

GPI: CONTRACT AWARDED FOR THE REGIONAL CONTACT CENTER SERVICES IN LOMBARDY - 280 MILLION EUROS OVER 6 YEARS

Trento, 26 May 2023

GPI S.p.A. (GPI:IM), a listed company on the EXM market and an Italian leader in Information Systems and Services for Health and Social Care, announces that the temporary consortium composed of its subsidiary Contact Care Solutions s.r.l. (as the lead contractor) and Comdata S.p.A. (as the contracting party) has been awarded the tender for the provision of Front Office services for the Lombardy Regional Contact Center.

The contract, **worth €280 million** (with Gpi holding a 70% share), has a total duration of **6 years**.

Gpi was already entrusted with the services covered by this tender; the new award acknowledges the quality of the proposed solutions and services, and the contract's duration ensures the continuity of service to citizens, who will continue to use the Regional unified reservation system to access healthcare services, from simple visits to advanced diagnostic tests.

The Regional Contact Center will provide information, access to appointments, rescheduling and cancellation of healthcare appointments, as well as support for the management of chronic and fragile patients, running on multi-platform (phone, email, web chat, social media).

The supply subject to the tender also includes technical assistance to citizens, pharmacists, and healthcare professionals for the use of digital healthcare services in the Lombardy Region, such as online booking, Electronic Health Record, online services of the Regional Booking Network, and so on.

The Lombardy Regional Contact Center serves as the primary point of contact and reference for citizens in the region. It manages information flows that involve the processing of sensitive data and healthcare-related information. Additionally, it allows citizens to obtain information about waiting times for services and details about the healthcare system. To provide an overview of the service's complexity, it is worth noting that in 2021, the Lombardy Call Center handled 5 million contacts for appointment bookings alone. Furthermore, it will provide non-healthcare services, including assistance for the Institutional Portal of the Lombardy Region and the Regional Office for Procurement.

Gpi reaffirms its leadership in managing Business Processing Outsourcing (BPO) services for multi-channel access to healthcare, through the integration of booking and information services delivered with innovative technologies.

GPI GROUP

GPI is the partner of choice for software, technologies and services for healthcare, social services and the public administration. Founded more than 30 years ago in Trento, GPI has grown through significant investments in M&A (in Italy and abroad) and in R&D, carried out in partnership with leading Italian universities and research centres to transfer scientific, technological, functional and process knowledge into the e-health, e-welfare, and well-being sectors.

Also drawing on the solutions and know-how gained from the companies that have joined its ecosystem, the Group has masterfully translated the needs of the healthcare industry into cutting-edge high-tech solutions and new service models that optimise prevention, diagnosis and care processes, improving people's lives.

The offer combines specialised IT expertise with advisory and design capabilities enabling it to operate in a range of business areas: Software, Care, Automation, ICT and Payment services.

The Company reported consolidated revenues of €360.2 million in 2022, with over 7,100 employees at year end, and more than 3,000 customers in over 70 countries.

GPI was listed on Borsa Italiana in 2016 (AIM segment) and moved to the MTA (now EXM) market in 2018.

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Press release available at www.gpi.it and www.1info.it

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