GPi

Company
Profile
2025

EN

Innovation for Sustainable Healthcare.

We foster the healthcare systems' digital transformation and sustainability, through advanced solutions addressing new healthcare challenges.

GPI, innovation and technology at the service of Health

We've been working alongside healthcare organisations since 1988 to make systems more sustainable and accessible

We are a multinational Group that develops innovative software, services and technologies to foster digital transformation and continuous improvement of social and healthcare processes.

Our solutions grant broader healthcare access, improve clinical outcomes, optimise the patient experience, and enhance professional skills, ensuring efficiency and financial sustainability.

Our strategic choices and investments are focused on sustainability and social impact, as we are aware that what we do affects people's quality of life directly.
We have been a listed company since 2016 - a choice that strengthens our solidity, transparency and ability to create value over time.

Our Values

Ethics

The principle that guides all our choices.

Responsibility

The commitment that drives us to leave our mark.

Caring for people

Our approach, always.

Passion

The energy that takes us higher.

What sets us apart

Solid experience, clear vision

Over 35 years of steady growth focusing on people's health.

Integrated innovation

Solutions combining software, technology and services to drive a sustainable healthcare evolution.

Research and strategic partnerships

Active partnerships with universities and research hubs to develop state-of-the-art solutions.

International outlook and customer proximity

More than 50 branches in Italy, 18 abroad and a global network in over 70 countries.

> **Innovation, vision, expertise: find out more at gpigroup.com**

Value-generating growth

« We close 2024 by exceeding our most ambitious expectations.

Revenues   **+ 18%** › EUR **510** million

EBITDA   **+ 31%** › EUR **105** million

The new Industrial Plan outlines the direction our development is headed to, for the next 5 years, an exciting milestone strengthening our role as strategic partner in the digital transformation of the national and international healthcare sector.

We built this path over time, by expanding and qualifying our offer, to improve care quality and generate value for all stakeholders. »

Fausto Manzana, Chief Executive Officer

A solid, expanding company with results that reflect the value built up over time.

> **400** M in M&A
invested in mergers and acquisitions between 2017 and 2024.

> **70** Countries
we are present in, through operating companies, partners and vendors.

> **7,600** People
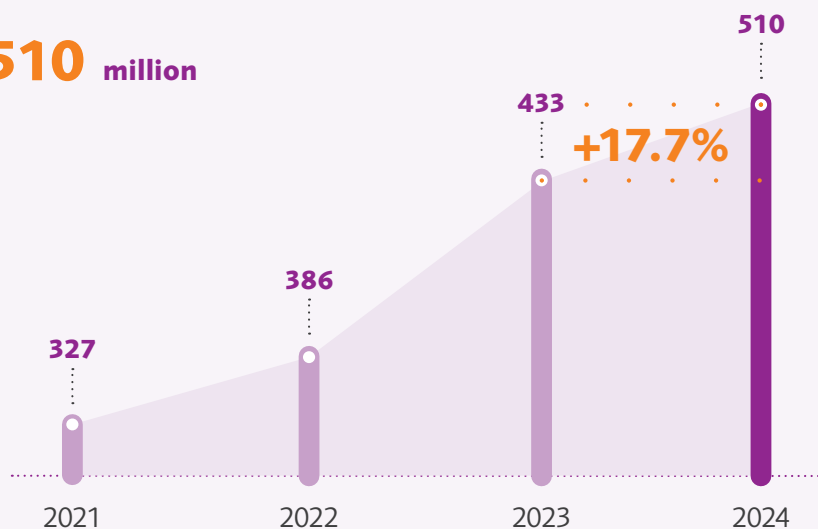including IT specialists, engineers, researchers and operators.

> **9,000** Customers
between public and private health facilities, companies and public administration bodies.

2024 Revenue

EUR 510 million

510

433 · · · ·

+17.7%

386

327

| 2021 | 2022 | 2023 | 2024 |

GPI Worldwide

Branches in 18 countries +50 in Italy

Poland

Germany

Belgium

United Kingdom

France

Austria

Spain

Switzerland

Canada

USA

Italy

China

Dominican Republic

Mexico

Tunisia

Malta

Colombia

Brazil

Chile

Four Business Lines to respond to industry challenges effectively

A digital ecosystem for the evolving healthcare sector

Innovative technologies, expert consultancy, and tailored design are the foundations of our systems—built to effectively meet the evolving needs of the healthcare sector.

We combine **specialised vertical expertise and in-depth knowledge of healthcare dynamics** to offer solutions that adapt to different organisational contexts and evolve over time.

Each Line works in a synergistic manner, with solutions that integrate natively to support operational flows and make processes more efficient.

Enriched with AI-native components

Based on microservice architectures

Built on cloud infrastructure

Compliant with regulatory standards (ACN, MDR)

In line with NRRP (National Recovery and Resilience Plan) and EHDS (European Health Data Space) objectives.

SOFTWARE

Comprehensive information systems designed according to a modular, interoperable and scalable logic.

○ **Administrative System for Healthcare**

○ **Hospital Information System**

○ **Local Health & Social Care Information System**

○ **Diagnostic Information System**

○ **Substances of Human Origin (SoHo) Management System**

○ **Public Administration Information System**

○ **Innovative Technologies**

CARE

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

○ **Booking Centres and BPO Services**

○ **Outpatient Services and Clinics**

○ **Population Health Management and Virtual Care**

○ **Custom Prosthetics**

AUTOMATION

Integrated hardware and software solutions for automating the entire drug logistics process.

○ **Robots for Hospital Pharmacies**

○ **Robots for Regional Pharmacies**

○ **Robots for Wholesalers and Hubs**

ICT

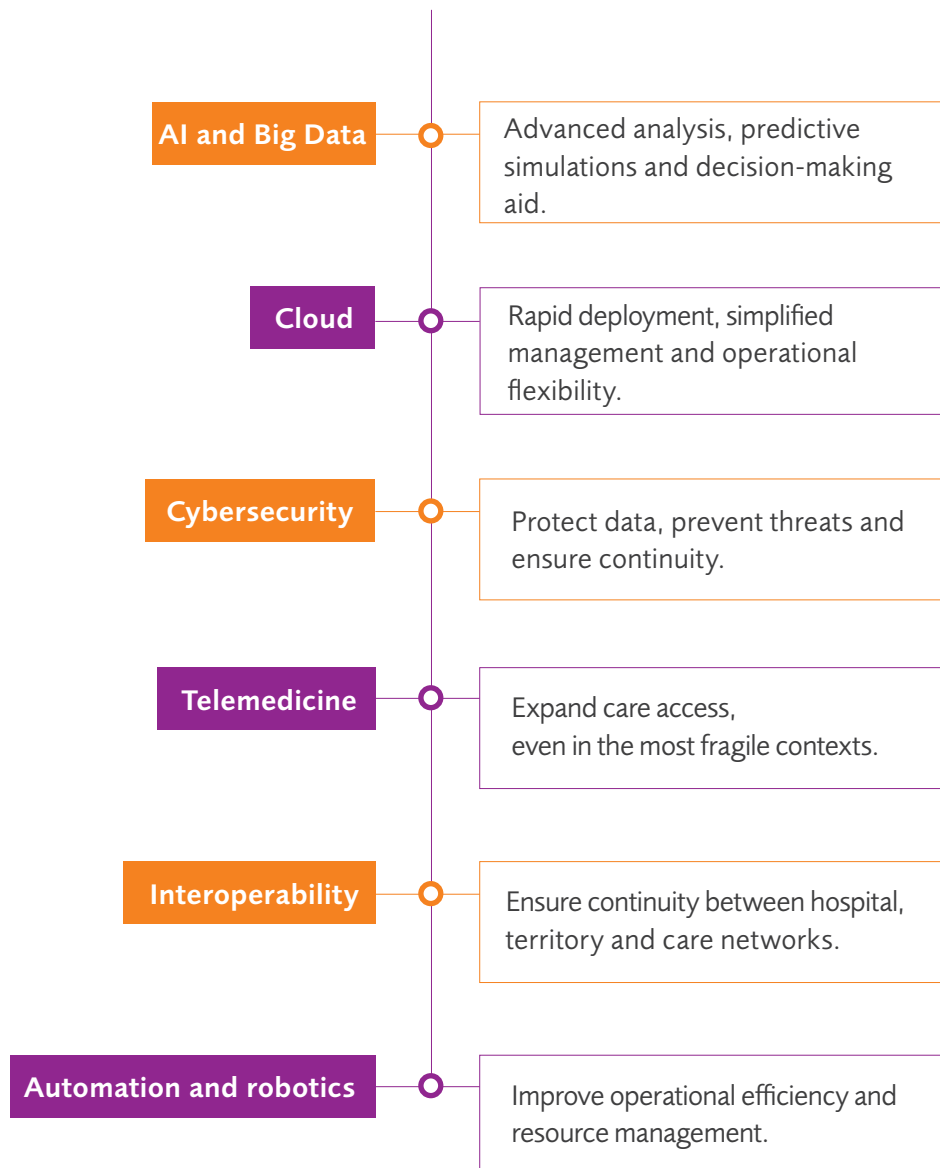Turnkey infrastructure solutions for efficient, reliable and secure IT architectures.

○ **IT Services**

○ **Cyber Security**

> **Applied innovation: read the case history on gpigroup.com**

Technologies that drive change

Digital components for more connected, smart and accessible healthcare

Our solutions are based on technologies to enable new predictive and personalized healthcare models, and support professionals and patients through the treatment plan.

AI and Big Data	Advanced analysis, predictive simulations and decision-making aid.
Cloud	Rapid deployment, simplified management and operational flexibility.
Cybersecurity	Protect data, prevent threats and ensure continuity.
Telemedicine	Expand care access, even in the most fragile contexts.
Interoperability	Ensure continuity between hospital, territory and care networks.
Automation and robotics	Improve operational efficiency and resource management.

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Administrative Healthcare System

Clear processes, reliable data and strategic resource control

We support the governance of administrative, accounting and management processes with **EUSIS**, the modular and integrated ERP platform designed for the healthcare sector.

Based on a layered structure, it guarantees **interoperability, information consistency** and adoption of the **Single Accounting Model**, in full compliance with the principle of accrual accounting promoted at national and European level.

EUSIS fosters a **more efficient economic evaluation of services**, facilitating planning and integration between management and clinical areas.

Administration and Accounting

Integrated management of administrative and accounting activities to simplify internal organisation and improve data circulation, according to current regulations.

Human Resources Management

The EVO suite manages **every stage of the employees'** career **path**: web-based software, specialised outsourcing services, regulatory and strategic consulting.

Directional Systems

Tools for **strategic and operational control**, developed by expert companies, BIM and Oslo: data warehouse, data quality management, dashboards, reporting and decision support. Health flow governance systems, focused on specific and efficient DRG selection.

Payments and Archiving

Secure technologies for digital payment management, regulation-compliant storage and electronic signatures. **Every process is traceable**, simplified and seamlessly integrated into the information system.

Hospital Information System

Efficiency, interoperability and smart clinical support

NGH – Next Generation HIS is the complete suite for managing hospital processes and healthcare activities, from patient's admission to discharge. Based on a **micro-service** architecture and a **process-oriented** approach, it adapts to the needs of facilities ensuring security, efficiency and interoperability.
The platform facilitates **data sharing** with regional systems, strengthening the **integration of treatment plans** and **continuity of care**. It natively integrates **Artificial Intelligence** solutions developed by GPI.

Access Systems

Multi-level coordination of reception, admission, first response, transfers and discharge. **AI-based predictive models** estimate the influx to emergency rooms, while supporting resource planning and emergency management.

Repositories and Integration Middleware

Solutions for a **quick, secure and structured exchange** of medical information between systems, departments and facilities.

Flows

Tools for the **integration and management** of all HCFA flow versions, essential for enhancing hospital operations from a financial perspective.

Clinical Systems

Outpatient and ward-based **digital medical records** accompanying the entire diagnostic-treatment plan. **Decision-making algorithms** support professionals in clinical assessment and personalisation of treatment plans.

Critical Care

Specialised technologies, developed by the French subsidiary Evolucare, for monitoring and managing intensive care wards (**intensive care, anaesthesia, operating theatres**).

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Local Health & Social Care Information System

Digital infrastructure for integrated, community-based care

Platforms that support the integrated planning and management of **prevention**, **health promotion**, and **citizen-centred care services**, fostering coordination between the health and social sectors.

Thanks to a cloud-native, interoperable, and scalable architecture, these solutions adapt to diverse regional organisational models and support public administrations in the transition towards **unified, digitally integrated and sustainability-oriented systems**.

Local Health System

SISTER supports the integrated management of healthcare and social services delivered at the local level, consolidating care plans and all relevant data for **planning, evaluation and reporting**.

As a key enabler in the transformation of regional systems, it reinforces continuity of care and strengthens the connection between hospitals and community-based services.

Social and Community Care

SHERPA - Italy's most popular cloud suite for managing nursing homes, communities and day care centres - simplifies daily operations and improves the service quality. It complies with regional and national regulations and is **connected to regional systems and care registries** to create an integrated ecosystem.

Continuity of Care

Portal linking general medicine, specialists, home services and healthcare facilities, enabling **shared and coordinated care**.

It facilitates the structured exchange of clinical data and the monitoring of needs, and is a **central hub in the new organisational models envisaged by the NRRP**.

Public Health and Prevention

Web-oriented platform for the comprehensive management of Prevention Departments' activities. It supports planned and field interventions, **controls, sampling, paperwork, invoicing and ministerial flows**, guaranteeing traceability, efficiency and transparency, also in the veterinary and environmental fields.

Diagnostic Information System

From analysis to report: accurate, accessible and secure information

Specialised solutions, developed by the Tesi subsidiary, to **optimise each phase of the diagnostic cycle**, from examinations to reporting, from visualisation to sharing results. Systems guarantee **interoperability with clinical, regional and administrative systems** and are set up for ministerial and regional flows, supporting public governance and health planning.

Pathological Anatomy

Gpi4Med.PATHOLOGY is the Pathology and Genetics Services Platform enabling the transition to **Digital Pathology**.
It integrates with any instrument, automates operational processes, optimises workflow, increases productivity, and improves traceability and quality control.
It includes AI algorithms for predictive diagnosis, image analysis and wound classification.

Laboratory

Gpi4Med.LIS is the innovative software for integrated management of diagnostic and lab processes, designed to ensure safety, traceability and high quality. It supports **analytical, organisational and administrative activities in both hospital and regional settings.**

Imaging

Gpi4Med.IMAGING is the clinical imaging system for managing **all types of images and videos**. Compatible with any device, it supports image acquisition, archiving and reporting. With integrated **AI components** that reduce time and improve diagnostic accuracy.
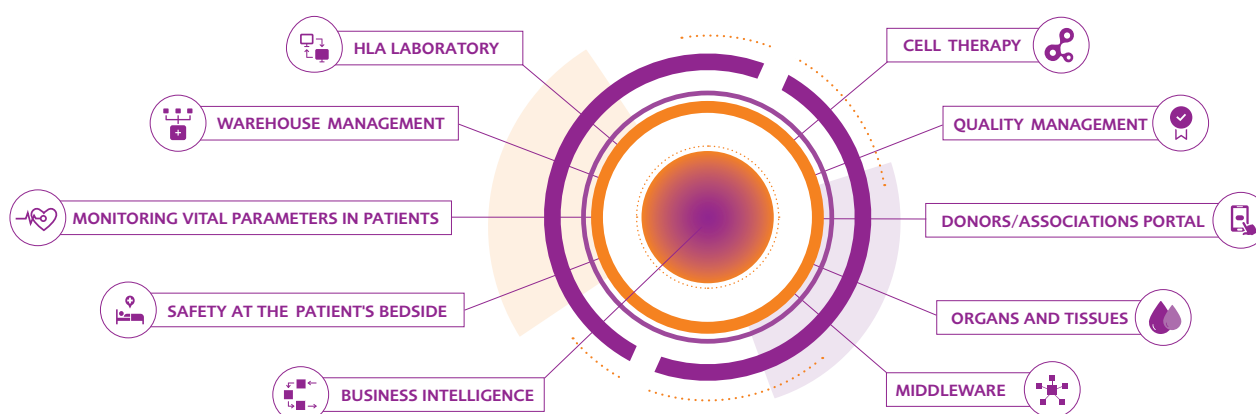
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Substances of Human Origin (SoHo) Management System

Traceability, safety and integration for transfusion medicine and beyond

Gpi4Med.BLOOD is the suite developed for a **safe and efficient management of the blood supply chain and for all substances of human origin (SoHO)** - organs, tissues, stem cells, human milk.
The platform covers the entire operational cycle - from donation to transfusion, from transplants to cell therapy.

HLA LABORATORY

WAREHOUSE MANAGEMENT

MONITORING VITAL PARAMETERS IN PATIENTS

SAFETY AT THE PATIENT'S BEDSIDE

BUSINESS INTELLIGENCE

CELL THERAPY

QUALITY MANAGEMENT

DONORS/ASSOCIATIONS PORTAL

ORGANS AND TISSUES

MIDDLEWARE

Designed to integrate into medical, administrative and regional flows, Gpi4Med.BLOOD ensures **full traceability, security, quality and full interoperability** with the healthcare ecosystem.
It supports connection with diagnostic instrumentation and HIS systems via standard protocols (DICOM, HL7, IHE), and can be interfaced with:

- Assisted registries
- Booking Centres and Order entry systems
- LIS and Medical Records
- Repository reports, Electronic Health Record (EHR)
- Regional coordination systems
- Management control systems

Public Administration Information System

Integrated processes and smart systems to manage change

We lead Public Administration's **digital transformation** with reliable tools that help organisations evolve their operating models, address regulatory challenges and improve service efficiency.

Public Administration Management Systems

ASCOT PLUS is an advanced platform designed to support public authorities in managing processes and constantly changing regulatory scenarios. In particular, the accounting reform introducing the **economic-equity (accrual) model.**

The suite covers all the main operational areas - accounting, demographic services, protocol, general affairs, taxes and fee-based services - with a **modular, interoperable approach, in compliance with the latest accessibility and cooperation standards**.

Payments and Archiving

Automate payments and document management and digital storage, with cost reduction, **full traceability and regulatory compliance**.

Employment Information System

INTUITION is the system developed by GPI to match labour supply and demand more efficiently. With **Artificial Intelligence**, INTUITION overcomes the rigidity of traditional search methods and returns more targeted results, based on **natural language** rather than preset categories.

This model has already been recognised as a **success case** in the Tuscany Region.

CRM - Relations Management

The EVA platform provides integrated management of **relations between authorities and citizens**, organising, automating and synchronising data, communications and services. **Integrated Artificial Intelligence** tools support operators, and improve process efficiency and user experience.

Innovative Technologies

Digital tools for more responsive, connected and predictive healthcare services

Advanced solutions that open new frontiers in the healthcare and management sector: **more accurate diagnosis, more accessible services, greater operational efficiency and reduced costs.**

Artificial Intelligence

The Gpi4AI suite integrates deep learning models, machine learning and Bayesian networks to support healthcare system **diagnosis, planning and governance**.

AI is applied in clinical areas - from early **recognition of cardiovascular and neurodegenerative diseases**, to voice analysis for **burnout and emotional disorders** identification - and in management areas - to **predict waiting lists** and **emergency room** accesses - including in a **One Health** logic.

Gpi4AI promotes more timely diagnosis, proactive management of services and better resource usage, partly through the use of **virtual assistants**, which can be easily integrated into existing systems.

Wearable Technology

Ultra-light and non-invasive devices for **tele-monitoring vital parameters and lifestyles**, supporting prevention and remote care.

BI & Data Analytics

Tools that **collect, integrate and exploit data** generated in real-time from heterogeneous sources are needed to build **data-driven healthcare**.
The Oslo subsidiary's solutions provide support through data quality management tools, for informed decision-making and efficient resource management processes.

Interoperability

Technologies and components that enable **seamless cooperation between heterogeneous systems**, ensuring efficient and secure information exchange across the entire course of treatment.

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Healthcare Services and Technologies

Multi-channel access, continuity of care and focus on people

Technologies, services and professional skills to meet new healthcare demands, with solutions that **simplify access to care, improve treatments and support patients** throughout the treatment plan.

Population Health Management and Virtual Care

POHEMA is the micro-services platform that enables advanced Population Health Management programmes, an approach to care enhancing **prevention, monitoring and proactive management of the population's health**. It improves service efficiency, resource utilisation and patient experience. This solution combines advanced technologies and professional support to offer a complete Virtual Care and remote assistance system: **tele-medicine**, tele-monitoring, tele-assistance, **patient portal,** wearable devices **and operations centres**.

Custom Prosthetics

Custom titanium prosthetic implants, designed and manufactured by SINTAC, with 3D technology to ensure **high surgical accuracy** and promote **faster rehabilitation.**

Booking Centres and BPO Services

GPI is the **first national player** in the Healthcare Business Process Outsourcing.
With over **4,000 specialised operators** and advanced digital systems, we support the organisation and management of booking and reception services in an **integrated and multi-channel logic** for public and private facilities.

Outpatient Services and Clinics

POLICURA facilities offer integrated healthcare services designed to accompany the patient through the diagnostic and treatment plan. A model that **focused on people and promoting quality relations and healthcare**, in a welcoming and professional context.

Pharmacy Automation

Integrated technologies for safe, fast and sustainable distribution

The RIEDL line responds to the specific needs of different pharmaceutical sector realities, with high-performance, complete automated solutions to improve **drug management throughout the supply chain**. Technologies that simplify work, reduce errors, optimise time and resources, guaranteeing **speed, precision and continuity**. Smart, **low-consumption** systems that handle all kinds of packages, ensuring reliability, **traceability** and maximum adaptability to spaces.

Local Pharmacies

Solutions that combine **high performance, project flexibility and attention to design.** They integrate easily into existing layouts, without the need for structural work, and enhance customer service through **fast, accurate and reduced-consumption aspects.**

They are available both in a fully customisable version - which can be adapted to any space and style - and in a standard format - compact and easy to install.

Wholesalers & Hubs

Systems with **automatic and semi-automatic loading** provide high performances and optimise stock management. They integrate seamlessly into the workflows of wholesalers and distribution centres, ensuring dispensing precision, **flexible packaging management and full product traceability.**

Hospital Pharmacies

Automated systems **integrated with medical treatment flows and information systems** for drug management in complex hospital facilities.

These solutions enable automatic and semi-automatic dispensing of whole and partial packs, **advanced warehouse management with real-time traceability, and control of medical devices** with high clinical impact via RFID technology.

The mobile app for external product management increases the efficiency and accuracy of logistics activities.

IT Security and Services

Business continuity, data protection and system reliability

The constant availability of information systems is an essential requirement, especially in the healthcare and public sector. We guarantee continuity of services and protected information through specialised support, combining **technical expertise, up-to-date tools and timely intervention.**

Cyber Security

The subsidiary Gpi Cyberdefence provides comprehensive IT security services for public and private organisations, operating as a **Managed Security Service Provider (MSSP)**. Using advanced analysis systems and algorithms, it prevents and detects intrusions, data theft and vulnerabilities, making **infrastructures and processes resilient to attacks.** Specialised units provide ongoing support through strategic and multidisciplinary consulting, integrated cybersecurity management, operational technical services, and advanced training for managers and staff — also delivered through the Advanced School of Cybersecurity. The **Security Operation Centre** (SOC) ensures operational protection 24/7, in line with current regulations and state-of-the-art standards.

IT Services

IT and technology support ensuring **business continuity and efficiency of HW and SW infrastructures.** Activities include IT systems design and management, backup and disaster recovery, systems analysis, maintenance, technical support, help desks, desktop services and facility management with privacy management and trouble ticketing. **This specialised and comprehensive service** is essential to ensure continuous operations, **especially in the healthcare sector**, where system downtime can compromise patient care.

Research and Development, where innovation begins

Models, algorithms and technologies to shape tomorrow's care.

Since 2009, R&D has been one of the pillars of our strategy. Not only to ensure that our solutions are aligned with current market needs, but also to **anticipate future industry trends.**

The award-winning **Gpi4AI** suite was developed with this vision in mind, for transforming artificial intelligence into a concrete, sustainable and high-impact model for citizens and the public healthcare sector.

GPI4AI - Predictive

Predictive models estimating emergency room influx by integrating clinical, demographic and environmental data.

GPI4AI - Diagnosis

Solutions based on speech biomarkers and imaging to support early diagnosis of neurodegenerative, cardiovascular and emotional diseases.

HMA - Holistic Microservices Approach

No-code/low-code framework for a rapid and simplified development of interoperable and secure healthcare applications.

GPI4AI - Decision

Simulations and decision-making algorithms to optimise waiting list management and treatment plans.

GPI4AI - Generative (Eleanor)

LLM+RAG based AI assistant providing accurate and contextual answers, improving support to operators.

Population Health Management (PHM)

Tools and models for fragile population care, with a proactive approach and regional integration.

Patient Empowerment

Portals and apps for self-management, education and continuous communication between patient and health systems.

Cell4Cure - Digital Twins

Digital twin for modelling production processes in IPS cell-based therapies.

Committed to innovation, as recognised by our customers, and enhanced by partnerships with universities and research institutions in Italy and abroad.

Find out more at gpigroup.com

Why invest in GPI?

Learn more about the Group's data, strategy and strength.

> **Go to the Investor Relations section**

Would you like to grow with us?

We value talent in a dynamic, innovative and inclusive environment.

> **Discover career opportunities**

Social responsibility

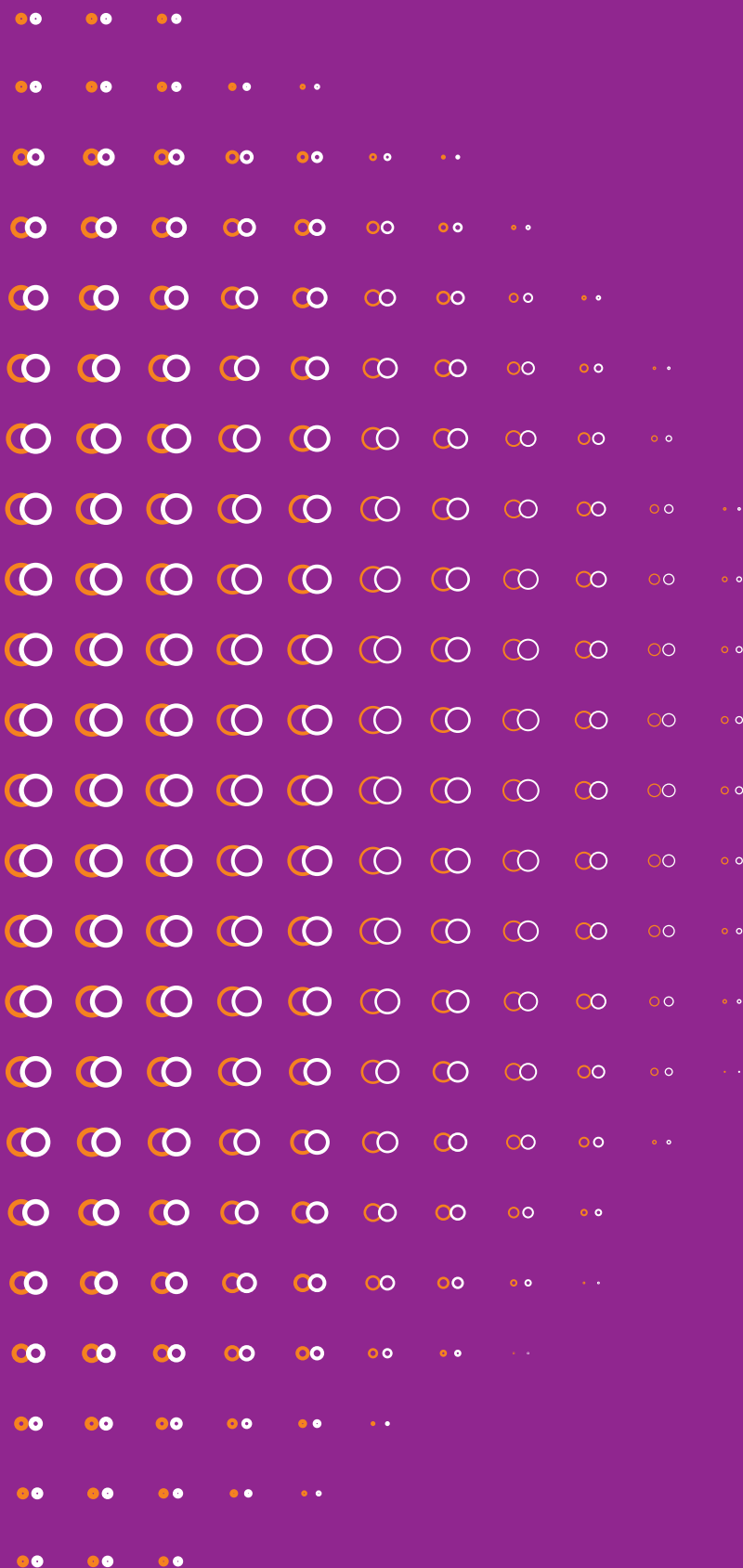Read the Consolidated Sustainability Statement and discover the ESG objectives that guide our choices.

> **Go to the Sustainability section**

Certifications and compliance

Discover the standards that guarantee the reliability of our solutions and processes.

> **See our Policies and Certifications**

GPI

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