

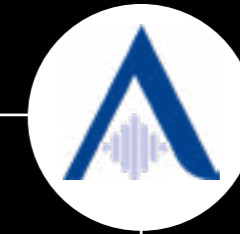
 **Almaviva**  
absolute digital

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# ALMAVIVA GROUP



**8 Countries**



**65 offices**



**887 mln** turnover in 2019

**45,000** people

**3** 7 PB-storage technological Data Centers

**27,500** worldwide agent positions

**5** global recruiting & training centers

**12** competence centers

**Global sharing, local thinking**



# HISTORY



**We have memory,  
we look to the future**



# GLOBAL DIGITAL IDENTITY



## Digital Customer Management Digital mindset, human touch

A new vision on a global scale to get the highest quality of Customer Experience Management



**CRM**



## People-centered Technology The power of natural language to engage & understand

The power of natural language to engage & understand

Natural language-based technology to enhance processes of Customer Interaction and Knowledge Management



**TECH**



YOUR  
EVOLUTION,  
YOUR DIGITAL  
JOURNEY

Three integrated  
aims to transform  
solutions & services

## IT Services Evolving & transforming in a changing world

IT solutions for 4.0 enterprises and digital-first Gov. willing to seize the ongoing transformation opportunities



**IT**





# INNOVATION LABS & COMPETENCE CENTERS



## 12 ● tech labs

- Language & Voice Technology
- Automatic Speech Recognition
- Contact Management
- Speech & text Analytics
- IoT
- Biometrics & Facial recognition
- Blockchain & Distributed Ledger Technology
- Monetics & mobile payment
- Smart mobility
- C4ISTAR command & control systems
- Robotic Process Automation
- Mesh application
- Smart Energy Management
- Machine Learning, Deep Learning & Artificial Intelligence
- Spatial Thinking

## 17 ● competence centers

- Information management
- Data Engineering & Strategy
- Process automation
- API Economy
- DevOps & Digital Lifecycle
- Test engineering
- Cyber Security
- Web & Portal Development
- Document & Data Management
- Enterprise Application Integration
- ERP platform & enterprise solutions
- Open Source

Today's effectiveness,  
tomorrow's challenges

# ABSOLUTE DIGITAL.

**Evolving & transforming  
in a changing world**



## ● **Knowledge of Everything**

Enterprise 4.0 · Machine learning · IoT · Blockchain & DLT · Asset tracking certification · Food supply chain · Connected vehicles · Large-scale data processing & distributed computing · GIS & spatial thinking · Human-centered decision support systems · Smart data · Mesh applications · Smart City · Smart agriculture · Smart energy & facility management · Led lighting management

## ● **Digital Change**

Cloud computing · Managed operations · DevOps · Enterprise application development · ERP platforms & enterprise solutions · API economy · Cyber security · Threat mitigation · Identity & access management · Digital transformation · Software asset management · System integration

## ● **Digital Customer Management**

Multi-channel customer management · Sales management · Back-Office operations · Trade marketing · Logistics management · CRM technologies · Process automation · Advanced analytics

## ● **People-centered Technology**

Speech & text analytics · Natural-language Front-End · Conversational platform · Knowledge management · Automation · Voice of the customer & Customer experience management · Cross-channel insight





# Knowledge of Everything



enabled by GIOTTO®  
Almaviva Universal Platform for Enterprise

## IoT & Cyber Physical Environment

- Edge computing & smart gateway
- Smart mobility
- Immersive digital world
- Advanced human-machine interaction
- Citizen engagement
- Wearable & augmented reality
- Smart energy, lighting & facility management
- GIS & spatial thinking
- Smart Spaces
- Connected vehicles & connected insurance

## Blockchain

- Smart legal contract
- Workflow automation certification
- Distributed ledger technology
- Tracking & control
- Decentralized apps
- Consensus management

## Smart Data & Artificial Intelligence

- Data enrichment
- Fast & Big Data
- Data monetization
- Machine learning
- Context awareness
- Voice of the customer
- Expanded user experience
- Predictive & adaptive modelling
- Video intelligence
- Location intelligence

**Information, solutions and services  
in a connected world**







# Digital Change

**7 PB** ● managed storage capacity

**11,000** ● managed systems

**1,200** ● managed applications

## Cloud Services

- Enterprise private Cloud
- Public Cloud integration
- End-to-End service assurance
- Hybrid Cloud orchestration

## DevOps & LowCode

- Coaching & collaboration
- Lean IT production
- Scaled Agile
- Continuous integration & delivery
- Test engineering & automation

Winning the challenge  
of Cloud-oriented infrastructures





# Digital Customer Management

600 mln

global multi-channel  
natural language-based  
customer interactions  
& analytics

- Multi-channel customer management
- Back-Office operations automation
- Trade marketing
- Marketing campaign automation
- Marketing analysis
- Sales management
- Credit collection
- Technical support

Digital mindset, human touch





# People-centered Technology

The power of natural language  
to engage & understand the voice  
of the customer



+30 text/voice supported languages

## Voice of the Customer

- Speech analytics
- Text analytics
- Sales & quality monitoring
- Multi-channel survey
- Social media monitoring

## Customer Engagement Center

- Multi-channel interaction
- Customer management adaptive interface
- Conversational platform & natural language IVR
- Advanced knowledge management
- E-learning & gamification

## Big Data & Advanced Analytics

- Broadcast intelligence
- Intelligent transcription
- Cyber intelligence
- Smart-City control platform



# TECHNOLOGY DISRUPTION

AI Foundation  
Intelligent Apps & Analytics  
Autonomous Things

Digital Twins  
Cloud to the Edge  
Conversational Platforms  
Immersive Experience

Blockchain  
Event-driven Model  
Continuous Adaptive Risk Trust

Digital Ethics  
& Privacy

Quantum  
Computing

## INTELLIGENT

## DIGITAL

## MESH

**Almaviva vision  
within 2020 top 10 strategic  
tech trends**

- Smart Data & Artificial Intelligence
- Location Intelligence
- IoT & Cyber Physical Environment
- Digital Identity
- Spatial Thinking
- Seamless User Experience
- Blockchain & Smart Contract
- Smart Spaces
- Smart Mobility

**Always connected to key  
market tech trends**



# KEY INDUSTRIES

37 %



TelCo, Media & Entertainment

27 %



Transportation & Logistics

19 %



Government

12 %



Financial Services

5 %



Homeland Security & Defence



Energy & Utilities, Industries & Services

Tailored-made solutions for a unique customer value proposition



# TelCo, Media & Entertainment

350 mln •

multi-channel  
customer interactions

100 mln •

social network  
interaction analysis

- Multi-channel customer engagement management
- Unified Front-End
- Compliance dashboards
- Real-time business intelligence
- IT infrastructure management
- Business process outsourcing

Understanding the voice  
of your customers





# Railway Transportation

**11,000** • managed trains a day over 17,000-km rail network

**60,000** • periodic rolling-stock material maintenance

**2,000** • remotely-managed station PIS & device diagnostics

- Real-time traffic command & control supervisory systems
- Operations management
- Crew & fleet management
- Predictive & cyclic asset maintenance
- Passenger infomobility
- Digital customer engagement
- Route planning management
- E-ticketing
- Mobile technologies
- ERP platform management
- Security

**Moving fast forward**





# Local Public Transport

**3 mln** • issued tickets on smart-card a year

Clearing house for **2** • local transport consortiums

**1,000** • real-time monitored buses over 300 lines a day

- Customer & infomobility management systems
- E-ticketing
- Operations management
- Crew & fleet management
- Asset management
- Route planning management
- Timetable management
- On-board & on-field device management
- Security

The new path to Intelligent Transportation Systems





# Airway Transportation

510,000

customer interactions managed per month

23

Contact Centers using natural language technology for customer engagement in 3 Continents

50,000

voice interactions analyzed per month

- Passenger information
- Digital customer engagement
- Back-Office operations automation
- Sales & marketing
- Quality compliance
- Virtual learning
- Performance evaluation management
- Advanced analytics

Taking quality high in the sky





# Integrated Logistics

**3 mln** ● freight container operations a year

**170 mln** ● detected logistics events

**20** ● managed inland terminals

- Intermodal logistics
- Operations management
- City logistics
- Port community systems
- Identity & access management
- Tracking & tracing management
- Supply chain & asset management
- Back-Office operations management
- Multi-channel customer management
- Sales management

**An integrated global village**





# Central Government

2 mln ●

e-folders for EU fund  
on farming sector a year

3,5 mln ●

public servant social security  
contribution data acquisition  
a month

1,5 mln ●

on-line school enrolment  
applications a year

- Open Government
- Big Data & Open Data
- On-line community services & web portals
- Digital application cooperation
- Accounting, finance & controlling management
- Public spending review management system
- Social security & welfare
- IT infrastructure outsourcing
- Business continuity
- EU fund management for national agriculture & fishing
- E-healthcare
- E-education

Italian Public Administration  
technological partner  
for the SPC Programme  
& the projects



Managing complexity to simplify  
Government management





# Local Government

**15 mln** • multi-purpose national system smart-cards

**80 %** • electronically managed healthcare medical records

- E-democracy
- Big Data & Open Data
- On-line Community services
- Digital application cooperation
- IT platform interoperability
- IT infrastructure outsourcing
- Business continuity
- Business process outsourcing
- Smart-City Programmes for:
  - IoT sensing
  - Cyber physical environment management for infrastructure & territory
  - Smart energy, led lighting & facility management
  - Culture & tourism
  - Safety, social inclusion & sustainability

**Italian Public Administration technological partner for the SPC Programme & the projects**



**Exploring our territory pixel by pixel**





# Financial Services



**500 mln** ●

guaranteed cashing operations a year for a total amount of € 350 bln

**3 bln** ●

moved-abroad capital tracked through Voluntary Disclosure Programmes

**60%** ●

national assets managed by leading Italian trust agencies

- Advanced payments
- Digital financial services
- One-to-one pricing model
- Insurance management systems
- Advanced data analytics
- Fraud prevention & detection
- Business intelligence
- Data protection
- Back-Office & Middle-Office operations automation
- Functional advisory
- System integration
- Business operation consultancy
- Financial asset management
- Security
- Governance & compliance

**Generating value  
for value managers**





# Homeland Security & Defence



**80** ● local operations command & control rooms

**240** ● equipped naval units

**5 mln** ● e-residence permits a year

- C4ISTAR command & control systems
- Secure communications
- Territory monitoring systems
- Terrestrial & maritime surveillance
- Identification technologies
- Identity & access management
- Investigation support systems
- Cyber security
- PNR & Big Data analytics for investigation and crime prevention

**Broadening horizons  
to improve surveillance**





# Energy & Utilities, Industries & Services

**1,5 mln** ● paying-in slips a day

**14,000** ● connected post offices a day

**1,000** ● concurrent transactions per second

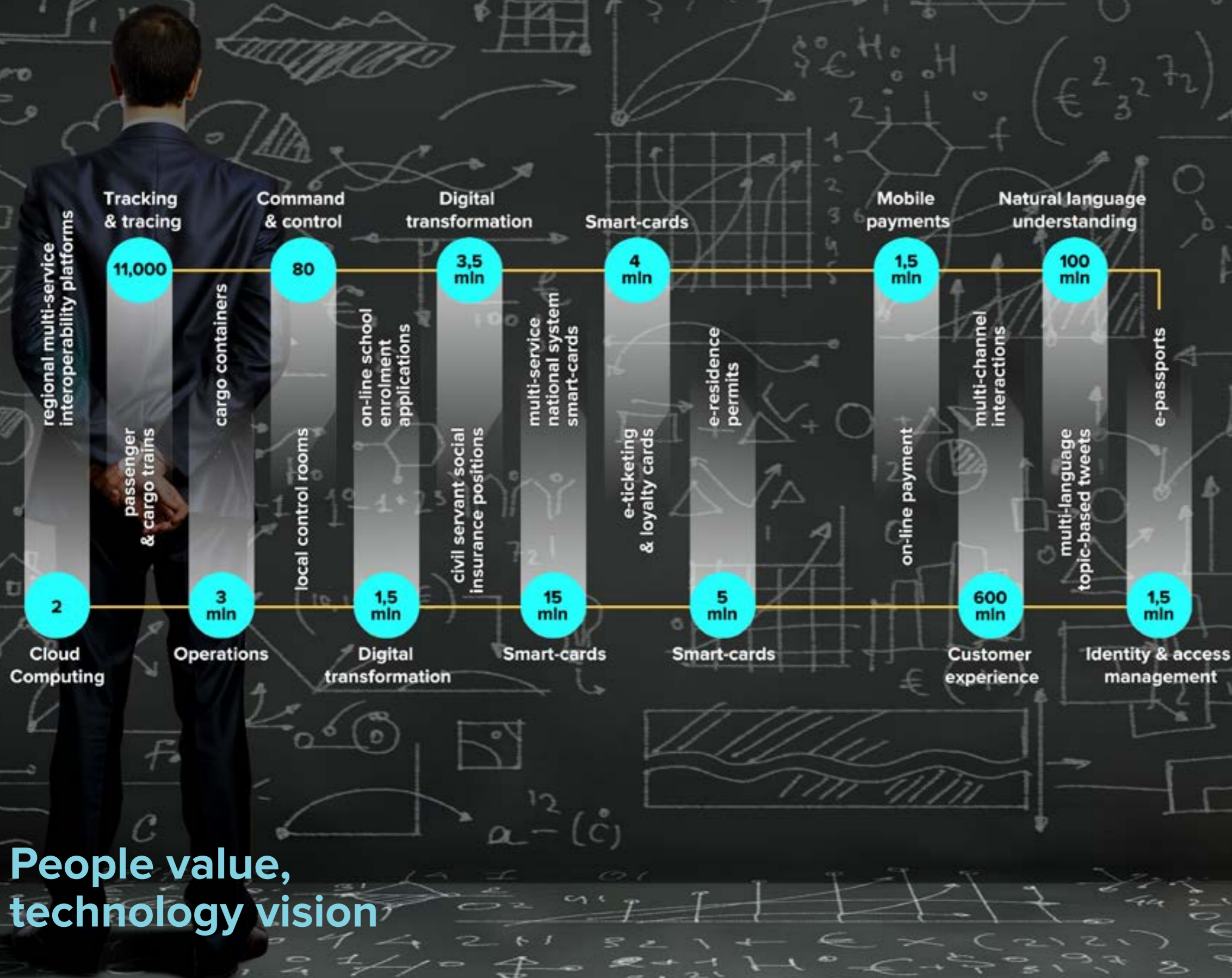
- Multi-channel customer engagement management
- Transaction management
- Compliance dashboards
- ERP platforms
- IT infrastructure management
- Business process outsourcing

**Serving Service Providers**





# EXCELLENCE BY NUMBERS



- High-tech innovation
- Industry-vertical skills
- Business process knowledge
- Scientific partner network
- International certifications

People value,  
technology vision



# SOCIAL RESPONSIBILITY, ENERGY & ENVIRONMENT SUSTAINABILITY



**Combining economic development,  
ethics, environmental protection.  
Yes, we can!**

- **Social Accountability System Certificate – SA 8000**

Constant integration of ethical principles within the Corporate strategic vision

- **Environment & Energy Management Systems**

Compliant with UNI ISO 14001 and UNI ISO 50001

- **SEM – Smart Energy Management®**

The proprietary IoT platform for building-plant energy consumption optimization

- **«Almaviva Green»**

Environment-compliant behaviour & efficient use of IT within “Almaviva Green” project since 2008 to transform the Company in an environment-sustainable Group



# GLOBAL PRESENCE



## ITALY

Via di Casal Boccone, 188-190  
00137 Rome

## BRAZIL

Rua Bela Cintra, 1149 Sobreloja  
e 1º Andar Consolação, 318  
CEP 01415 000, São Paulo - SP

## COLOMBIA

Calle 90 12-28  
Oficina 108, Piso 6  
CP 807 Bogota

## TUNISIA

6, Rue du Metal  
Charguia 2 – Tunis Carthage  
2035 Tunis

## BELGIUM

Avenue de la Joyeuse Entrée, 1B  
1040 Brussels

## CHINA

7th floor  
No. 126 Jiang Chang San Rd  
Zhabei District  
200020 Shanghai

## ROMANIA

Splai Bahlui Mal Stang, 23  
Iasi, Judetul

## USA

505, Montgomery Street  
10th-11th floors  
94111 San Francisco, CA

Global sharing, local thinking





**We have memory, we look to the future**



[www.almaviva.it](http://www.almaviva.it)