VISITA D'INFORMAZIONE
ALLA COMMISSIONE EUROPEA

Confindustria Servizi Innovativi e Tecnologici

e

Unindustria - Information Technology

Bruxelles, 6 e 7 marzo 2017

Commissione
europea

Partecipanti

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Confindustria Servizi Innovativi e Tecnologici
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President

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Chief Executive Officer

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ESATEK SRL
Alessandra Tomassi
Junior Software Developer

ETCWARE SRL
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Chief Executive Officer

Partecipanti

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Chief Executive Officer

G.S. AUTOMATION SPA
Mariano Giorgi
President

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Human Resource Manager

SOGEI SPA
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**SYSTEM DATA
CENTER SPA**
Paolo Nicolardi
Marketing & Sales

**TECNOLOGIE E
COMUNICAZIONI SRL**
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Senior Partner
& Co-Founder

TELECOM ITALIA SPA
Cristiano Alborè
Head of Regional Sales/Local
Public Sector/Business
& Top Clients

**CONFINDUSTRIA
SERVIZI INNOVATIVI
E TECNOLOGICI**
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Counselor for Europe,
Research and Industry
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UNINDUSTRIA
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Technology Section

UNINDUSTRIA
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Organisation and Associative
Marketing

Programma

Per la visita d'informazione alla Commissione europea

Unindustria – Information technology

Numero visita 410423

Bruxelles, 6 marzo 2017 pomeriggio e il 7 marzo 2017
Centro visite della Commissione europea
Edificio : Charlemagne – Rue de la Loi 170, 1040 – Bruxelles

Informazioni pratiche

Charlemagne

Charlemagne,
rue de la Loi, 170
1040 Bruxelles
entrée rue du Taciturne

Organizzatore della visita e logistica

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Numero di visitatori	31
Sala della conferenza	CHAR 2 – **Edificio** Charlemagne – Rue de la Loi 170, 1040 – Bruxelles

I visitatori devono accertarsi di avere sempre con sé la propria carta d'identità o il proprio passaporto poiché saranno invitati a esibirli all'ingresso degli edifici della Commissione.

In caso di ritardo si prega di informare l'organizzatore della visita o l'ufficio assistenza ai visitatori.

6 marzo 2017

12.50 arrivo a Bruxelles del volo SN 3176 da Roma. L'autista dell'autobus "Capitale Cars" aspetterà con un cartello "Unindustria" all'uscita della dogana a destra davanti al "Café Java", e condurrà il gruppo all'albergo.

7 marzo 2017

18.00 partenza dall'albergo verso l'aeroporto in autobus "Capitale Cars". (partenza volo 20.35)

Albergo:

Hotel Martin's Brussels EU
Boulevard Charlemagne, 80
1000 Bruxelles

Tel.: +32 (0)2 230 2135

Ristorante:

Kafenio
Rue Stévin, 134
1000 Bruxelles
Tel. +32 (0)2 231 5555

Trasporto (autobus):

Capitale cars
Tel. +32 (0)2 469 1917

La visita è organizzata in collaborazione con la Rappresentanza della Commissione Europea in Italia
di:

Roma - via IV Novembre 149 00187 Roma - tel. 0039 06 69.999.1 fax 0039 06 679.16.58, rappresentata da **Vittorio CALAPRICE.**

Programma del giorno 1 (6 marzo 2017)

Gli eventi si svolgeranno in:

Sala **CHAR 2**

Edificio "**Charlemagne**" (**Charlemagne**)

Situato in **Rue de la Loi 170, 1040 – Bruxelles**

📶 Nell'edificio è offerto l'accesso senza fili (WiFi). Per collegarsi, utilizzare i seguenti dati guest_comp@comp / guest_comp.

La giornata comprenderà i seguenti eventi:

14:30	*Arrivo a Charlemagne (CHAR) – controlli di sicurezza* Rue de la Loi 170, 1040 – Bruxelles (entrata per i gruppi all'angolo della Rue de la Loi con Rue du Taciturne)
14:45	*Il bilancio dell'Unione Europea* Antoine QUERO MUSSOT Direzione generale Bilancio
15:45	**Pausa**
16:00	*European Data Economy e Cybersecurity* Leonardo DE VIZIO Unità Cybersecurity e vita privata numerica Direzione generale Reti di comunicazione, contenuto e tecnologie
17:00	*Il mercato unico digitale* Matteo MINCHIO Unità Sviluppo e coordinazione delle politiche numeriche Direzione generale Reti di comunicazione, contenuto e tecnologie
18:00	**Fine del primo giorno di vista presso la Commissione Europea**

Programma del giorno 2 (7 marzo 2017)

Gli eventi si svolgeranno in:

Sala **CHAR 2**

Edificio "**Charlemagne**" (**Charlemagne**)

Situato in **Rue de la Loi 170, 1040 – Bruxelles**

📶 Nell'edificio è offerto l'accesso senza fili (WiFi). Per collegarsi, utilizzare i seguenti dati guest_comp@comp / guest_comp.

La giornata comprenderà i seguenti eventi:

09:20	Arrivo (controlli di sicurezza) – controlli di sicurezza
09:45	*Digitallizzare l'industria europea: azioni e focus regioni* Sandro D'ELIA Unità Tecnologie e sistemi per la digitalizzazione dell'industria Direzione generale Reti di comunicazione, contenuto e tecnologie
10:45	Pausa
11:00	*La politica regionale europea: Focus Italia* Nicola DE MICHELIS Capo Gabinetto della Commissaria Corina CRETU, responsabile per la Politica regionale
12:00	*Innovazione e ricerca: Horizon 2020 e Programmi ICT* Annalisa BOGLIOLO Unità Strategia di ricerca e coordinazione dei programmi Direzione generale Reti di comunicazione, contenuto e tecnologie
13:00	Pranzo offerto dalla Commissione Europea al ristorante "Kafenio", rue Stévin, 134 – con la partecipazione di Vittorio Calaprice, Rappresentanza della Commissione a Roma.
15:00	*Programmi PMI, industrie creative e culturali* Antonio CENINI Unità Turismo, industrie emergenti e creative Direzione generale Mercato interno, industria, imprenditorialità e PMI
16:00	Termine della visita d'informazione alla Commissione europea

Link ad altri siti web

La tua guida alle politiche, alle informazioni e ai servizi

https://ec.europa.eu/info/index_it

Domande sull'UE? Europe Direct può aiutarti.

https://europa.eu/european-union/contact_it

Risorse umane e sicurezza

http://ec.europa.eu/dgs/human-resources/index_it.htm

La politica regionale nel tuo paese

http://ec.europa.eu/regional_policy/it/

Crescita

http://ec.europa.eu/growth/index_it

Portale europeo per le piccole e medie imprese

http://ec.europa.eu/small-business/index_it.htm

Your Europe

Europe made easy
Help and advice on your life, work and travel in the EU

http://ec.europa.eu/youreurope/citizens/index_en.htm

The European Commission is on Facebook

https://www.facebook.com/EuropeanCommission

EU Book shop

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DG CONNECT

	DG CONNECT works to develop a Digital Single Market https://ec.europa.eu/digital-single-market/en/dg-connect

Europa Website

	http://europa.eu

Horizon 2020

	https://ec.europa.eu/programmes/horizon2020/

Digital Economy and Society Index

	https://ec.europa.eu/digital-single-market/en/desi

THE FEDERATION

Confindustria Servizi Innovativi e Tecnologici (Confindustria Innovative and Technological Services) is the Italian Federation that gives a common voice to all those businesses that create technological, professional, managerial, and organizational innovation.

The Federation aims at increasing the sector's economic growth and political influence, so as to make it a driving factor enhancing Italy's productivity and modernization in the frame of the economic trend of convergence between Information & Communication Technology and businesses and professional services, fostering the adoption by companies of new strategies and new competitive tools.

Confindustria Servizi Innovativi e Tecnologici represents businesses that offer consulting services, advertising, public relations and marketing, computer technologies, digital contents, e-media, engineering, internet, certification bodies, radio and television networks, research and surveys, satellite applications, training, technological and professional services. Altogether all the above sectors are a very significant part of the economy representing 10% of the Italian GDP.

The purpose of the Federation is to represent, assist and defend the interests of the sector in relation to all technical/economic, social, and cultural issues either on a national, European, and international level. In particular the Federation:

- encourages and promotes sector progress, in the interest of the national economic/productive system as a whole, also supporting the development of international cooperation through initiatives with international organizations and industry Associations;

- improves working conditions of the represented businesses categories, also by submitting and supporting proposals for new laws and regulations;

- performs economic researches, studies, monitoring all the sector's relevant indicators, and promotes discussions concerning scenarios of interest to the sector as a whole;

- monitors the labor market development and participate the sector's social dialogue with the unions, by promoting labor regulations more in line with the requirements of the service industry where labor flexibility is a fundamental competitive factor, and by assisting single associations when asked.

The Federation, organized in 30 Industry Associations and 50 Local Organizations, represents 10,000 companies employing 440,000 workers.

UNINDUSTRIA - Unione degli Industriali e delle imprese di Roma, Frosinone, Latina, Rieti, Viterbo is the Association of Manufacturers and enterprises of Rome, Frosinone, Latina, Rieti, Viterbo. Unindustria is an Association, at a multi-provincial level, belonging to the Confindustria system. Unindustria is the first local association of Confindustria for territorial extension and the second largest by number of companies.

Unindustria is:

•   a pivot of economic development in the provinces of Lazio;

•   a benchmark in our territory's cultural and social life.

It represents, protects, promotes and develops member companies and their interests.

Unindustria guarantees associated firms activities both in economic and union terms.

Unindustria encourages entrepreneurs to connect and network among each-others, provides technical advices and support to all its associates and organized events over strategic economic and social topics from which it extracts up –to-date studies and research.

Unindustria is strongly active in 24 different Sectors.

THE INFORMATION TECHNOLOGY SECTION

President Vittoria Carli

The IT section represents the main multinational IT companies operating in Italy, all based in Lazio, a set of medium and small enterprises, some creative industries and digital start ups.

Member companies are 150 with over 30,000 employees plus the indirect of micro enterprises and industries (almost half of employed IT in Lazio Region).

The companies develop software and digital platforms, IT security, IoT, deliver cloud-based consulting and services (SaaS, PaaS) in industrial, retail, services and tools for business, security, space and local and central PA.

Lazio, in the Census of 2011, had occupied IT enterprises 65,526 second region in Italy after Lombardy (104,391 occupied in 2011); in 2015/16 + 3.2% to 11,445 companies (5.5 the growth% of Italy).

Further information
For further information on services, activities and initiatives organised by the Association for its members and about IT Section, please contact Antonella Fascioli 039 06 84499513
antonella.fascioli@un-industria.it

ACCENTURE
FACT SHEET Q1 FY17

accenture >

OVERVIEW

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. We help organizations maximize their performance and achieve their vision. We develop and implement technology solutions to improve our clients' productivity and efficiency—and may run parts of their operations on their behalf. Ultimately, we enable our clients to become high-performance businesses and governments.

NET REVENUES
US $32.9B for fiscal 2016 (12 mos. ended Aug. 31, 2016)

EXCHANGE/TICKER
NYSE/ACN

INDEX MEMBERSHIPS
S&P 100®, Russell 1000® Index, *Fortune* Global 500

EMPLOYEES
More than 394,000 (6,100 Accenture Leaders)

GLOBAL REACH
Offices and Operations in **200+ cities in 55 countries**

GEOGRAPHIC REGIONS

◆ North America   ◆ Europe   ◆ Growth Markets

SENIOR LEADERSHIP

PIERRE NANTERME
Chairman & CEO

DAVID P. ROWLAND
Chief Financial Officer

JO DEBLAERE
Chief Operating Officer

CLIENTS

We operate at the heart of our clients' businesses, helping address their most complex, mission-critical issues. Accenture's clients span the full range of industries around the world and include 94 of the *Fortune* Global 100 and more than three-quarters of the *Fortune* Global 500.

INDUSTRY EXPERTISE

Accenture delivers its services and solutions through 13 focused industry groups in 5 operating groups. This industry focus provides Accenture's professionals with a thorough understanding of industry evolution, business issues and applicable technologies, enabling us to deliver innovative solutions tailored to each client.

Communications, Media & Technology
Communications
Electronics & High Tech
Media & Entertainment

Financial Services
Banking & Capital Markets
Insurance

Health & Public Service
Health
Public Service

Products
Consumer Goods, Retail & Travel Services
Industrial
Life Sciences

Resources
Chemicals & Natural Resources
Energy
Utilities

TECHNOLOGY LEADERSHIP

As the largest independent technology services provider, we have a privileged position in the ecosystem and are the #1 partner of many key players, including SAP, Oracle, Microsoft, HP and Salesforce.com. The scale and scope of our Global Delivery Network are unmatched, with skilled professionals working from more than 50 delivery centers and at client sites around the world.

Altran

Leader mondiale in Engineering e R&D services (ER&D), Altran propone ai suoi clienti un nuovo modo di innovare, sviluppando con o per loro prodotti e servizi del futuro. Il Gruppo accompagna i propri clienti in ogni anello della catena del valore del ciclo di vita dei progetti, dall'ideazione all'industrializzazione. Da oltre trent'anni Altran mette a disposizione la sua esperienza agli attori-chiave di numerosi settori, fra cui Aerospazio, Automotive, Difesa, Energia, Finanza, Life Sciences, Ferroviario, Telecomunicazioni. Nel 2016, il gruppo Altran ha generato ricavi per 2,120 miliardi di euro. Con un organico di oltre 30.000 dipendenti, Altran è presente in oltre 20 paesi.

Altran è presente in Italia dal 1996 e impiega circa 2.800 dipendenti. Ha sedi in buona parte del territorio nazionale: Genova, Torino, Milano, Trieste, Verona, Padova, Bologna, Modena, Pisa, Firenze, Roma, Napoli, Pomigliano, Brindisi. Nel 2015 ha generato un fatturato di 208 milioni di euro.

www.altran.com e www.altran.it

About Altran

As a global leader in Engineering and R&D services (ER&D), Altran offers its clients a new way to innovate by developing the products and services of tomorrow. Altran works alongside its clients on every link in the value chain of their project, from conception to industrialization. For over thirty years,

the Group has provided its expertise to key players in the Aerospace, Automotive, Defence, Energy, Finance, Life Sciences, Railway, and Telecoms sectors, among others. In 2016, the Altran group generated revenues of €2,120bn. With a headcount of more than 30,000 employees, Altran is present

in more than 20 countries.

Altran was present in Italy since 1996 and currently employs about 2,800 people. It is headquartered in Rome and is located in much of the country: Genoa, Turin, Milan, Trieste, Verona, Padua, Bologna, Modena, Pisa, Florence, Naples, Pomigliano, Brindisi. In 2015 it generated sales of 208 million €.

www.altran.com and www.altran.it

BT in Italy

About Us

A division of BT Group, Global Services is a global leader in managed networked IT services working for around 7,000 large corporate and government customers in 180 countries worldwide, including a significant presence in Italy.
Our customers benefit from our global reach and our ability to deliver services locally in the countries they are in.

In Italy BT is the main country-wide operator exclusively focused on business-to-business services, offering communication and IT services and solutions to private and public sector. Through a wide array of solutions ranging from networking to security, from conferencing to business mobility, Italian customers gain from BT's ability to tailor products and services to their industry, leveraging on the vast experience, talent and capabilities from BT's different practices around the world in the Financial, Manufacturing, Pharmaceutical, Logistics, Retail and Oil&Gas industries.

For the Small and Medium Enterprise segment, consisting in Italy of more than 400,000 businesses, BT has developed a broad portfolio of solutions based on the integration and convergence of fixed and mobile services and designed to reduce the complexity, costs and responsibilities of business communication management.

BT has operated in Italy, which is one of its key markets outside the United Kingdom, since the early 1990s, first as Albacom, then as BT Italia, which over the years has absorbed the business of Albacom, Atlanet and I.NET.

In Italy BT employs over 1,200 highly skilled professionals and technicians. Our customers are at the heart of all we do, and we use state-of-the-art technologies to support their business and help them thrive.
With the skills and infrastructure of a Full MVNO, BT can offer in Italy innovative business mobility and Sales Force Automation solutions.

> " With a broad and complete portfolio of services and solutions, BT continues to be the ideal partner for Italian companies. Particularly at a time like this, when so many representatives of Italian excellence seek to establish themselves in new markets and need to focus all their efforts on their core business, it is important for them to be able to entrust a reliable, innovative and global partner like BT with their business communication and IT. "

CMT group, active since 1991, is an Information Communication Technological Company which helps companies to communicate with their partners, suppliers and sale network with the best performance.

We support companies in the transition to the digital document thus by providing Digital Communications Management services through which companies can undertake a structured path toward the dematerialization of communication and strategically complement traditionally processed documents with scanned documents.

As Digital Management Communications CMT group intends a package of innovative solutions toward the dematerialization, to organize communications with customers and other figures (suppliers, employees, sales force, partners) in a structured and effective way in accordance with new economic, regulatory, business and efficiency targets.

Integrated solutions to construct new ways to communicate, compose documents, invoices and store digital documents, as well as distributing communications, campaigns for programs and documentation intelligently across multiple channels, with a tracking path of each digital document which guarantees security and measures the return.

Companies are able to integrate the information, to feed the managerial systems (ERP, CRM,..) to analyze customers data by segments, to create high volumes of "personalized" communications and meet with the digital storage needs including the electronic storage according to the law.

Vision

Ensure efficient and effective communications, enable the companies to build personalized relationships with their customers in order to create confidence, to generate values and durability

Gruppo CMT - Via dei Prati Fiscali, 201 - 00141 Roma
Tel +39 06 8125553 - Fax +39 06 8860148 **www.gruppocmtrading.it**
Gruppo CMT è un marchio di C.M.Trading S.r.l. a S.U. P.IVA IT04077341008 Cap. Sociale € 200.000 i.v.

Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. **A global leader in consulting, technology and outsourcing services**, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Rightshore® combines global talent from the right balance of onshore, nearshore and offshore locations to work together with clients as one team. This balance allows the optimum solution for client's business needs, improving productivity and reducing operating costs by implementing agile, efficient processes. **Capgemini Italy** has 3,300 professionals across 10 offices in Italy.

The Innovative offerings

- **Insights & Data:** the Insights & Data Global Practice combines technology excellence, data science and business and industry expertise to help organizations drive valuable and actionable insights from internal and external data. Capgemini provides KPI and specific analysis for each sector to improve business performance for entities of any size and market.

- **Digital Customer Experience:** Capgemini builds solutions to deliver a personalized customer experience. Customer experience and customer needs must be linked in such a way as to benefit both the company and end users.

- **Cybersecurity:** the cybersecurity end-to-end services include IT and industrial systems, data and IoT products, leading companies to implement the digital transformation in a completely safe way.

- **Cloud:** Capgemini enables enterprises to overcome the barriers to cloud adoption and supports the transition from existing technology in a new way of working with the cloud.

- **Digital Manufacturing:** for a functional approach to the Industry 4.0, the Capgemini Digital Manufacturing services focus on improving the digital maturity of core manufacturing functions across product and asset lifecycle management, onsite and remote operations management, industrial IoT and Big Data, system simulation and industrial cybersecurity.

Industries

- **Public sector:** qualified teams modernize services, while incorporating significant budget reforms for public sector organizations, public agencies and local authorities.

- **Energy & Utilities:** Capgemini is a global leader in IT systems for smart electricity grids and meters, helping companies rise above constant changes in regulations and increasing environmental concerns.

- **Financial Services:** with a strong presence in major insurance companies and banking institutions, Capgemini rationalizes applications and IT infrastructures of financial organizations, helping them stay ahead through innovative business models, such as mobility and smart data management.

- **Consumer Products & Retail**: Capgemini supports clients to help them overcome various industry challenges by using technology, such as cloud computing, to build e-commerce platforms and improve user experience.

- **Telecoms, Media & Entertainment**: with more than 30 years' experience in the sector, Capgemini offers innovative solutions based on its deep sector and digital knowledge, and its technological expertise in networks.

Capgemini Italy contacts: **Michela Cotich**, Marketing & Communication, michela.cotich@capgemini.com;
Caterina Alemanno, Marketing & Communication TME & Large Account caterina.alemanno@capgemini.com
www.it.capgemini.com

Data Vison profile and history

A group of specialized managers in the "Information Technology" arena has founded Data Vision in 1994.

Data Vision mission is to provide Targeted Solutions, Innovative Products and High Quality professional services, specific for Clients wishing to create or manage projects and / or business activities, for which it is necessary a relationship with a reliable technology partner, qualified and open to technological innovations. For his Customers, Data Vision's goal is to design, implement and manage IT Infrastructure, Security, Networks, Data Centre and Application Platforms, meeting Customers' needs both in terms of business continuity and in terms of support to the growth.

Supply chain quality and Certifications. Data Vision design cycle and provision of product and services is governed by a Certified Quality Management System. Data Vision active Quality Certification are in good standing for ISO 9001:2008 Quality Management System and ISO 27001:2013 Information Security Management.

> **ISO 9001 Certification:** For his own Quality Management System Data Vision has achieved ISO 9001: 2008 certification about: "*Design, implementation and management of Information technology Systems, Software and hardware development and supply* "
>
> **ISO 27001:2013 Certification:** Data Vision has achieved ISO 27001: 2013 certification about "*Design, implementation and management of Information technology Systems. Software and hardware development and supply* ".

Microsoft Certification: Data Vision is certified Microsoft Partner Gold Data center.

ICT Security Certification: Data Vision has identified the security of its customers' systems as one of the major problems of the third millennium. Data Vision chose McAfee as a reference platform for the protection and systems security. Since 2009 Data Vision reached and maintains Gold certification about Intel Security (formerly McAfee).

Outsourcing & Airport services specialization and competences: Data Vision delivers Design and Implementation Service, outsourcing (support, maintenance and Help Desk) on main ICT Systems and Products. Data Vision, with his own lean Service Model, deliver more agility and flexibility into Customer Business Model by delivering IT outsourcing services ranging from network, data centre and cloud services, end-user and application support.

In addition to the specific outsourcing competence and experience, Data Vision is a leading provider of ICT services for Airports. The commitment and achievements in service delivery and the active presence in major Airports in Italy, in addition to the activities abroad airports, allowed us to build a unique expertise on hardware/software and organizational key elements of this challenging industry.

Data Vision delivers Design and Implementation Service, outsourcing (support, maintenance and Help Desk) on SITA CUTE APC Systems. For Airports Systems activities, Data Vision has Certified Specialists for SITA APC CUTE. Most of the services are delivered in "*outsourcing model*" ensuring very challenging SLA.

Applications development specialization Data Vision is able to provide software packages, application development and consulting services with high quality levels, making available to customers a structure characterized by specialists with specific experience and tools such that it can operate on most popular platforms and technologies.

Mobile APP development Since 2010 Data Vision has developed a proficient Team on mobile app development. Mobile Development Team is skilled to deliver complete support for the three reference platforms: Android; iOS and Windows Phone. Data Vision Mobile development capabilities are focused not only on endpoint side coding but also on the full stack that enable services and deliver user experience.

Main Data Vision Customers:

> *Government*: INPS, INAIL, CASAGIT.
> *Transport Industry***:** SEA, ADR, SITA, ENAV, SAGAT.
> *Private*: TOYOTA-F.S, 3-WIND, BNP PARIBAS LG, SIRAM.

Data Vision S.r.l.	Sede Legale	Sedi Commerciali	
www.datavisionsrl.com	Via Fortore, 7	Via dei Castelli Romani, 15	Via Ausonio, 5
info@datavisionsrl.com	04011 Aprilia (LT)	00040 **Pomezia** (**Roma**)	20123 **Milano**
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	Fax +39 06-91611110	Fax +39 06-91611110	Fax +39 06-91611110

Cert. n. AJA/EU/09/11467

datawizard

❖ **Company**

Datawizard is an innovative consulting and Information Technology company founded in 2008 by a group of professional consultants with previous extensive experience in major consulting companies (Google, Altavista, RCS, PriceWaterhouseCoopers ed IBM.). Datawizard's main business is to support its customers to further develop and maintain their IT and application infrastructure. The company is organized in three main divisions: IT support and service; Application Development and Maintenance; Research and New Solutions.

The Research and New Solutions division is an internal division fully dedicated to develop and discover new solutions such as innovative digital health solutions, e-commerce services, Semantic Technologies, AI (Artificial Intelligence) technologies and Big Data analytics.

Datawizard provide services on these three areas:
- E-health
- Digital Marketing
- New Media, Mobile, Web application and Big Data Analitics

❖ **EU project**

Datawizard won a Horizon 2020 SME Instrument founding opportunity with the Project Pharmawizard, an innovative mobile service in the Healthcare and Pharmaceutical sector which supports: Citizens in the "intelligent" search, comparison, purchase and "smart" management of medicines; Players in the healthcare market (pharmacies, physicians, hospitals, public health services, distributors and pharmaceutical producers) to better understand their patients and better promote their products.

❖ **Partnerships with other companies and/ or other institutions**

Main ongoing collaborations of Datawizard are:
- Semantic Web researchers: Prof. Michele Missik of from CNR (National Research Center);
- LEO Pharma
- Filo Diretto Insurance company
- Natural Language processing researchers: Prof. Velardi from University La Sapienza of Rome;
- Engineering: First Italian system integrator;
- Iquii: Top Italian digital marketing company;
- Add2cart: the first Magento Saas e-commerce solution;
- Studio Legale Grappelli: experienced on intellectual rights and contracts;
- Hero: company expert on ecommerce software, security and payment systems.

DMXLAB is a company that works in the information technology's field and it is composed by qualified and reliable professionals. The central office is located in Cisterna di Latina's industrial area, in a new building of 800 square meters. The structure is composed from two floors, where beyond the administrative and commercial offices , our technical and developing staff is organizing the main activities. Here we are managing the major part of the activities related to providing support to our clients, offering assistance to them through our Help Desk, managing the activities related to the software development, maintenance and any other type of intervention which does not requests home assistance. The building comprises a data centre, IT infrastructures, needed for computer services provided to our clients companies, and development laboratories where our best ideas take a shape and receive a name. Beyond our main office located in Cisterna, DMXLAB is present on the Italian territory also in Rome and Milan. This small offices are representing a strategy of entrepreneurial expansion of our company on medium and long term. All this offices are a step towards our clients from that regions, a way to get closer to their demands in order to provide the fastest and efficient responses in real time. Our objective is related to future expansion of our activity without forcing our actual productive ability.

OUR MISSION

Our mission is to provide to our clients highly qualified services in the information technology field and to offer also assistance and consultancy at 360 grades.

Our offer is consisting in maintenance of the IT existent infrastructures and to provide the best solutions for implementing new ones, also we are supplying services such as backup and storage systems, domini registration, electronic and certified mailbox, management of data security, connectivity, implementation of certified networks for data/cabled voice or wireless, configuration and maintenance of electronic mailbox server, designing and implementing static and dynamic websites and project development related to editorial graphic and design.

DMXLAB is also a house software able to develop robust and scalable applications in every programming language, customized for any operative demand and continuously adapted to growing demands presented on the market of new and available hardware.

"You're only as good as your last success."

In information technology's field we cannot speak about final solutions because this is a sector where what is new become very quickly old. The technology's development takes place very fast and the market is absorbing all new products in order to judge their validity and efficiency. Our most important capital consist in the experience in the sector and our ability to assimilate and use the newest and available technologies, to those we can add the competences and passion that our staff uses every day in their work.

We strongly believe in the following statement "You're only as good as your last success", which remembers us that our past success is not so important for growing as our last satisfied client, until his next request. In this sector you cannot live from private income: the IT world is a reality that is developing very fast as we cannot afford to rest on one's laurels.

OUR VISION

DMXLAB is built from brain and passion: we believe that technical competences are not enough for facing the most severe judgments and the most difficult tests, as the enthusiasm is useless without proper knowledge to put our ideas into practice.

We chose to compete in any IT application sector, because we believe that in this way we can maintain the technology's development vision and we can fully enjoy its advantages.

In order to do this we divided ourselves in different working teams and we specialized and organized our activities in such a manner to use all the talents we have.

Working with passion and commitment in this sector which is growing faster than any other: we maintain the past memory which helped us to grow until now, but our eyes are directed to the future, a future that inspires our work and which is built by us day by day together with those who are choosing us and believe in what we are able to do.

Enel Group

Enel manages around 38 GW of installed capacity from water, wind, geothermal, solar, biomass and co-generation plants in Europe, the Americas, India and Africa. Enel is the most technologically diversified company operating in the global renewables sector.

We were the first in the world to replace traditional electromechanical meters – as used in Italy – with "smart" electronic meters, enabling real-time usage readings and remote contract management. This innovative measuring system is critical for the development of intelligent grids, smart cities and electric transport. Furthermore, to open up the world of energy and new technologies, we founded the new company Enel Open Fiber and laid the foundations for the infrastructural development of a national ultra-broadband network.

Business and shareholders

In 2015, Enel generated a total of 284.0 TWh of electricity, distributing 417.4 TWh over its own grids and selling 260.1 TWh. Company revenue totalled 75.7 billion euros, with an EBITDA of 15.3 billion euros. Enel also sold 8.9 billion m3 of gas. Listed in 1999 on the Milan stock exchange, Enel has the highest number of shareholders of all Italian companies, with 1.1 million retail and institutional investors. Enel's largest shareholder is the Italian Ministry for the Economy and Finance. In addition to Enel, other group companies are listed on the stock exchanges of Italy, Spain, Russia, Argentina, Brazil, Chile and Peru. Thanks to its code of ethics, sustainability report, policy of respect for the environment, and the adoption of international best practices on transparency and corporate governance, Enel counts among its shareholders the largest international investment funds, insurance companies, pension funds and ethical funds.

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PROFILE

Esatek was founded in 1995 in the industrial area of Cassino (FR), traditionally automotive-oriented because of the presence of FIAT Auto, today FCA (Fiat Chrysler Automobiles Group). Esatek develops and supplies Industrial Automation Systems, Process Control Systems, as well as Logistic Automation Systems.

The company is governed by a Board of Directors and is composed of Technical, Administration & Accounting and Management & Control offices.

Over the years, Esatek has steadily improved its internal organization by creating a multifunctional structure and since 2002 the company has extended its skills and experiences to the development and design of mechanical systems for the automation.

Today, the company proposes itself to both the domestic and the international market as a reliable partner in the development and design of complex industrial automation systems, proposed with the formula "turnkey", with high technological content and in line with the Industry 4.0 directives.

AUTOMOTIVE AREA

Esatek offers complex automation systems, among which conveyors, robotic systems, LGV (Laser Guided Vehicles) systems, product identification and production flow control systems.

Last project: in 2016 Esatek installed in the Paint Unit of Piaggio & C S.p.A. (historical customer of the company) a new conveyors system, including robotic cells, product identification system and Production Flow Control system.

LOGISTICS AREA

Esatek has developed and installed its own WMC (Warehouse Management Control) system to control the technological systems in the High Automation Warehouses, as well as its own basic WMS (Warehouse Management System) with extended functionality for interfacing with customers' complex WMS.

In the logistics area, Esatek also offers all the different technological systems, such as stacker cranes, conveyor systems, robots cells, LGV and related optical product identification or RFID systems.

Last project: in 2017, Esatek is working to modify and extend the conveyors system to the Picking Area of the factory Perugina-Nestlé of Nestlé S.p.A. (historical customer of the company).

TECHNICAL SUPPORT SERVICES

For all installed systems, Esatek provides full technical support both remotely and on site.

Etcware is an innovative ICT company formed in October 2007 by professionals with long experience in the computer industry Internet portals and web applications.

The activities that Etcware plays are mainly related to **Semantic Web** and **Open Data** applied to innovative applications particularly in the context of Cultural Heritage, tourism and education.

Here is a short list of the main projects and products:

- Implementation of the **Italian Garante Privacy institutional portal**.

- Participation in the European project **IKS**, where we have created an application of the Apache project **Stanbol** (http://stanbol.apache.org/) creating a system of ontology extraction.

- **Mibac Innovative platform** to implement cultural heritage thesaurus,

- Tor Vergata University development and maintenance of the faculty **portal.**

- Tor Vergata University **didattica web application**.

- Valle d'Aosta region Alcotra innovation **Living Labs portal**

- **Mapcast** (http://www.mapcast.it), that is a system product based on a geo-semantic repository, oriented to cultural, green and specialized tourism, designed, developed and distributed by Etcware srl.

Mapcast provides the following products:

Mapcast Web editing console (SAAS)

- To create, edit and publish multilingual (italian, english, chinese …) POIs (Point Of Interest), Stories and Itineraries.

- To create QRcode to visit indoor places, exhibits, museums.

Mapcast app (downloadable from Android and iOS markets)

- Google maps or OpenStreetMap switching.

- Tourist Navigator guides tourists on itineraries with voice and warns them of the presence of stories to listen in different languages.

- POIs, stories and itineraries searching by proximity and / or category (semantic search).

- Indoor navigation (museum) with QRcode recognition.

- POIs, stories and visited itineraries local storing.

EXALTECH

CREATING INNOVATIVE EXPERIENCE

Ours is a team of young engineers specializing in innovative technologies for businesses

The development of analysis and of design, the construction and commissioning of **complex multi-platform computer systems** (desktop, web, mobile); R&D activities focused on the newest computer science technologies; the development and the production of **usable interfaces in industrial context**, represent our company's core business.

We have been creating innovative realities since 2009

- Custom software development
- Customized counseling
- Product innovation

We pride ourselves in finding innovative alternatives to current solutions, and above all we like to develop these solutions

The continuous research in the field of experimental technology, has led us to explore the world of the **Industrial Internet of Things** (IIoT) and wearable devices (smartwatch, smart glasses, etc.) within the production environment. From a detailed analysis of the inefficiencies linked to the various stages of the production process, and the belief that the use of innovative non-invasive technology should be able to reduce downtime and make the production process less subject to errors, **SMACTORY took life**, a set of intelligent solutions for the Industry of the Future.

SMACTORY, produce more and waste less with Industry 4.0

SMACTORY is an innovative startup, founded with the aim to support SMEs in the transition to the Fourth Industrial Revolution. The SMACTORY solutions are able to streamline processes and maximize the efficiency of the entire logistics supply chain of SMEs, allowing them to become part of the "Industry 4.0" world easily and with moderate investments. Discover SMACTORY on www.smactory.com

We enjoy the trust of

Novartis Vaccines & Diagnostics ● Johnson & Johnson ● IBI ● Janssen-Cilag ● Mappi International ● University of Cassino and Southern Lazio ● Sapienza University of Rome ● Decisyon ● National Research Council ● Unindustria of Latina ● Province of Latina

Information and contacts

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E-mail info@exaltech.it
Website www.exaltech.it

GS Automation S.p.A. is an Italian company involved in the Oil & Gas field around the world, focusing on Engineering, Operations and Maintenance.

GS Automation mission is the design, supply, installation, training, maintenance and technical assistance of automatic control systems for industrial plants (eg Fire & Gas, SCADA, DCS, PLC and Metering), Telecommunication systems and industrial process instrumentation.

Our staff are is specialized in the supply of "Turnkey engineering solutions" for the Oil & Gas, Petrochemicals, Electricity and Industries sectors in compliance with the international standards of Quality, Health and Safety as well as the Requirements for the protection of the environment.

GS Automation is operating both inland and abroad and the company organization and method of work are based on the most advanced and internationally accepted quality standards.

Our company is present in different parts of the world like Congo and Egypt and has the capacity to assist its clients in all the onshore and offshore locations in Europe, Middle East, Africa and the Gulf region.

In addition, our team working in the office and on the ground speaks French, English and Arabic correctly.

COMPANY PROFILE

COGEIN has been offering for over 40 years value-added IT solutions for Government and Business, with an absolute leadership in software and services for the management of Human Resources and cultural institutions, such as libraries and museums.

The corporate structure includes:

- Data Management HRM (solutions and services for administration and management of Human Resources): 500 specialists managing monthly payroll for over 1,5 million customer employees
- Data Management PA (software systems, processes and advisory for Local Administrations, Central Government and Libraries/Museums): over 40 years of experience and 5,500 cultural entities under management
- Argologica: application design, analysis, development and management in areas such as ERP (mainly SAP), System Integration, Business Intelligence, Data Warehouse
- Ancidata: projects for Smart Cities across platform for the generation of Open Data
- Archivalue: Document Management for government agencies, local and central Government managing over 3 million documents per month in a physical storage centre with surface of over 5,000 sqm.
- S2i Italia: global technology partner providing Document Management services for processing of health care spending and dematerialisation of receipts
- Emaze: a European cyber-security company with 75 employees, focusing on information security and providing software development, advisory and SOC services to telecommunication and financial services companies.

For additional information:
Marco Maroni, HR and Institutional Relations Director
marco.maroni@datamanagement.it

www.cogein-dm.it

COMPANY PROFILE

Emaze spa is a European company focused exclusively on information security, with offices in Brussels and Milan and software labs in Trieste-Udine (Italy).

Since its foundation in 2000, Emaze has been providing professional services to several of the top 10 European telecommunication, insurance, banking and rail groups. Emaze has 75 highly qualified professionals, and its processes are ISO9001 and ISO27001 certified.

Services provided include:

- Security Operation Center (SOC) services, including 24x7 remote security monitoring of client infrastructure and hybrid solutions with Emaze specialists operating within the client's SOC
- Security assessment services, including security testing of networks, web and mobile applications, hardware devices (such as customer premises or core network equipment, home automation and automotive telematics), audit of source code, training for application developers
- Software licenses and tailor-made projects for the automation of security functions, such as ensuring the compliance of network equipment configuration or providing traffic categorisation for agentless safe browsing

Emaze is developing new software security products and expanding its European footprint in Germany, Austria, Switzerland (DACH region). Emaze is also exploring strategic partnerships for R&D in Singapore and Canada.

Since 2016, Emaze is part of the Cogein-Data Management group, a leading Italian technology company with 40 years of experience in software and outsourcing for human resource management, document management and e-government solutions.

For additional information:
Domenico Cavaliere, CEO
domenico.cavaliere@emaze.net

ISED S.p.A. has been operating in ICT for 43 years and serves the vertical sectors of Industry (ERP, Production control; Command and control platforms for the defense; Production lines control; Cost control; Human resource management); eGovernment (Healthcare, Environment and Territory) and Universities, as well as horizontal markets including Administration and Management Control, eLearning, Technological Infrastructure Development, Networking and Security.

The overall aim of improving services to citizens in terms of Healthcare, Energy Conservation, Environment, Universities and Research, Security, Tourism and Culture has today become one of the company's primary commitments.

ISED designs platforms and services for clients, using the latest technologies, either open-source or "licensed" (Microsoft, Oracle etc.); this is made possible by a specialized planning team, always up to date on new technological developments.

ISED has an in-house Research, Development and Innovation team which actively collaborates with major Italian universities in order to support and nurture young researchers each year in the various topics; among these are Cloud Solutions, Energy Management, Emergency Management, Customer Intelligence, Regional Control Systems, Cultural Heritage and Tourism, Regional Healthcare, Virtual Showrooms, Company Clusters and Networks, eBusiness and Marketing Intelligence.

ISED also boasts an advanced Cloud Data Processing geared to state-of-the-art technologies and service paradigms (Next Generation Security, Dynamic Resource Allocation, Infrastructure as a Service, ICT as a Service, Business Continuity, Converged Technology Solutions…).

ISED has cooperated in the High Level Group on Business Innovation Services, established by the European Commission in 2014, and has participated in the work for the exchange of experiences on I4MS between Italian and German companies, organized at the German Embassy in Rome and at Siemens in Nurnberg (2015 -16).

ISED was awarded the "Premio dei Premi 2011 per l'Innovazione", established by the Italian Prime Minister's Office, by the President of the Italian Republic Giorgio Napolitano.

ISED, by means of its subsidiary B2X, has built its eBusiness platform, developing the Store Valtellina network, which is the first Italian industrial district and the winner of the 2011 "Prize for Innovation in ICMT – Information, Communication & Media Technology" in the "IT Driven" category (established by Confindustria Innovative and Technological Services) and listed among the European best practices in 2014 (see European Commission – High Level Group on Business Services - Final Report April 2014, which contains a summary of the project's main characteristics).

B2X (www.b2x.it), a company in the ISED Group, was founded in 2010 with the aim of becoming the Italian and international standard in the development of integrated solutions for eCommerce and customer influence, with proprietary platform above with integrated logistics offering multi-channel user contact and developing innovative business strategies.

It has become established on the market with an average growth rate of over 100% per year over the last three years, with more than 2,000 orders per day and, with the Group's technologies, has created integrated services in 2000 pharmacies. What makes B2X unique? It develops B2C, B2R and B2B sales channels, integrates online and offline operations and promotes customer loyalty with actions to increase conversion rates. It pairs technological services with marketing solutions that dynamically cluster users and use affinity algorithms to offer individually designed products. B2X supports the creation of new business models, with its skill at developing and integrating advanced technologies and web marketing and communication strategies. These models make the industry stronger using services essential to online sales, such as: creating new digital content, storing credit cards, managing logistics and shipping, tax and legal aspects, managing social commerce strategies and creating user experience solutions. We've taken our (multilingual) customer service to the next level with the feature of the personal assistant, a revolutionary element in the digital world; in Europe's first online car dealership, the personal assistant takes the purchaser on a live test drive and shows the car from every angle.

INGLESE

A valid workgroup aware that some people are better than us, but also there are those who are not.

Max-soft.net srl, evolved as the natural continuation of max-soft.net, sole proprietorship, consulting and design company which offers software e internet solutions, active since 2000. The company was formed in 2009 as sole partner LTD Company in the figure of its founder and director Massimo Ronza.
Our business deals concerning   consulting, support and develop of application software and solutions in the web environment, web marketing and also image and communication projects.

From the 2015 the company is active in IoT solutions for e-health project.

The idea
Is to offer the most effective solutions to support business companies and provide technological tools appropriate to meet specific needs for growth and development, reserving always a great care of design to obtain a functional projects that show an image of success.

ITALIANO

Un gruppo di lavoro valido e cosciente che c'è chi è migliore di noi, ma anche chi non lo è.

Max-soft.net srl, nasce come la naturale prosecuzione della max-soft.net, ditta individuale, impresa di consulenza e progettazione soluzioni software e internet, attiva dal 2000. La società, costituita nel 2009 come SRL a socio unico nella figura del suo fondatore ed Amministratore Massimo Ronza, si occupa di consulenza, supporto e realizzazione applicativi software e soluzioni in ambiente web, di Web Marketing e progetti di immagine e comunicazione a tutto tondo.

Web design, sviluppo software, web marketing sono le passioni e le professionalità che formano il team di lavoro.

Dal 2015 siamo attivi su progetti IoT in ambito e-health

L'idea
Offrire soluzioni di eccellenza a supporto del business delle imprese e fornire gli strumenti tecnologici appropriati per soddisfare specifiche necessità di crescita e sviluppo, riservando sempre la massima cura al design con la finalità di ottenere progetti funzionali che proiettino una immagine di successo.

Posteitaliane

Poste Italiane (PI) is the largest infrastructure services organisation in Italy. With a nationwide branch network, major investments in technology and **143,000 employees** with a wealth of experience and knowledge, Poste Italiane plays a key role in the process of growth and modernisation underway in Italy. Today PI provides postal logistics, savings and investments, payment, insurance and digital communication services to over **32 million customers**.

Majors strategic investments in **research** and **development** and in employee training have enabled PI to create advanced services that respond to the needs of our customers and reflect the changes that are taking place in Italian society.

Customer satisfaction, Trust, Ethics, Integration, Competence, Drive and **Innovation** are the values PI aspires to and which guide its operations in keeping with the traditions and history of the Italian post office.

Market Orientation and **Customer Focus** are the two primary guidelines of our organisational model.

Its operations are organised around **two commercial channels** and **three specialised business areas** backed by **company** units focused on strategy, governance, controls and the provision of services to support business processes.

The two commercial channels are run by the **Post Office Network** and the **Business Sales and Public Administration department.**

The **Post Office Network** manages the retail and small/medium enterprise segments. It serves as the main point of access to products and services and coordinates the post offices network.

The **Business and Public Administration department** focuses on major industrial groups, banks and the public administration.

Mail, Logistic and Communication Services provides letter, parcel and advertising mail services.

BancoPosta is the **business unit** dedicated to financial services, while the **Asset Management and Insurance Services** unit is responsible for strengthening our role as leading player in the asset management and insurance segment.

Poste Italiane is a public company and its shares are listed on the Italian Stock Exchange managed by Borsa Italiana S.p.A..

Poste Italiane: 2015 results

- *Total consolidated revenue: €30.7 billion, +7.8% (€28.5 billion in 2014)*
- *Consolidated operating profit: €880 million, +27.4% (€691 million in 2014)*
- *Consolidated net profit: €552 million, (€212 million in 2014)*

PROGE-SOFTWARE S.r.l.

Since 1985, Proge-Software is an appreciated player of the Information Technology market.

The company's core business has a wide range of services, solutions and products for the design, development, implementation, maintenance and support of ICT infrastructures and software applications.

Thanks to the valuable investments in R&D, Proge-Software has gained a stable position of excellence for the most innovative technologies, like Industry 4.0, IoT, Cloud, etc., owning certified skills in Business Intelligence, Business Analytics, Enterprise Performance Management and Data Warehousing area, and more others.

The main market of the company is the European one, with an increasing export incomes rate of about 40%. The head quarter is located in Rome, with branches in Milan and Eysins in Switzerland.

Proge-Software has longstanding relationships with the top players of the ICT market, addressing to them the effort of innovation and continuous improvement; they are: Microsoft, IBM, Dell, Sonus, Xamarine, Barracuda, Polycom, Spectralink, Oracle, Cisco, TIS, VMWARE, Plantronics, Snom.

Proge-Software is working side by side with Microsoft since 1992, being the first partner in Italy to be certified as a Microsoft Gold Partner. Since 2013, Proge-Software is ranked as first partner in Italy and ninth in the world for number and quality of Microsoft skills (Redmond Channel Partner https://rcpmag.com/articles/2015/07/01/most-competent-partners.aspx?m=1).

The company's competences are split in the following areas:
Infrastructure: Platform Migration, Cloud Computing, Infrastructure Optimization, System Management, Device Deployment and Management, Hybrid Cloud Storage, Backup and Restore Management, Infrastructure Operation Management.
Collaboration: Portal, Social and Collaboration, Messaging and Collaboration, Unified Communication, Communications 365 in a Box, Office 365.
Applications: Customer Software Development, Mobile Solutions and App, Business Intelligence, Application Management, Car Fleet Management, Health Care applications, Vertical Solutions.
Consulting: Application Lifecycle Management, Enterprise Security Solutions, Software Asset Management, Enterprise Project Management.

Innovation is the magic word that enriches the company's competitiveness.
Through the innovation Proge-Software is always up to date and can even anticipate changes capable to "break into" the market as disruptive novelties.
This target is pursued investing in the technological and professional upgrade of the company's staff and strengthening the collaboration with universities and big players, first of all Microsoft.

Therefore, we can say; **"In Proge-Software we build the Future. Today".**

SOFTLAB

WE ARE

Founded in 1985, Softlab S.p.A. is a company specialized in designing systems, solutions and in Business Process Outsourcing. Consisting of over 400 resources and with 5 Italian locations and an office in Saudi Arabia, for over 31 years Softlab realizes complex technological solutions, complete and innovative, supporting its clients in defining their business strategies.

>100 Clients **In Italy**

>400 Technicians **Certified**

>31 Years of activity **ICT Sector**
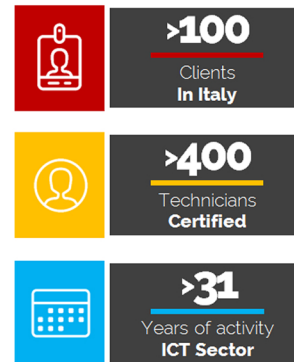
ORGANIZATION

The sales organization consists of two Operating Divisions, one in the public sector and one in the Private one, thus ensuring a coverage in different vertical market segments.

40% **FINANCE**

34% **INDUSTRY**

21% **GOVERNMENT**

5% **INTERNAL PROJECTS**
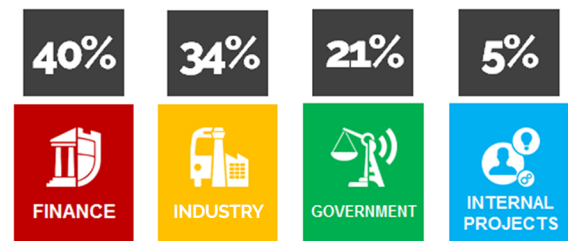
I&D

Softlab has an Innovation & Development Department focusing its activity on the study, realization and application of new technologies such as the Semantic Web, IoT, new paradigms of cultural heritage fruition.

Internet of things

Enterprise network management

Port piloting

Semantic web

Environment monitoring

Incoming projects

SKILLS

Softlab guarantees cutting-edge technological choices and innovative solutions in various areas of ICT.

Software Design & Development

Business Intelligence & Analytics

Marketing & Cross media

Customer Relationship Management

Business Process Management

Knowledge Management

Application Management

CERTIFICATIONS

Microsoft Partner
Gold Data Platform
Gold Hosting

IBM Business Partner

ORACLE Gold Partner

Sogei - Società Generale d'Informatica SpA - is an italian Information Technology company fully owned by the Italian Ministry of Economy and Finance.

Sogei has been active for over 40 years and is the technological partner of the Italian Ministry of Economy and Finance developing digital services to meet the automation and information needs of the operational and management processes of the Ministry itself, the Court of Auditors, the Tax Agencies and other public administrations.

About 2,200 people, with consolidated expertise and a strong tendency for innovation, ensure the daily operations of over 87,000 workstations in the peripheral tax offices and the direct link connecting external bodies, citizens, companies and professionals to the central Tax Information system

The creation of Strategic decision-making systems are tools provided to support economic-financial and fiscal tax policies as well as the strategies contained in the e-government thus guaranteeing high standards of quality and security.

Our business model generates value for the institutional customers and Sogei highly values all investments in technologies, training and professional growth of human resources, as well as Research and Development funding and related activities.

Thanks to integration and centralization of infrastructures and the features of the single IT services platform provided by the Cloud system, today Sogei is more than ever a company with the capacity to provide concrete opportunities for growth, spending review and rationalization and increased efficiency of public information systems.

For additional information: Fabrizio Rauso, Chief Digital Officer frauso@sogei.it

Who We Are

We are an Italian company focus in **outsourced omnichannel** customer experience management. System Data Center connects the biggest and most respected brands in Italian market with their customers by providing customer care, technical support, customer acquisition, digital solutions, analytics, back-office and other specialized services to ensure consistently positive customer interactions. When your customers contact you or vice versa, we are there to support them and make sure they have a unique experience with your brand in all channels.

For almost four decades, we have been helping our clients in Italian market strengthen their relationships with their customers.
We are a team of more than 300 passionate people working in Rome providing outstanding customer experience

Provides a set of contact center services "core" that, thanks to an E2E approach and through the use of expertise, proven methodologies and tools, allows to handle the customer base effectively, improving the customer experience and perception quality

What We Do

Multichannel customer care

- Customer service

- Help desk

- Pre & post sales support

- Up-selling and cross-selling

Back office specialist

- Back office with complaints

- Back office document

- Back office contracts (collection documentation, activation contracts and renewals, etc. ...)

Markets

- *Utilities*

- Customer operations for companies that manage the sale and distribution of electricity, gas, energy efficiency and other commodities

- *Finance*

- sales and after-sales services in the banking, consumer credit, insurance. support solutions and assistance on credit cards and electronic payment

Numbers 2016

Total Events managed: *4,1 milion*

Total inbound events: *2,000,000 call 7,500,000 working minutes*

**Total back office event:** *1,200,000 ticket*

Total outbound call: *850,000 contacts*

Founded in 1997, the mission of the Company is to provide consulting services to medium and-large customers, focusing on three areas of specialization:

- privacy and information security (compliance to the Italian Ptrivacy Code and, from now on, to the European General Data Protection Regulation),
- development and management of organization and control models pursuant the Italian legislative decree 231/2001 on corporate criminal liability,
- development of advanced procedural systems in Human Resources.

Associated with Confindustria since its establishment.
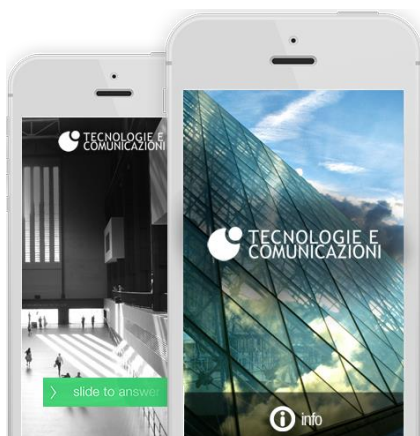
PRIVACY AND INFORMATION SECURITY. Using a proven methodology, our consultants analyze the privacy requirements of the customer and develop the appropriate procedures, paying constant attention to the simplification of the processes,. Staff training is delivered as an essential part of every privacy project. The company is currently performing studies and activities for the GDPR implementation.

DEVELOPMENT OF ORGANIZATION AND CONTROL MODELS (Lgs. Decree. 231/2001 on corporate criminal liability). Experience in the analysis of processes enables our consultants to quickly develop the organization and control model required by Legislative Decree no. 231/2001. The model is complemented by a dedicated computer system to identify the individual responsibilities within the company with respect to the possible commission of relevant crimes .

DEVELOPMENT OF ADVANCED PROCEDURALS SYSTEMS IN HUMAN RESOURCES. The complexity of the Italian legislation on personnel management requires specific simplification measures to allow leaders and employees to access independently and effectively to information and operations that govern relations between the company and the employee. Our company has acquired specific knowledge in this area.

Telecom Italia SpA – Company Profile

Telecom Italia S.p.A incorporated on March 22, 1905, operates fixed voice and data infrastructure in Italy, and provides mobile network platforms. The Company focuses on various areas of digital services, including Enriched Communication, Trusted Digital Life, Business Life, Indoor Life, Mobile Open Life and Digital Entertainment. The Company's segments include Consumer, Business, National Wholesale and Other.

The Company is engaged in developing various projects in areas, including Smart Green, Social Reading, Solutions for good schooling, Digital tourism 2.0, Smart Home, FriendTV and Big Data. Smart Green is the assessment of projects connected with the environment and potential partnerships with the local government offices for the monitoring of air in public offices and urban areas, using networks of sensors connected to the Company's Cloud.

TIM as leading ICT group in Italy, is enabler of the country's digital life. Its keywords are: excellent quality of customer service, spreading of premium services and digital content, thanks to the development of innovative infrastructure.

Investments in fiber and 4G over 2016-2018 will be more than 4.5 billion euros, continuing the rapid extension of coverage. At October 2016 coverage has reached 56% of households with fiber and 95% of the population with 4G, ahead of company forecasts. The goal is to close 2017 with around 80% fiber coverage and 98% in 4G.

For its customers, convergent offers with innovative digital services and contents, and many applications and devices: smartphones, tablets, set top TV decoders, apps and cloud storage. As well as contents: a gaming library, e-books and magazines, music and audiovisual contents enriched with premium contents, such as major sporting events. To simplify the daily life there are new solutions: electronic payment systems, smart homes, electronic medical records and certified electronic mail in the healthcare and government sectors, for the schools interactive multimedia whiteboards and web-based learning environments.

As for the business world, a broad and modular offer: converging calling plans, high speed connectivity, a vast selection of applications for storing and managing data or controlling energy consumption, an advanced platform for cloud computing for the virtualization of applications and infrastructures. For small and medium-sized enterprises TIM Impresa Semplice has developed advanced solutions: services include Certified Electronic Mail, Digital Signature and Digital Invoicing, together with IT solutions based on Nuvola Store cloud services.

Abroad its strength is Brazil, where TIM Brasil, with 63.2 million customers and a market share for the lines of 25.2%., is a major player on the market. Leader in 4G coverage it aims to further develop the new generation infrastructure, with investments within 14 billion reais by the end of 2018.

TIM key numbers in the first 9 months of 2016

- 29.5 million mobile lines in Italy
- 12 million are broadband or ultradbroadband users
- 11.4 million connections to our fixed network in Italy
- 7.1 million are broadband or ultrabroadband accesses 63.2 million TIM Brasil customers
- 62,205 employees, of whom 52,007 in Italy
- 3.1 billion € industrial investments (5.2 billion in 2015)
- 13.9 billion € revenues (19.7 billion in 2015)
- 5.9 billion € EBITDA (7 billion in 2015)