

AI FOR HEALTHCARE: ASSINTER ITALIA RECOGNISES GPI'S INNOVATION

Special Mention awarded to CaiLL, GPI's Artificial Intelligence platform that unlocks the value of unstructured healthcare data to support clinical and operational decision-making

Trento, 22 June 2026

CaiLL - Advanced Intelligence for Healthcare, the Artificial Intelligence platform developed by GPI, a leading provider of digital healthcare technologies and services, has received a Special Mention in the "Interoperability and AI" category of the Future Health Challenge 2026. The recognition was awarded by Assinter Italia, the association representing the in-house ICT companies of the Italian public administration, which promotes innovative solutions supporting the digital transformation of healthcare.

The award highlights one of the healthcare sector's key challenges: turning the vast amount of information generated every day into actionable knowledge. Addressing this need, CaiLL leverages Artificial Intelligence to analyse, understand and structure large volumes of unstructured data, helping reduce information fragmentation across healthcare ecosystems.

A practical application is in healthcare contact centres, where large volumes of calls, chats and emails contain valuable information on symptoms, assistance requests, appointments and service feedback. Traditionally, these interactions have been difficult to analyse systematically and convert into usable data. CaiLL interprets the context of such interactions and generates insights that support healthcare management, without disrupting existing workflows.

Currently being tested at a major healthcare organisation in Central Italy, the platform rapidly delivers an integrated and searchable view of collected information, enabling healthcare managers to identify critical issues, monitor citizens' needs and support decisions with data-driven evidence. For example, CaiLL can detect the causes behind rising appointment cancellations in specific clinical areas, identify services generating higher pressure on contact centres and highlight operational bottlenecks.

*"The digital transformation of healthcare requires a shift in perspective: digitising information alone is no longer sufficient; the real challenge is to unlock its full value," said **Antonio Colangelo**, GPI's R&D Director "With CaiLL, we have chosen to build on existing information assets, transforming previously inaccessible data into practical decision-support tools. This recognition from Assinter Italia confirms the value of an approach that puts Artificial Intelligence at the service of a more efficient and citizen-centric healthcare system".*

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 7,800 employees and a customer base of more than 9,000 across 70 countries, yielded € 546 million in revenue, an EBITDA of € 118 million in 2025.

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 and www.1info.it

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