



**Gpi** COMPANY  
PROFILE  
2023



The Healthcare Partner

**Innovation  
for  
Sustainable  
Healthcare.**

We are a multinational group implementing software solutions, services and technologies that support the digital transformation of the healthcare systems, to respond in an adequate and sustainable way to the new health demand of citizens.



We do it with **ethics, passion, responsibility** and **care**.

For our people, our customers, our shareholders and all stakeholders. These are the Values that have been underpinning our work since 1988.



# Together with healthcare organizations to build a better future



Established 35 years ago in Trentino, Italy, GPI is a leading group in Information Systems and Services for Healthcare. Thanks to significant M&A investments and projects developed in partnership with universities and research centers across Italy and around the world. Listed on the EXM, the company steadily expands.

Along this journey, GPI has never lost sight of the deeper purpose of its work - **creating cutting-edge solutions to make healthcare systems sustainable and to improve people's quality of life.**

The integration of software, services, and technology, combined with years of experience working beside our customers, translates to concrete support for **innovating care models, optimizing processes and contain costs.**





## History of growth

35 years' experience, a management team with a track record of organic growth and M&A.



## International presence

Solutions adopted by more than 3,000 customers in over 70 countries.



## Leadership

In services for access to care plus social and healthcare software solutions.



## Distinctive

Integrated software, technology and service solutions to optimize clinical, care, administrative, and social pathways.



## Quality of life

Our work improves the quality of life.

# A steady expansion

GPI closed 2022 with a consolidated revenue of 360 Mln Euros, over 7,100 employees and more than 3,000 clients in 70 countries.

*"2022 was a historic year for our Group: we laid the foundation for further growth and development, both at national and international level.*

*We made significant current and structural investments, and strengthened the share capital with an increase of 140 Mln, thanks also to the entry of CDP Equity.*

*We were awarded major national tenders on the digitization of healthcare (within the Consip framework agreements) exceeding 1 billion euros of potential expense.*

*At the end of the year, we finalized the acquisition of the Tesi Group, increasing the revenue coming from abroad, with a high profit margin.*

*Important results were achieved in a challenging macroeconomic context, characterized by adverse events.*

*We are convinced that the strategic choices we have made will enable us to further consolidate our leadership, expanding at European level and continuing to generate value for our shareholders."*

**Fausto Manzana**, CEO

2017-2022 M&A Investments

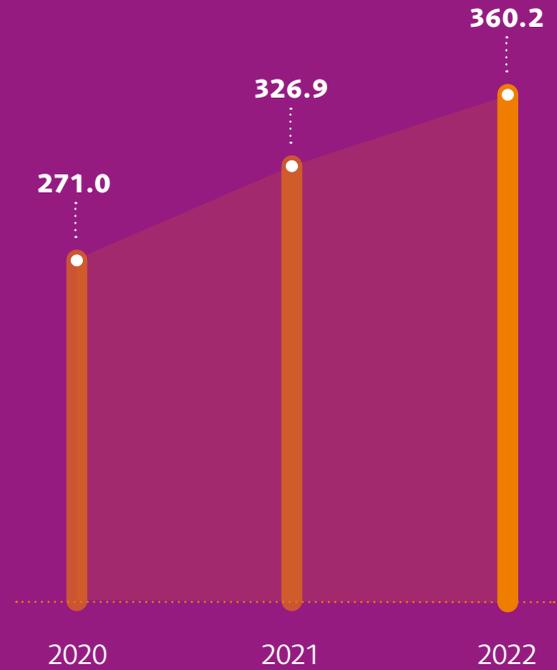
> € 200 mln



## 2022 Revenue

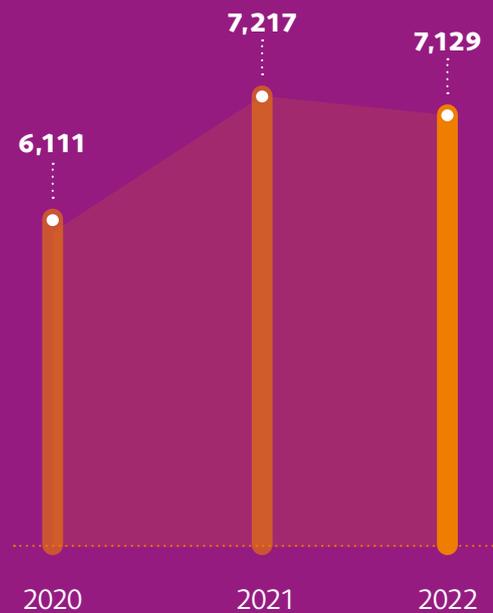
# 360.2<sub>M</sub>

At the end of November 2022, the TESI Group was acquired. If we refer the TESI Group's results to the full year 2022, pro forma revenues amounted to approximately **€386.1 mln**, with growth of **+18.1%**.



## 2022 Workforce

# 7,129 people

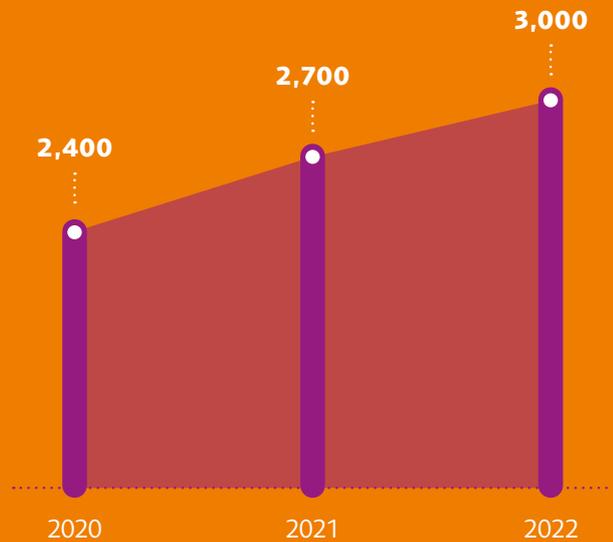




## Customers

# 3,000

in over 70 countries



*“ We work alongside you every day to help you make a difference ”*

## Customer type

H = Health; NH = Non-Health; PUB = Public; PRI = Private



- Healthcare Organizations
- Hospital Organizations
- Nursing Homes
- Private Clinics
- Non-Profits
- Public Providers (in-house)
- Regions, Provinces



- Analytics Providers
- Trade Associations
- Insurance Cooperatives
- Private Customers
- Pharmacies



- Municipalities
- Provinces
- Regions
- Regional Entities
- Universities
- Consortia



- Large Retail Distributors
- Banking Institutions
- Meal Voucher
- Managers
- Chain Stores
- Local Organizations
- Retailers

## GPI worldwide

The Group's headquarters is in **Trentino, Italy** - historically the head office - with several operating locations distributed all over the country.

We have subsidiaries in **Spain, France, Germany, Austria, Poland, Russia, Malta, Tunisia, United States, Brazil, Colombia, Mexico** and **Chile**.

The Group is globally operating in over **70 countries** through select partners.

In the coming years, our goal is to develop even more international contacts and markets by acquiring new production and distribution companies.

**70**  
Countries

**13**

Foreign locations

**+45**  
Locations in Italy



# Our value proposition

## An integrated human-tech approach

We operate in our target markets by providing an effective mix of software solutions, technologies and services with a high rate of innovation, using the cloud, mobile devices, Internet of Things, Big Data and Artificial Intelligence, to respond to a Healthcare in continuous transformation.

**Evolved combinations for the management of chronic diseases, medicine of initiative, prevention, reception and taking charge. Virtual care solutions, telemedicine and operations center services available 24 hours a day.**

We integrate specialized IT skills with consulting and design in five business areas.



Software



Care



Automation



Ict



Pay



## SOFTWARE

### Smart IT solutions for the best management of health and public sector processes

- Clinical and administrative/accounting processes within hospitals, including transfusion departments.
- Social and welfare processes at local healthcare facilities, including preventive care departments.
- Public administration processes to better manage public bodies and simplify relationships between people and businesses.

#### Clinical System

**This latest-generation platform completely manages and coordinates clinical processes and healthcare personnel activities.**

The Clinical System platform comes from years of experience supporting healthcare workers. The suite is divided into modules to meet the specific needs of the facility but adopts a centralized and individual data management process to share information aimed at improving governance, continuity of care, and compliance with privacy laws.

#### Health Administration

**The Administrative Health Information System for public bodies, healthcare and hospital organizations and social welfare facilities.**

The platform, developed through Enterprise Resource Planning, has a wide range of modules and oversees the combination of processes and information flows for the administrative/accounting and management areas. It ensures that information is available in real time and improves the company performance evaluation process with the help of Business Intelligence and Data Warehousing tools.

## Health Social Care

**Integrated software solutions to bring health and social care products to the community.**

This innovative technology platform integrates all the applications and local, facility and home health and social care databases. It facilitates planning, digitization, and rationalization of health and social care for optimized human resources and streamlined expenses.

## Population Health Management

**Cutting-edge solutions for managing chronic illnesses and patient care**

Chronic illnesses require a significant amount resources and strong integration of health and social care services. The PHM platform, integrated with telemedicine and telehealth services, promotes the implementation of a simpler and more sustainable healthcare model that provides better treatments and better quality of life.

## Patient Relationship Management

**Innovative solutions to manage services efficiently and flexibly**

Integrated systems to manage wait times, chat bots, smartphone applications, advanced queue-cutting systems, payment islands. Solutions that streamline flows and provide more efficient performance.

## Continuum Care

**Solutions supporting continuity of care.**

Planning, solutions and technologies that let the basic medical ecosystem connect primary care providers in an integrated way, enabling easy access to a network of healthcare services so they can provide the best patient care and continuity, sharing multidisciplinary care and plans for managing chronic illnesses.

## Safety & Prevention

**Health protection and promotion, disease prevention, animal health, food safety**

The complete platform specifically for preventative care departments that manages public hygiene and health services, food and nutrition safety, systems design, prevention and workplace safety, and veterinary services. It also enables real-time online renunciation with all federal, national health system, and regional databases.

## Blood & Tissue Bank

**Complete management and safety for the blood, tissue, and breast milk ecosystem**

The modular and adaptive solution for flexibly, simply, and safely managing and tracking all transfusion chain processes, including labs. Innovative and easy-to-use methods and technologies that comply with regulations as well as national and international industry standards.

## Data Analytics

**Business intelligence solutions that transform data and information into knowledge**

Our ad hoc business performance management systems automate evaluation, auditing and analysis of results and company performance, helping customers determine which goals to pursue, analyze the results, and understand how decisions impact business.

## Human Resources

**SaaS (Software as a Service) Solutions for digital personnel management**

The web-based suite that meets all needs associated with human resources management, from automatic attendance recording to creating and printing pay stubs, from storing hiring information to calculating employee pensions.

## Public Administration

**ERP and the simplicity of web applications in compliance with interoperability, cooperation, and accessibility standards**

Our Public Administration solutions let institutions keep up with the constantly changing regulations, offer high-quality services to people and businesses, increase the effectiveness of their governance and cost-reduction actions while optimizing resource management.

## Health Cooperation

**IHE standard for application cooperation**

The platform, designed to manage and provide interoperability, integration, and application cooperation for diverse and complex healthcare organization systems.

PATIENT PROFILE

PROGRAM DETAILS

NOTES

DOWNLOAD



Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum



## BRAIN CHECK-UP

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum

Placeholder text for a data table or list.

# HEALTH





## CARE

Services and technologies for receiving, caring for, treating, and empowering patients

- Business Process Outsourcing for multichannel management of healthcare booking centres.
- Telemedicine, telemonitoring, and telehealth platforms and devices.
- Policura clinics for integrated healthcare treatments.
- Design and production of custom 3D-printed prosthetics.

**1° player in Italy**  
in Healthcare BPO services

**30+ million**

Italian citizens use  
our healthcare  
booking services

## Healthcare Administration Services

### Advanced CUP system and Contact Center that improve services and reduce wait times.

We integrate hardware and software technologies, telephone systems, and specialist human resources to provide structured healthcare services with a Business Process Outsourcing approach. Service counters go from information/appointment desks to unique and qualified multichannel resources (web, mobile apps, telephone, chat bot) for a complete redesign of social care and healthcare products and services.

## Healthcare Services

### Prevention, health, and quality of life: people first.

The primary commitment at behind the Policura clinics project is the user's right to health, providing healthcare services and integrated diagnostics at reasonable prices. A new Health and Welfare proposal made entirely for people that combines information, reception, and care for effective and complete management of health care needs.

## Virtual Care Solutions

### Technologies that improve patient quality of life and reduce healthcare system costs

POHEMA is the new modular solution for digital healthcare that adapts to an ever-changing future. A coordinated system of application, technology and human-based microservices capable of remotely managing every aspect of care.

- Risk-based population stratification and geolocation.
- Patient intake and individual care plan management.
- Telemedicine and teleconsultation platform.
- Patient portal and video chat.
- Intelligent nanodevices and monitoring dashboard.
- Service centers for specialists, supporting the entire caregiver network.
- Advanced analytics to highlight critical areas.

## Healthcare Technologies

### From bio-imaging to custom, implantable prostheses - new modern surgical techniques.

Starting from a CT scan or an MRI and using innovative design software, we create a functional 3D model that we use to design and build fully customized titanium or cobalt-chrome prosthetic implants.



## AUTOMATION

Pharmaceutical supply chain automation systems  
for hospitals and pharmacies

- Hw-sw management of the entire process, from central warehouse to bedside, with lower clinical risk and costs.
- Fully automated distribution of drugs in pharmacies, design and setup of sales areas.



## Automated Pharmacy Warehouse

**The fast, reliable, and versatile system that reduces waste and changes how pharmacists work**

Flexibility and efficiency are at the heart of the Riedl Phasys system, which entirely automates the drug distribution at local pharmacies, streamlines spaces, and makes counter service faster. The technology used in the gripping unit is the best available on the current market in terms of performance, precision, and reliability.

## Hospital Pharmacy System

**The complete solution for logistics and clinical management of pharmaceuticals that decreases treatment errors and optimizes management costs.**

An intelligent combination of hardware and software for complete control of the logistics and clinical processes for pharmaceuticals and enables identification and total monitoring of drug products within hospitals. The automated warehouse at the central pharmacy, the robotic ward cabinet, and the computerized trolley guarantee the proper storage, quick delivery, and complete traceability of all pharmaceuticals.

## Pharmacy Design Studio

**The new turnkey contract service for pharmacies and parapharmacies.**

Comprehensive advice from design to setup that meets every specific customer need. The Pharmacy Design Studio team supports pharmacists who are dealing with red tape, technical formalities and interior design issues - from choosing the location, permits, financing, systems, certifications, and the distribution layout to the final assembly.



## ICT

### Hardware and software component efficiency for guaranteed business continuity

- Cyber security and defence systems, analysis and expertise.
- Desktop management services, help desk and, maintenance, at all computer systems within an organization.
- System support services, data center administration, networking management, and database administration.

#### Ict Services

**A turnkey service with results accountability.**

A complete service line that adapts to the specific needs of each customer. A team of specialists to handle the design, construction, and management of cyber defence, backup, and disaster recovery systems, digital and telephone systems.

#### Desktop Services

**Technical support to maintain the optimal efficiency of HW and SW components for IT systems.**

A complete specialized outsourcing service that ensures business continuity and helps lower operating costs and makes the IT system fully operational, free from the restrictions of having to manage and buy ICT infrastructure.





## Pay

### Electronic payments, multi-bank systems and integrated Retail, PA, and Healthcare services

- Products and services for managing electronic payments at the point of sale, online, and from mobile devices.
- Certified systems to digitize documents and equivalent storage.

#### Health Payment Solutions

**For smart administration even in sensitive fields like healthcare.**

A series of specific services that support the digitization of administrative healthcare departments - management of payments (orders) and collections (reversals) for the bursar's office and related cash flow, electronic document storage according to law, electronic signature, POS, and Pago-PA payment management.

#### PA Payment Solutions

**Collections, filing, tracking-all with the digital PA.**

A complete line of solutions for managing electronic payments, document digitization, and equivalent storage for institutions. It automates collections, lowers storage management costs, and streamline internal processes.

#### Retail Payment Solutions

**Fast and secure conversions with certified payment systems.**

A line of solutions designed to streamline and customize payment management to the specific needs and goals of each customer. From largescale distribution to catering services, for any commercial or public enterprise. A modular solution that provides automated payment process management independently from the banking industry.





## Research & Development

**The development of innovative and sustainable healthcare solutions is essential for helping society build a better future.**

We develop research projects together with international institutions, universities and industry experts.



## Intuition

NLP based semantic inference engine having the first and unique Italian ontology in the occupational classification domain.

## Automated image recognition

A Supervised Deep Learning neural network (Agent), specialized in the automated recognition and staging of home care patients' wounds.

## Gpi Virtual Care

The POHEMA model, which has been presented, designed and created in functional fields for the Consip National Healthcare Tender, received a technical score of almost 100% in Telemedicine and EHR.

## Collaboration, community and constant link with the patient

Implementation of the whole Gpi Population Health Management (PHM) supply chain: from the detection of the healthcare demand (risk stratification) to the proactive support center for treatments to patients. This includes the Patient Portal for Over Technologies Engagement and Empowerment services.

## Talking About

This is an additional functionality to the Gpi Tele-examination module - A Speech Emotion Recognition (SER) device which examines syntax and sound features of spoken language and recognizes emotions from the tone of voice, both of recordings and conversations. The device provides the doctor with real time feedback on the emotional state of the patient. The diagnostic function is being studied, that is dedicated applications for the detection of early evidence of cognitive deterioration caused by neurodegenerative disorders.

## Epidemic surveillance and the One Health vision

In 2021, Gpi R&D Team carried out a significant classification of relevant data sources for a Data Lake enabling to integrate clinical data with environmental data: clinical diseases, information systems flows, veterinary health, climate and pollution data, acquired by a 1-km resolution all over the Italian national territory. Potentially this can be available for clients in the framework of the national recovery and resilience plan starting from Spring 2022 - also taking advantage of previous projects such as RIPE (predictive clinical models based on time series regression) and IDEA network (architectural aspects of a clinical big data lake).

## Idea network

Machine Learning clinical research based on the study and training of predictive algorithms for autistic patients.

# GPI for Investors.

Discover the benefits of investing  
in a rapidly growing business  
and contributing to the development  
of sustainable healthcare.



## GPI on the Stock Exchange

### Investor Relations

[investor.relations@gpi.it](mailto:investor.relations@gpi.it)

### Specialist

Banca Akros S.p.A.

### Dissemination of regulated information

1INFO-SDIR

### Identification codes

Bloomberg GPI:IM

Reuters GPI.MI

ISIN ordinary shares IT0005221517





## **GPI SpA**

I-38123 Trento (TN)

Via Ragazzi del '99, n. 13

T +39 0461 381 515

info@gpi.it

[www.gpigroup.com](http://www.gpigroup.com)   