

# MOST LOVED WORKPLACE



**DATALINK**



# MESSAGE FROM THE CEO



"We're focused on transforming the healthcare industry and positively impacting the lives of our clients.

This takes more than teamwork.  
It takes passion, dedication, and a culture built on delivering results.

I'm proud of what we've accomplished so far,  
and I'm excited for the journey we have ahead of us.

We're in this together. We're DataLink."

Ashish Kachru, CEO

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# MISSION, VISION, VALUES



## About our mission, vision, and values

When it came time to create our mission, vision, and values, we spent countless hours ensuring that just the right words were chosen.

Our mission and vision exemplify the impact we're making within healthcare.

For our values, we wanted to create a foundation for our culture. It's why we chose to fashion them after the first five letters of the ABCs.





# Vision

To be the largest clinical data platform to empower the best health outcomes

# Mission

To build data-driven solutions that facilitate the delivery of high-quality, cost-effective, value-based care with measurable outcomes

# VALUES

## Act with integrity and respect

We're honest, fair, and respectful with our words, actions, and feedback. We desire the same from others.

## Be accountable

We accept responsibility for our actions and expect others to do the same.

## Celebrate our differences

We bring together best-in-class talent with diverse backgrounds and different points of view. We value a culture where everyone can be their authentic self.

## Deliver results

We're positive, passionate, and strive for greatness. We take action that leads to achieving or exceeding goals and commitments. We take pride in enabling our customers' success.

## Engage and grow together

We innovate and challenge the status quo. We put the team and organization goals before our own. We passionately pursue the growth of each team member to realize their full potential.

# EMPLOYEE RECOGNITION

"We're so proud of the work that DataLink employees do each day to help support the company, and we want them to know it. Taking the time to celebrate an employee's growth and accomplishments lets them know that we're excited they're here. Giving kudos where they're due is a huge part of cultivating a positive workplace culture."

Jenifer Brown, General Counsel



# CELEBRATIONS AND KUDOS

## Celebrating growth

Promotions are celebrated with personalized congratulations cards and a gift certificate for a special family dinner.

## Giving thanks

Employees recognize each other for a job well done by giving kudos on our internal data platform.





“

I'm thankful that my  
hard work is noticed.

It's a great feeling to be  
recognized and celebrated.”





# EMPLOYEE SPOTLIGHT

## Employee spotlight

- ▶ Randomly each month
- ▶ Highlights the unique roles at DataLink
- ▶ Increases connection and engagement by sharing job-related and personal information



# SUPERLINK AWARDS



## SuperLink Awards

UNLEASH YOUR SUPERPOWER

DataLink's SuperLink awards were launched in February to honor employees who go above and beyond.

- ▶ Employees are nominated by their peers
- ▶ Award winners are announced at DataLink's quarterly Townhall meetings
- ▶ Winners receive a certificate and a \$250 gift card
- ▶ All nominees and winners are eligible to win the Grand Gala Award (presented once a year to a single employee), which includes a ceremony with CEO Ashish Kachru



# THE AWARDS

## The awards

The SuperLink Awards has six categories. Five categories represent DataLink's values, and the sixth category is for up-and-coming DataLinkers.



### **Courteous Champion Award**

Act with integrity and respect



### **Guardian of the Galaxy Award**

Engage and grow together



### **Captain Reliable Award**

Be accountable



### **Hercules Award**

Deliver results



### **Defender of Meritocracy/ Diversity Award**

Celebrate our difference and reward performance



### **The Incredible Award**

Up-and-coming  
SuperLinker

# ENHANCED BENEFITS

"Our employees work diligently to fulfill DataLink's vision to empower best health outcomes, and our commitment is to provide them with the best benefits possible to take care of themselves and their families."

Nick McGuire, Chief Financial Officer



“

Our company takes our well-being seriously.

Not only do we get great vision benefits, higher life insurance coverage, and wellness benefits well above what most companies offer, but we also receive rest and recharge days added to some national holidays.

This is a huge blessing, and it truly makes me feel appreciated and blessed to work for such an amazing company.”



# ENHANCED BENEFITS

## Health, financial, and life

### ▶ **Dental and vision**

DataLink's dental and vision benefits are in the 95th percentile of the industry.

### ▶ **401(k)**

DataLink partners with one of the largest global financial services firms, providing one-to-one concierge service to our employees.

## Well-being

### ▶ **Industry leading 15 paid company holidays**

### ▶ **Generous vacation policy**

### ▶ **Rest and recharge days**

Additional days off around Labor Day, Memorial Day, and July Fourth, providing three four-day weekends.

### ▶ **Industry-leading 15 paid company holidays**

### ▶ **Maternity and paternity leave**

DataLink offers 12 weeks of paid maternity leave and four weeks of paid paternity leave.





# LEARNING AND DEVELOPMENT INITIATIVES

"With high-speed technology transforming the world, it's a must to learn, unlearn, and relearn to make a difference. Tech teams must continuously learn, get creative, compete, innovate, and improve productivity."

Reddy Shivampet, Chief Technology Officer





# LEARNING AND DEVELOPMENT INITIATIVES

## DataLink invests in employees' growth.

We invest in the professional growth and development of our employees with internal and external opportunities. A few of our key initiatives to enhance learning and development are:

- ▶ **LinkedIn Learning**

This license provides online courses, hands-on tech practice, professional certifications, and more.

- ▶ **Udemy**

Our license provides employees with access to courses, certifications, and continuing education.

- ▶ **Dale Carnegie Leadership Academy**

Partnering with the prestigious Dale Carnegie Institute offers interactive live sessions, one-on-one coaching, on-demand leadership development, and more.



## With LinkedIn Learning, DataLink employees have access to:

We invest in the professional growth and development of our employees with internal and external opportunities. A few of our key initiatives to enhance learning and development are:

- ▶ 16,000 online courses taught by business, technology, and creative industry experts
- ▶ 484 exam prep courses in Cisco, Microsoft, AWS, and more
- ▶ Hands-on tech practice platform with "GitHub Codespaces"
- ▶ Skills and completion certifications that can be added to your LinkedIn profile
- ▶ Professional certifications for Zendesk, SS&C Blue Prism, Microsoft, and Lambda Test
- ▶ Live online events with industry experts and interactive Q&A called "Office Hours"
- ▶ Continuing education credits (HR, PMP, NSBA, Business, and CompTIA)
- ▶ Academic courses that can count toward degree programs





## Udemy provides employees with:

- ▶ 20,000 online courses with unlimited access
- ▶ 7,900+ instructors who compete to create quality content
- ▶ Fresh content with 59% of courses updated in the past two years
- ▶ 12,000+ courses in 14 languages as part of Udemy's International Collection
- ▶ Certifications in information technology, cloud computing, and project management
- ▶ Continuing education for information technology, agile, and project management



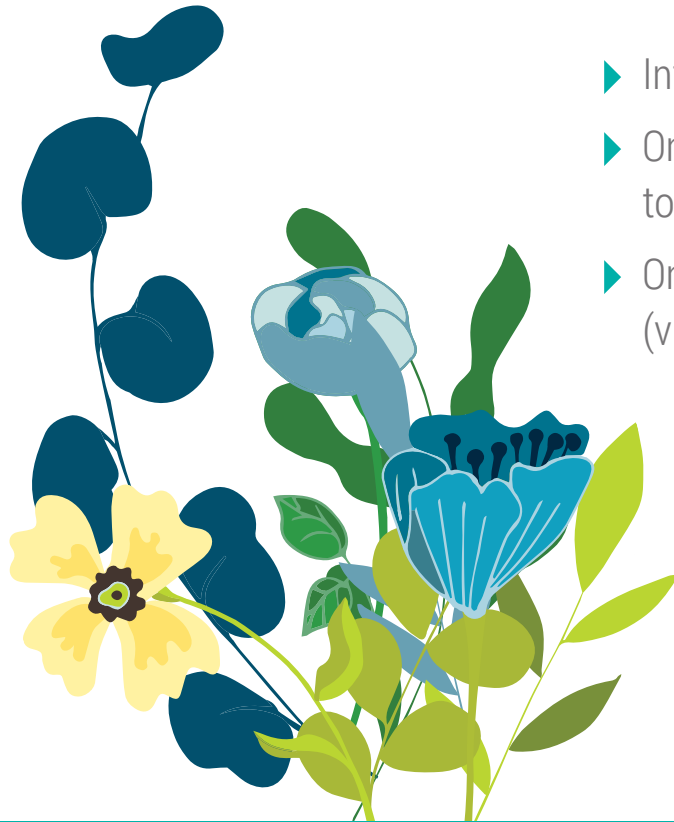
“ Having access to the necessary resources for growth are extremely important to me, especially as I look to expand my skills to become a developer.

Thankfully, DataLink provides me with resources and encourages me to use them to better myself, which will also help better the company.”





## DataLink's partnership with the prestigious Dale Carnegie Institute includes:



- ▶ Interactive live sessions
- ▶ One-on-one coaching and informal touchpoints with coaches
- ▶ On-demand leadership development (videos, articles, activities)

### ▶ **Value-based competencies:**

- ▶ Effective communication (Engage and grow together)
- ▶ Conflict resolution (Celebrate our differences)
- ▶ Leading with respect (Act with integrity and respect)
- ▶ Change management (Deliver results)
- ▶ Performance management (Engage and grow together)
- ▶ Rewards and recognition (Engage and grow together)
- ▶ Cultural intelligence (Celebrate our differences)

# PERFORMANCE MANAGEMENT



"At DataLink, we embrace a culture of meritocracy by rewarding high-value team members and ensuring that low-performing team members are quickly identified and managed.

This ensures that complacency never sets in within our teams and allows each team member to understand how to be as impactful as possible."

Josh Hetler, Chief Operating Officer



# MERITOCRACY-BASED PERFORMANCE MANAGEMENT

## Meritocracy and market-driven rewards differentiation

- ▶ Objective and key results success measurements
- ▶ Value-based employee evaluations
- ▶ Annual merit award opportunity
- ▶ Annual bonus market eligibility for all employees

## International job benchmarking

- ▶ Premier online solution focused on highly competitive tech industry
- ▶ Provides international job benchmarking for tech and non-tech positions
- ▶ Measures DataLink workforce metrics against competitors, comparing turnover, gender, ethnicity, new hire rates, and more
- ▶ Quarterly reporting in over 90 countries ensures DataLink designs attractive compensation packages





“ Employees need more than milestones for motivation.

Our company values provide continuous recognition that has been a powerful driver of engagement.”



# INTERNSHIPS

"Our internship program is designed to provide bright talent with opportunities to contribute, learn, and excel.

A well-crafted program nurtures potential and helps build a strong foundation in the individual's journey to be a valuable citizen."

Skrikar Chilakamarri, SVP and India Country Head

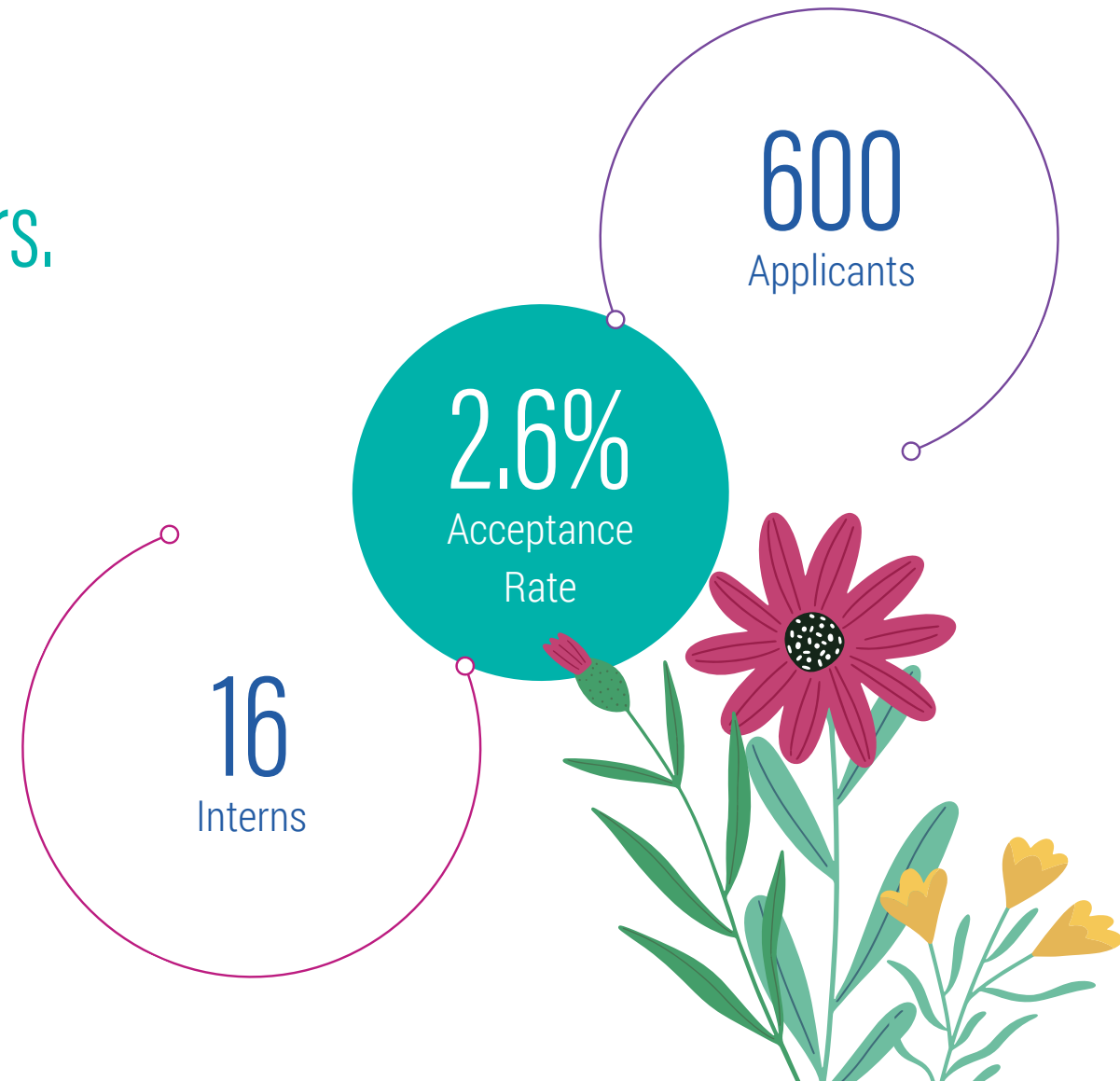


# INTERLINKERS INTERNSHIP PROGRAM

In 2022, DataLink launched its new internship program called InterLinkers.

## The program is:

- ▶ Open to university students across the United States
- ▶ Runs from May to August
- ▶ Designed as a recruiting tool to develop exceptional interns into full-time employees
- ▶ Provides an enhanced perspective that breaks the status quo
- ▶ Allows interns to participate in an end-of-program showcase to share their work



“DataLink's internship program afforded me both personal and professional growth, building the foundation for my career fresh out of school.”



# INTERLINKERS INTERNSHIP PROGRAM

DataLink interns represent some of the top colleges and universities throughout the United States.



Northwestern  
University



**UF** UNIVERSITY of  
FLORIDA



UNIVERSITY OF  
SOUTH FLORIDA

Carnegie  
Mellon  
University

**ASU** Arizona State  
University

**VT** VIRGINIA  
TECH.



UNIVERSITY OF  
MARYLAND

# THE POWER OF EMPLOYEE FEEDBACK



"DataLink's employees are the keepers and influencers of our healthy culture.

It's one of the many reasons that we value employee voices. We invest a great deal of time and effort into pulse checks and gathering feedback to ensure that employees are feeling heard and valued.

Their feedback is the greatest gift."

Sandip Patel, Chief Growth Officer



“

Every great place to work is built on a foundation of shared voices. Company-wide surveys empower us to amplify those voices, creating a vibrant tapestry of feedback that fuels growth, engagement, and a collective sense of belonging.”





# INTERLINKERS INTERNSHIP PROGRAM



Let's  
Grow  
Together

DataLink values our employees, and one way we show this is by giving our employees a voice.

When we say we want to hear from our employees, we mean it. And we do this in a few ways:

- ▶ **Annual Tampa Bay Times Top Workplaces® survey**  
Employees are anonymously surveyed by a third-party entity. DataLink has been an award recipient three years running.
- ▶ **Voices of DataLinkers**  
This platform is used to perform pulse surveys around employee engagement.
- ▶ **Individual touchpoints**  
As part of an ongoing process to incorporate employee feedback into all human resources initiatives, all employees meet regularly with Vineet Gambhir, chief human resources officer.

**WOW... 3 YEARS IN A ROW**

**TOP  
WORK  
PLACES**  

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**2021**

**TOP  
WORK  
PLACES**  

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**2022**

**TOP  
WORK  
PLACES**  

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**2023**



**Tampa Bay Times**  
tampabay.com

**Tampa Bay Times**  
tampabay.com

**Tampa Bay Times**  
tampabay.com

# COMMUNITY SOCIAL IMPACT

"Good health and well-being are the secrets to the success. While definitions of success vary, happiness, safety, health, and sense of purpose resonate.

At DataLink, we make deliberate efforts in dealing and maintaining relationships.

Family, co-workers, friends, and customers interacting with our product are at the core of the positive relationships we extend to the community we serve."

Peter Miret, Executive Vice President  
Managed Care Performance Management



“

I love working at DataLink. Not only for the day-to-day experience but also for the company's commitment to supporting the community.

In 2022, DataLink raised money to support children and families impacted by cancer, low-income families for the holiday season, and raised money in support of Hurricane Ian victims (including many impacted DataLink employees).”



# GIVING BACK TO OUR COMMUNITY

DataLink has long valued its commitment to bringing value to surrounding communities.

This commitment comes to life through DataLink's work with various organizations, such as the American Red Cross, Children's Cancer Center, and C-Hope Ministries.



CHILDREN'S  
CANCER CENTER  
helping children & families cope



**American  
Red Cross**



# BEYOND THE BOARDROOM

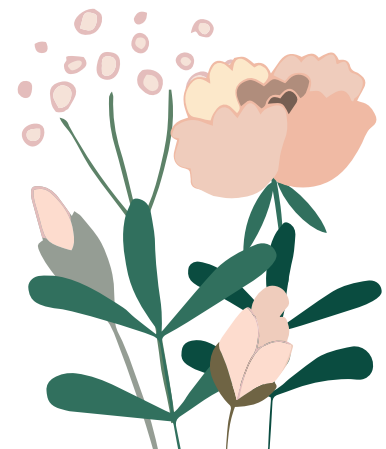
"Our employees are the heart of DataLink. They give their time, energy, and care to the business, and we want to provide them with that same commitment. So, when life brings them joy or sorrow, we choose to care for them like family."

Vineet Gambhir, Chief Human Resources Officer



“ I truly appreciate the calls, texts, messages, and phone calls I've received from all of you during the challenging times we faced after Bobby's accident.

Your check-ins helped pull me through some challenging times knowing DataLink — my second family — cared so much. Bobby was excited to receive the swag bag and gift card, and we can't thank you enough.”





# CARING FOR EMPLOYEES

Caring for employees like family is a way of life here at DataLink.

Our employees are the heart of the company, and we're committed to not only supporting them in the workplace but also in their personal lives.

DataLink's human resources team works closely with team members in times of need, reaching out to offer words of support, sending flowers, and ensuring employees are cared for in their times of need.

