

THE APSS OF TRENTO HAS GRANTED GPI THE MULTICHANNEL ACCESS TO CARE SERVICE 52 MILLION CONTRACT FOR SOFTWARE, SERVICES AND ARTIFICIAL INTELLIGENCE

Trento, 19 December 2024

The Temporary Grouping of Companies ("RTI") led by Gpi S.p.A. won the tender for the awarding of the *'Integrated multi-channel management service for user interactions of the Azienda Provinciale per i Servizi Sanitari (APSS) of the Autonomous Province of Trento'*. The RTI, which includes CLA - Consorzio Lavoro Ambiente soc. coop., will **manage the services and improve the digital systems that allow citizens to easily access the CUP (Centralized Booking System) services** of the APSS. The contract has a duration of six years for a value of approximately **€52 million**, of which approximately **€41 million** is allocated to Gpi. The contract provides a 3-year extension option.

The supply aims to enhance healthcare services for citizens through a **digital platform** that allows users to manage their bookings and access health information more quickly and securely. In addition, the integrated system will allow healthcare professionals to work together more efficiently, enhancing the quality and promptness of services. Thanks to the new cloud-based digital infrastructure, emergency situations or peak demand can be managed without disruptions, offering users a continuous and reliable assistance experience.

The main focus of innovation will be the integration of a decision-making system equipped with **artificial intelligence**, specifically designed to **optimize waiting lists** through dynamic digital simulations. The system creates a virtual model of the booking processes and allows simulation of probabilistic scenarios to assess how different variables might impact the estimated time to deliver a healthcare service. For example, it can predict how the waiting time changes by increasing appointments in a specific time slot or what resources are needed to meet the demand in acceptable times. Thanks to these analyses, the APSS will be able to make targeted decisions to support an effective reduction in waiting times for citizens.

The project also entails the provision of CUP services (via call center) and in-person services, crucial elements to ensure that citizens continue to receive reliable and consistent support for their healthcare access needs. All staff will work in Trentino, ensuring job continuity in the province.

Fausto Manzana, CEO of Gpi, points out: "Ensuring continuity to a fundamental service for the APSS, which we have been accompanying in its digital transformation for years, is a great source of satisfaction for us. We renew this commitment with a sense of responsibility to show in practice that technology can be a strong ally to provide citizens with better and more accessible services. Aware of the expectations entrusted to us, we are committed to offering technologies and services to contribute to the evolution of a healthcare system capable of meeting present challenges".

GPI GROUP

Gpi's mission is to make the healthcare systems sustainable through their digitisation, so that everyone can receive high-quality care.

Sustainability and social impact are the guiding principles and play a crucial role in the strategic and investment assessments of the Group, aware that the solutions and services provided to the community have an impact on the quality of life of individuals.

For 35 years, driven by a patient-centric vision, Gpi has been working to support healthcare systems by providing the skills and innovative tools necessary to improve prevention and treatment processes. This is achieved through the strategic use of advanced software, technologies, and cutting-edge services.

The Group's strategy is designed to meet the evolving requirements of the constantly changing healthcare sector and to facilitate entry into international markets.

The unwavering commitment of its 7,600 employees and a customer base of more than 9,000 across 70 countries, yielded €433 million in revenue, an EBITDA of €80 million in 2023.

Gpi S.p.A. is listed on the Euronext Tech Leaders segment of Borsa Italiana, the Italian stock exchange.

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This press release is also available at www.gpigroup.com and www.1info.it

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