



# Absolute digital.

Consolidated experience, unique expertise,  
continuous research and a profound knowledge of  
the various market sectors - public and private -  
make the Al maviva Group the Italian leader in  
Information & Communication Technology.



DIGITAL CHANGE



DIGITAL CUSTOMER  
MANAGEMENT



PEOPLE CENTERED  
TECHNOLOGY

**77**

BRANCHES

**46,000**

EMPLOYEES

**1,096**

BILLION EUROS  
(2022 Turnover)



# IT made in Italy

Italian leader in the Information Technology sector,  
Almaviva accompanies the digital transformation in the  
key sectors for the country's economy.

Presence in Italy as a reference of value. And out  
of solid "Made in Italy" expertise, combined with  
the ability to integrate different cultures, skills and  
experiences, a global network was born. Key player  
in digital transformation.

**ITALY**  
**BELGIUM**  
**DOMINICAN REPUBLIC**  
**EGYPT**  
**UNITED ARAB EMIRATES**  
**FINLAND**  
**RUSSIA**  
**SAUDI ARABIA**  
**USA**

**4,500**

EMPLOYEES

**721**

MILLION EUROS  
(2022 Turnover)





A unique service model based on the quality of people, technological innovation and solid process expertise.

**BRAZIL  
COLOMBIA  
TUNISIA**

**41,100**

EMPLOYEES

**325**

MILLION EUROS  
(2022 Turnover)

## Digital mindset, Human touch

A new vision of Customer Experience Management for the organizations willing to innovate the Customer Journey in a dynamic and multi-channel way.

**Almacontact**

**Almaviva**  
do BRASIL

**Almaviva**  
TUNISIE

**CRC**  
Grupo  
Almaviva

# #AI4YOU

## The natural interaction with technology

Almawave is one of the major Italian players with an international vocation in artificial intelligence and natural language processing applied to Information Management and Smart CX Management.



AI-driven «made in Italy» technologies based on Machine Learning, Deep Learning and Natural Language Processing. The Digital Transformation designed on the frontier of innovation.

**ITALY  
BRAZIL  
U.S.A.**

**400**  
EMPLOYEES

**50**  
MILLION EUROS  
(2022 Turnover)

# Value Mix Strategy







# Digital Transformation

	TRADITIONAL	CURRENT	EMERGING	FUTURE
CUSTOMER EXPERIENCE	CUSTOMER INSIGHT	OMNI-CHANNEL	DIGITAL MARKETING	ONLY FOR YOU
PRODUCT & SERVICE	CONNECTED	PAY PER USE	PREDICTIVE USAGE	AUTONOMOUS SERVICES
OPERATIONS	ANYTIME, ANYWHERE, ANY DEVICE	AGILE APPROACHES TO WORK	CUSTOMER CENTRIC & STANDARD PLATFORMS	AIOPS
ORGANIZATION	DIGITAL COLLABORATION	DIGITAL SKILLS & VIRTUAL WORKFORCE	DYNAMIC PARTNER ECOSYSTEMS	COLLABORATIVE MATRIX





## Vertical expertise



TRANSPORTATION



GOVERNMENT



FINANCIAL SERVICES



MANUFACTURING



TELCO, MEDIA & UTILITIES



## Technological domains



INTERNET OF THINGS



BLOCKCHAIN



GIS & REMOTE SENSING



ARTIFICIAL INTELLIGENCE



AI & NLU FOR CUSTOMER TRANSFORMATION  
SMART INTERACTION



AI & NLU FOR CUSTOMER EXPERIENCE  
INFORMATION MANAGEMENT



NATURAL LANGUAGE PROCESSING



ENTERPRISE APPLICATION INTEGRATION



MIXED & VIRTUAL REALITY



CYBER SECURITY



SALESFORCE



SERVICE MANAGEMENT



APPLICATION PERFORMANCE MONITORING



DEVOPS



DIGITAL EXPERIENCE



CLOUD SERVICES



DATA CENTER INFRASTRUCTURE





# Partnerships & Certifications

## PARTNERSHIPS



TECHNOLOGY PARTNERS



AGREEMENTS



SPECIFIC MARKET ALLIANCES

## CERTIFICATIONS



QUALITY



INFORMATION SECURITY



BUSINESS CONTINUITY



IT SERVICE MANAGEMENT



SOCIAL ACCOUNTABILITY



OCCUPATIONAL HEALTH & SAFETY



ENVIRONMENT



ENERGY



# Practice & Digital Solution Services



DIGITAL SOLUTION SERVICES



IOT & EMERGING TECHNOLOGIES



CLOUD



MANAGED SERVICES



SECURITY







# Proprietary Platforms & Solutions

**Qiride**

**MOOVA**  
ABSOLUTE MOBILITY

  
**GIOTTO**  
ALMAVIVA ENTERPRISE  
DIGITAL PLATFORM

**Almaviva**  
Agrifood

 **JOSHUA**  
CYBERISK VISION

  
**R2D**  
rural & digital

 **AlmaToolBox**

 **Audioma®**

 **FlyScribe®**

 **Verbamatic®**



# Services



MANAGED OPERATIONS



DIGITAL



CONSULTING



APPLICATION MANAGEMENT







[WWW.ALMAVIVA.IT](http://WWW.ALMAVIVA.IT)