patient care**

Created in 2013, **happytal is the French leader in services and digitisation of the hospital pathway, boasting operations in over 130 hospitals and a workforce of 370.** happytal offers software solutions that enable patients to make their pre-admission or single room requests online and healthcare centres to automate requests for reimbursement by complementary organisations. happytal has also developed a concierge service so that patients, carers and healthcare staff have access to more products and services, and benefit from a better quality of life at work.

### **A strong common ambition: to create a global operator for the patient journey**

This acquisition will enable La Poste, a trusted player in the field of home healthcare since 2017, to become the benchmark partner for healthcare and autonomy players in France. It is involved in everything from **prevention to assistance for patients with chronic conditions at home** via its subsidiary Asten Santé, or remote medical monitoring via its subsidiary Nouveal. When patients return home after hospitalisation, La Poste also assists them with **local services such as the delivery of medicines and meals** tailored to each patient or personal services provided by its subsidiaries Axeo Services and Age d'Or Services. The aim is to position **happytal as the central contact for hospitals to coordinate and roll out all these services to patients.**

### **A collaboration that has been tried and tested**

La Poste has been working with happytal since December 2021 through a trial that enables postal services (delivery of mail and parcels, purchase of stamps, envelopes, postage-paid parcels, etc.) to be offered in 17 hospitals in France, for patients and hospital staff. Based on the shared values of proximity and service, La Poste and happytal are strengthening their collaboration to offer a wider range of useful services to patients and healthcare staff.

**Pierre Lassarat and Romain Revellat, co-founders of happytal, explain:**



LA POSTE



*"Just like La Poste, we at happytal share the vision of developing services for the end-to-end care of patients and people lacking autonomy, and we have been carrying this vision for ten years now. We believe in the need to combine the best of technology and people to provide solutions that are both practical and appropriate for users. We are about to write a new page in our history. We are extremely proud to be writing this with the La Poste group and we are also proud of the relevance of our offer and the solutions we have been able to provide to the patients and staff of the centres we serve."*

**Philippe Dorge, Executive Vice-President in charge of La Poste Group's Services-Mail-Parcels Business Unit is delighted with the acquisition:**

*"The ageing of the French population is leading to a growing need for healthcare services, both in hospitals and at home. By becoming a majority shareholder in happytal, La Poste is serving healthcare professionals and centres with the aim of facilitating patient care and assistance before, during and after hospitalisation.*

*This new business is part of La Poste's diversification policy in the healthcare sector. Today, La Banque Postale is the leading bank financier of public hospitals and La Poste already generates €700 million in turnover from health services (logistics, data, home health services and remote monitoring). Our ambition is to exceed €1 billion very quickly with services that are useful to healthcare centres, professionals and patients."*

**Delphine Mallet, director of La Poste's health and autonomy division, explains:**

*"The challenge of this merger is to capitalise on happytal's presence in centres and on its expertise as an integrator to make it a unique operator of interconnected services (administrative, medical and local) that improves the care process. We want to provide comprehensive support to patients while linking them to the town's medical services."*

**About Le Groupe La Poste:**

La Poste is a state-owned public limited company, a subsidiary of Caisse des Dépôts and the French State. Le Groupe La Poste is divided into four business units: Services-Mail-Parcels, Retail Customers and Digital Services, GeoPost and La Banque Postale, which, with its subsidiary CNP Assurances, is the 11<sup>th</sup> largest European banking and insurance company. Every year, La Poste delivers over 18 million items worldwide (letters, printed advertising media and parcels), 6 days a week. Committed to its regional coverage, the Group has 17,000 retail outlets (post offices, local postal agencies, retail pickup points) and 18,000 points of access to a postal service (Pick-Up, business centres, lockers and parcel drive-thru collection service). In 2021, Le Groupe La Poste generated €34.6 billion in revenue (41% outside France) and had a headcount of almost 245,000, in 63 countries over 5 continents, of which 193,000 in France. As a mission-driven company since June 2021 and a leader in environmental transition and green finance, La Poste aims to achieve "zero net emissions" by 2050. Through its strategic plan "La Poste 2030, committed for you", the company has set itself the goal of becoming the leading European platform for links and exchanges, providing digital, people-oriented, green and socially-responsible services for the benefit of its customers and the transformation of society as a whole.

**About happytal**

Created in 2013, happytal is a leading French company in e-health. It assists over 400 healthcare centres, clinics and homes for the elderly in their innovation strategy, with three objectives in mind: to digitalise the patient pathway and improve the experience of patients, to contribute to the well-being of dependent persons and to improve the quality of life at work for staff.

Using SaaS "e-patient pathway" software solutions, happytal enables patients to make their pre-admission or individual room requests online and at the centres to automate requests for



LA POSTE



reimbursement by complementary organisations. happytal has also developed service solutions so that patients, dependent persons and healthcare staff have access to more products, services, events and outings. These are accessible through 300 concierges throughout France, and through marketplaces, coordinating the services offered by over 1,000 national and local partners. For further information, please visit <https://pro.happytal.com/>

**Press contacts:**

**Le Groupe La Poste Press Department**

service.presse@laposte.fr - +33 1 55 44 22 37

Mélanie Jeambeau – melanie.jeambeau@laposte.fr - +33 7 86 74 61 61

**Agence Primatice Conseil – for happytal**

Thomas de Climens: thomasdeclimens@primatice.com - +33 6 78 12 97 95

Armand Rigaudy: armandrigaudy@primatice.com - +33 7 88 96 41 84