

## **GPI LEADS THE CONSORTIUM DEVELOPING THE NEW CENTRALIZED BOOKING SYSTEM FOR PIEDMONT**

### **€7.2 MILLION CONTRACT FEATURING CLOUD TECHNOLOGIES AND ARTIFICIAL INTELLIGENCE**

Trento, 8 October 2025

The Temporary Grouping of Companies led by Gpi S.p.A. was definitively awarded the tender for the development and management of the New Centralized Booking System (NCUP) of Piemonte Region. The **48-month** contract has a total value of €7.2 million, of which **€3.2 million is allocated to Gpi**.

The initiative represents a **strategic project for Piedmont Region**, aimed at modernising access to health services for **more than 4 million citizens**. The scope of the intervention envisages the activation of the NCUP (the new centralized system for booking access to healthcare services) at all **18 Regional Health Authorities** in the first nine months, with subsequent extension to **87 accredited private health facilities** in the Region, the aim being to ensure widespread coverage throughout the territory. To meet this challenge, Gpi brings to Piedmont the consolidated experience gained in managing centralized booking systems in many Italian Regions. This strong competence base enables the Group to implement advanced technology solutions already validated in large and complex contexts.

At the core of the technology proposition, **the cloud-based platform will handle the entire healthcare booking workflow**, covering everything from appointment diaries to confirmations. Through this unified system, all health care facilities will be able to be coordinated centrally in the Region, thus standardising access to care in the different territorial areas.

The distinctive element of the project will be the **embedding of artificial intelligence** algorithms to dynamically optimise schedules. In concrete terms, the system will be able to automatically predict peak demand for certain specialist services and redistribute availability between different facilities in real time, **reducing waiting times**. This Gpi technology had been awarded a year ago by the Piedmont Region during a hackathon dedicated to innovation in the regional booking system. To complete the technological solution, CRM tools (Customer Relationship Management) will be implemented to **ensure multi-channel access** via web portal, mobile app and dedicated support. Thanks to this integrated approach, citizens will no longer have to repeatedly contact the service but will be called back directly at the first availability.

Interoperability with existing regional information systems will also allow healthcare facilities to share real-time availability, further speeding up access to services. The continuous monitoring of data will enable the Regional Health Service to quickly identify critical issues and intervene where most needed.

Through this contract award, GPI strengthens its leadership in the digital transformation of Italy's healthcare sector, leveraging innovative technologies and specialized expertise in the management of complex healthcare systems.

## 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 over 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 € 510 million in revenue, an EBITDA of € 105 million in 2024.

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

ISIN ordinary shares: IT0005221517

This press release is also available at [www.gpigroup.com](http://www.gpigroup.com) and [www.1info.it](http://www.1info.it)

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