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Almawave Team presenting today







Valeria Sandei

CEO Almawave

- Years in industry: 16
- Joined Almaviva Group: in 2004
- Previously in Accenture and JP Morgan

Antonello Gresia

CFO Almawave

- Years in industry: 12
- Joined Almaviva Group: in 2012
- Previously in Geox, Safilo Group, Accenture

Raniero Romagnoli

CTO Almawave

- Years in industry: 20+
- Joined Almaviva Group: in 2011
- Previously in RSA and HP

Mission & Vision

Mission

Using the simplest of the human tools, language written and spoken, to activate services, execute processes, retrieve and navigate information, create augmented analytics

"The natural interaction with technology"

Vision

Operationalize **Artificial Intelligence** for concrete transformation, turning its potential into business measurable results



Key Factors

Wide AI proprietary platform

Covering both Customer Experience and Information Fusion needs

More than 30 languages (text-voice, omnichannel, dialogue)

More than 10 products modules

Key enabling skills for digital transformation (i.e. Al Architecture, big data, data science)

> Vertical Solutions to accelerate go-to-market and adoption



Almawave at a glance

Leading Italian AI company, with an international footprint, that combines state of the art proprietary technology and advanced services to accelerate the digital transformation and AI adoption

STRONG FINANCIAL PERFORMANCE HIGH VISIBILITY ON REVENUES

REVENUES 2020⁶

€26.9M

26.1%

BACKLOG¹ 31.12.2020

€72M

EBITDA MARGIN 2020

€6.2M²

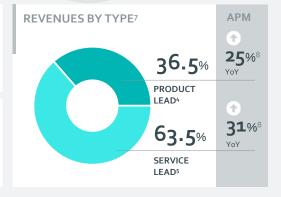
23.0%

% on REVENUES











1. Includes Framework Agreements and extension of SPC Lots L₃ and L₄ Framework Agreements signed in March 2021 (Almawave share: 20M); 2. EBITDA reported; 3. % of growth not including tax credit impact for 0.252M, only based on industrial performances; 4. Revenue generated by the deployment of product modules SaaS and On Premises, 5. Revenue generated by big data and digital transformation services; 6. Industrial revenues as of 27.5M at average exchange rate 2019; 7. revenue mix reported at current exchange rate; 8. percentage of growth calculated at average exchange rate 2019 to show the industrial performance

Almawave at a glance

2016 - First Patent Technology Continuous Evolution

Key Al Services Skills approved and registered by USPTO 2013 - Majority stake in PerVoice (spin-off of Fondazione Bruno Kessler) 2014 - Joint venture

with TVEyes (broadcast

monitoring

U.S. company)

2019 - Large contract with global IT company with roll out in 3 geographies

Majority stake in **OBDA Systems** (Spin-off of La Sapienza University, Rome

Listed at Euronext Growth Milan AIW.MI - IT0005434615

TODAY

Leading player in AI Speech & Text Recognition technologies and BigData services applied to customer experience and information governance

2017 - Almawave is awarded together with other partners, of 2 lots within Consip tender

2020 - over 60 analysts reports now mentioning Almawave and its technologies;

More than 30 languages supported on both Iride® and Audioma®





Foundation of Almaviva Consulting by Almaviva

2006

2010 - set up of Almawave do Brasil; Renaming in

Almawave



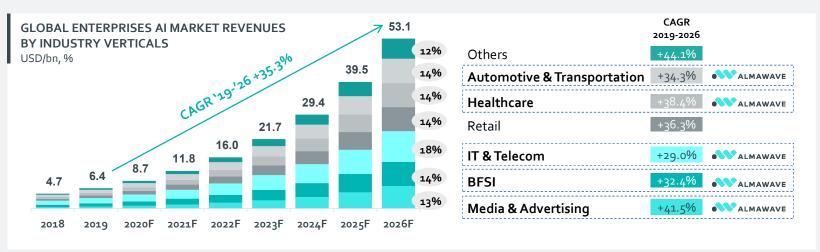
Key Investment Highlights

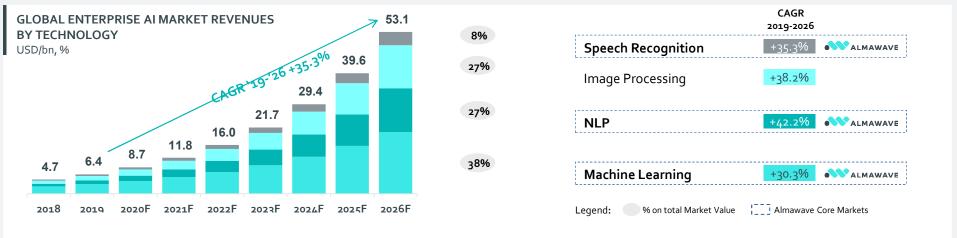
SCENARIO	1 Booming addressable market with significant resilience to Global Recession			
COMPELLING OFFERING	2	Clear Business Model: Proprietary Technology + Key competencies + Vertical solutions		
	3	R&D driven Company and technological leadership		
	4	Al-based Proprietary Platform and advanced services		
EFFECTIVE POSITIONING	5	Defensible strategic positioning		
	6	Strong potential for international scalability		
STRONG GOVERNANCE & PROCEDURES	7	Long-term Shareholding, experienced Management Team, best practice governance		
	8	Top tier supporting systems, procedures and financial communication practice		
STRONG FINANCIALS & GROWTH GUIDELINES	9	Strong financials, backlog, growth		
	10	Clear business guidelines		

SC

SCENARIO

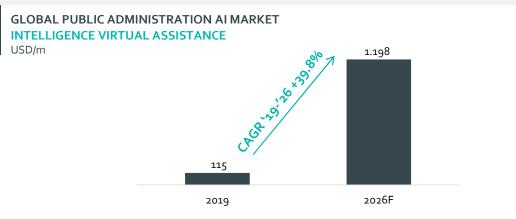
Booming addressable market with significant resilience to actual global trend





Digitalization process within PA even more focused, due to COVID-19





"Digital technology platforms are emerging across government agencies as they allow governments to retire legacy systems and infrastructure and therefore achieve greater economies of scale" - Gartner

Digital Agenda project has received financing for about EUR4.5bn from European and National funds (FESR OT2, FEASR, PON METRO, ...)

COVID-19 is accelerating the digitalization process within PA with growing needs of quality and speed for citizen digital services



Strong positioning in the segment, related to SPC Framework Agreement¹, to support the Italian **Digital Transformation**

Source: PWC, Gartner

From technology to vertical solutions to accelerate AI clients' adoption

SOLUTION-BASED STRATEGY

THE POWER OF A



TECHNOLOGY

Proprietary technology developed by Tech Labs

Rich NLP, speech recognition and wide capabilities for text & speech analytics in different languages

OBDM to interpretate data query

Comprehensive Dialogue Platform for convergent virtual

Omnichannel platform

ASR

OBDM

OMNICHANNEL

DIALOGUE



PRODUCTS

Modular platforms, Iride®, Audioma® and Maestro

Comprehensive suite supporting various needs in customer experience and information governance fields

More than 10 module and more than 30 languages supported

Large installed base

NATURAL EXPERIENCE

INFORMATION FUSION

TIME TO MARKET

ANTIFRAGILITY VS BIG TECH

EASY-TO-UNDERSTAND FOR BUSINESS

OPERATIONALIZE AI

Leveraging on technology, products and process competencies to build and standardized solutions tailored on industry peculiarities

BIG DATA & DIGITAL SERVICES

Compelling technological competencies on big data platforms and related advances techniques

Business and process competencies acquired by supporting clients in different industries and business processes

OPEN DATA

BIG DATA

AI ARCHITECTURE

MACHINE LEARNING















R&D implemented by dedicated Tech Labs (45 people employed)

High cooperation between the Labs





€9.2M

R&D EXPENSES 2018-2020

Strong R&D focus confirmed by the considerable amount of capex

over **€31.1**M

over the last 10 years



FOCUS ON UNIVERSITY **SPIN-OFFS**





Data governance approach and technology

Semantic Technology and Ontology based solutions

1 product already marketed

SPIN DATA



Big Data, Open Data and Data Governance

Strong AI know-how and technological capabilities

Early-stage start-up

WIDE NETWORK OF ACADEMIC **PARTNERS**

Broad ecosystem of Italian and international scientific partners grants continuous innovation

European research projects

Access to skilled researchers



















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Company presentation November 2021 13





Almawave is globally recognized by analysts for its technology and solutions in different fields of application and has won many awards both at national and international level

Globally recognized by Technology Analysts

Almawave has been analysed by 30+ analysts and its technology has been cited in 60+ reports

Recognized among the leading players in multiple technology fields by Gartner, Markets And Markets and Frost & Sullivan

Within the various reports, Almawave is mentioned by Gartner in April 2020 Market Guide for Speech to Text Solutions

Successful history of international prizes and awards

National winner of European Business Awards 2019 (120k businesses from 33 countries)

Language technology's innovate award winner in 2019

Frost & Sullivan Enabling technology leadership award in 2019

ABT award in 2018 and 2019 for Iride Speech Analyics RT

Premio Cic Brasil Clientesa in 2019 for success case implemented at the customer Sky

3 US registered Patents

System and method for meaning driven process and information management to improve efficiency, quality of work and overall customer satisfaction

No. 9,348,814 - 26th May 2016

No. 9,864,995 - 9th January 2018

No. 10,453,075 - 22nd October 2019



Compelling Al-based Proprietary Platforms

Natural language understanding and Al / cognitive capabilities to enable a wide range of customer experience and

information fusion needs

Technologies ASR **+10** Products

SaaS

On Premise

Dialogue

Languages

Text

Vertical +20 Vertical Al Solutions

AIW Government AIW Mobility.Tranportation

> Telco.Media.Utility AIW

Omnichannel

OBDM

AIW Financial Services

AIW Healthcare

AIW Cross Industry

NATURAL EXPERIENCE

Applying automatic and natural language processes to drive digital change, smartworking and citizen digital services

Wiride®

Audioma®

mastr

2 INFORMATION FUSION

Cognitive / Al services to navigate data and information and discover new correlations. A new model of data governance

ALMAWAVE

COMPELLING OFFERING

1. Natural Experience

A comprehensive module platform supporting natural language interactions and process automation (voice and text) an end-to-end customer experience, transforming the Contact Center interaction



Oiridetext analytics

Customer's needs understanding (classification, automatic request dispatching in real-time, ...)

(1) iride wave bot

Managing the dialogue in natural language - text and voice - through virtual assistant

Audioma®

Automatic speech recognition for natural language IVR platform

Oiride CHANNEL HUB

Managing cross-channel interactions with customers and acquiring information from heterogeneous sources

OirideCALL

Improving customer experience through conversational IVR and managing outbound campaigns

Audioma®

Voice biometrics for the prevention of fraud detected via Contact Center

Verbamatic®

Events subtitling with the possibility of live editing a few seconds before their publication.

(1) iride KM

Navigating data and information to discover new correlations

⊘iride**c**M

Allowing information realtime retrieval on the various systems, through a unified front-end

() irideвко

Automatizing back-office activities to quickly and effectively manage the requests (e.g. complaints)

Oiridetrainer

Optimizing training through e-learning, gamification and simulation of operational processes



ALMAWAVE

2. Information Fusion **Modules**

A new and integrated vision to retrieve, navigate, analyse multisource information (text, voice, ...) and data







Oiridetext analytics

Customer's needs understanding (classification, automatic request dispatching in real-time, ...)

Oiride **VOICE**

Discovering customer needs, emotions and satisfaction level from the "voice of the customer"

Oiride VOICE RT

Supporting Contact Centers operations

(1) irideverbal order

Optimizing contract management processes

() iride KM

Navigating data and information to discover new correlations



Speech reporting and transcription (e.g. business meetings), with audio synchronization and final text révision



Audio-video contents index and search, with the option of recover the portion of the dialogue of interest and maintain the synchronization between transcribed text and audio



Define enterprise knowledge graphs of business organizations' domains of interest through an easy-tounderstand graphical language



Using social media to detect opinions, feelings and moods on topics of interest



Automatic speech transcription and documents production of any on-site . event



Automatic transcription, subtitling and translation of audio-video files (text sync with the original audio)

mastr

Ontology based data access management system to query



COMPELLING OFFERING

Vertical AI Solutions

Leveraging on industry knowledge, to solve specific and replicable business needs applying, in standardized way, various products modules





Government

Virtual assistant for Open Data

Voice of the Citizen

Automatic subtitling of shareholders' meetings

Entity extraction for the enrichment of information assets



AI-based hands-free maintenance interventions

Information discovery

Complaint Management

Monitoring of public debate on major works



Telco.Media.Utility

AIW

Customer Everywhere

Speech analytics (e.g. Contact Center)

Quality monitoring



Financial Services

AIW.

Virtual assistant for customer support (e.g. card issuance / block) with automatic dispatching based on the customer's intent



Virtual assistant for patient Healthcare reception

Advanced dictation system to support companies specialized in Medical Reporting

Al-based clinical stability Index





AIW Cross Industry

VERTICAL

SOLUTIONS

SOLUTIONS

Automatic classification and assignment of incoming communications

AIW

Minutes and subtitling of conferences, public administration assemblies, business meetings

Broadcast & Social Listening

Natural language data navigation (text / voice)

Virtual assistant for IT Service Desk

Voice biometrics

PRODUCTS









COMPELLING OFFERING

Big Data and Digital Services

Capabilities and services to implement and accelerate digital transformation projects in complex environments



SERVICES

CAPABILITIES

DIGITAL ARCHITECTURE SERVICES

PROJECT **CONSULTING SERVICES**

CENTRALIZED DELIVERY

SOLUTION COMPETENCE **CENTER**

AI ARCHITECTURE

Al architecture design and AI model definition and training



BIG **DATA**

Natural language comprehension and cognitive capabilities to enable a wide range of advanced analytics



DATA SCIENCE & OPEN DATA

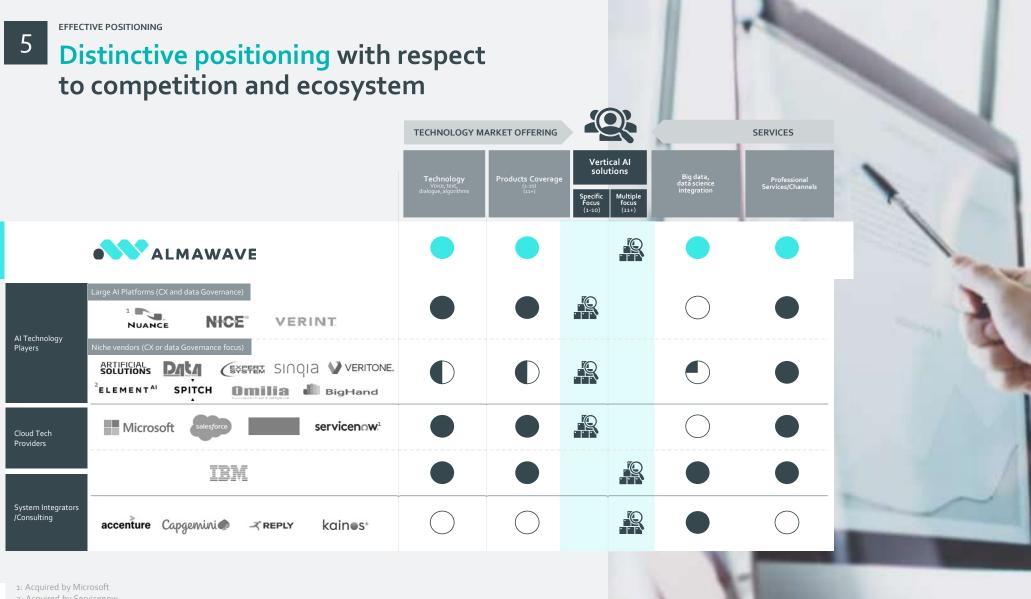
Distinctive skills and proprietary methodologies and framework to implement 5 stars open data models



VERTICAL SOLUTIONS

Leveraging technology, products and competencies to speed up the digital transformation in the client environment





^{2:} Acquired by Servicenow

Source: Almawave Management elaboration on PWC research "Artificial Intelligence Evolution – main trends" – Jan. 2021

EFFECTIVE POSITIONING

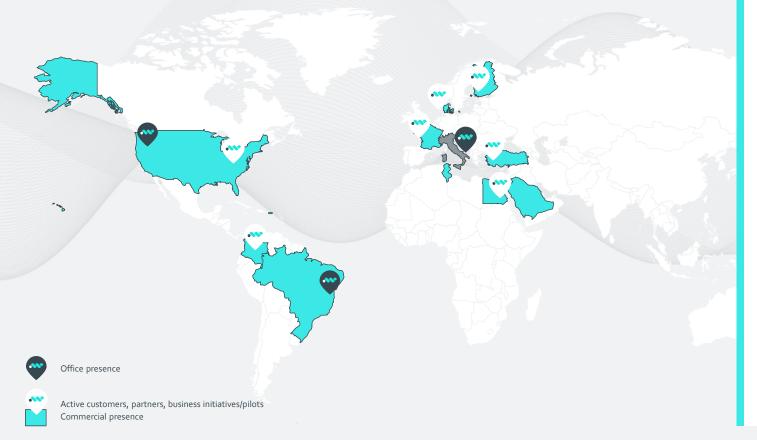
Wide offering and strong vertical focus

"Technology/solution player with strong vertical focus and AI & Data Science integration services. Unique positioning in vertical AI solution"

— PWC research [January 2021]



Strong potential for international scalability



TECHNOLOGY READINESS

State-of-the-art technology, already supporting more than 30 languages

Extensive modular product platform (10+ produtcs)

Brand and products visibility in the market analysts reports (60+)

GO-TO-MARKET TRACK RECORD

Existing branches

Effective partnerships abroad

Good track record: successful case histories, acknowledged at a global level

7

STRONG GOVERNANCE & PROCEDURES

Governance structure to ensure Group synergies and independence

Long-term Shareholding, experienced Management Team with international exposure across Multinationals and a Board of Directors aligned with the best standards

KEY BOARD MEMBERS



Marco Tripi Chairman

- CEO Almaviva Group
- 20+ years in the industry
- In Almaviva Group since 1999
- Previously in BNP Paribas Group



Antonio Amati Vice President

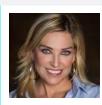
- General Manager Almaviva Group
- 20+ years in the industry
- In Almaviva Group since 2005
- Previously in HP Group



Francesco Profumo Independent Vice President

- Engineer and academic
- Former President of CNR (National Research Council)
- Former Minister of Education
- President of Fondazione Bruno Kessler

TOP MANAGEMENT ALMAWAVE



Valeria Sandei

- 16 years in the industry
- In Almaviva Group since 2004
- Previously: Accenture, JP Morgan



Antonello Gresia

- 12 years in the industry
- In Almaviva Group since 2012
- Previously: Geox, Safilo Group, Accenture



Raniero Romagnoli

- 20+ years in the industry
- In Almaviva Group since 2011
- Previously: RSA, HP



Paolo Paravento

- 20+ years in the industry
- In Almaviva Group since 2015
- Previously: HP, EMC, Accenture, Olivetti

BOARD OF DIRECTORS AT THE FIRST DAY OF TRADING





















Independent Board member Related parties committee



State-of-the-art processes - inter alias, for Management controlling and accounting, Compliance and Legal in each field- benefiting of systems and competencies uncommon in the SME landscape and close to MTA standards. The Company provides quarterly financial information and is IFRS compliant since 2012



Quarterly external financial reporting

IFRS Compliant (first time adoption 2012)

2 fully dedicated controllers

SAP, Oracle HFM and Oracle Essbase Systems



Top tier infrastructures for internal operation

IT support and cyber security experts at disposal



LEGAL, COMPLIANCE, **SAFETY**

Highly specialized teams in various key fields such as legal, purchasing, safety at work, privacy and other enabling processes and policies, to support and track an effective compliance and execution

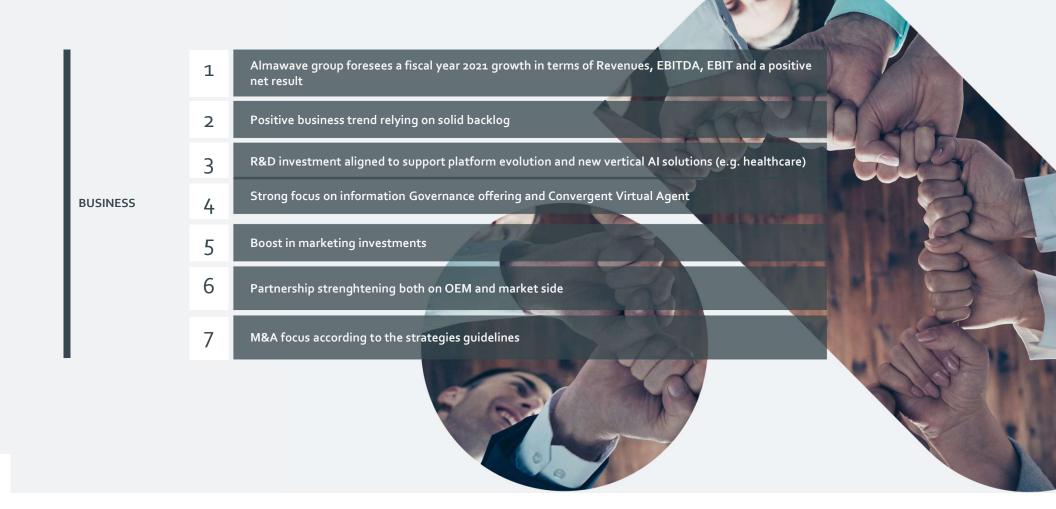
ISO9001 compliant since its inception

All the operational structures, included labs, are fully audited



Key business guidelines

FY 2021



27

Key financial highlighs 9M 2021

Total revenues and other income (+27% YoY)

Portfolio resiliency, combined with a solid **multiyear backlog** (56M)

Strong growth of the main economic KPI (EBITDA, EBIT and Net Result)

Relevant performance* on Products driven revenues (+30%YoY) and on Services (+25%YoY)

Outstanding performance* on Government (+39% YoY) solid path on Enterprise & Transportation (+6% YoY)

Acceleration* on International business (+15%YoY)
Latam shows a positive trend (revenues and margins)



Key technology highlighs **Products & vertical AI solutions** 9M 2021

NEW PRODUCT



New product releases of Iride® Text Analytics and Iride® KM based on microservices architecture



New product releases of Audioma® IVR 2.3, Flyscribe ® 2.6, Verbamatic ® 2.0

3 new supported languages +20 New language/acoustic model



New major release of Monolith, OBDA's Semantic Enterprise Knowledge Graph platform

AI FOR E-HEALTH



Launching the RicovAl project: Al supports diagnosis and prognosis to combat Covid-19



29

Key business & operations highlighs 9M 2021

- 16 New customers: 10in Italy and 6 in Brazil
- New projects: 30 in Italy and 7 in Brazil
- New European pilots (Germany and Croatia)
- New commercial partnerships (SAS, Phonexia, Visisol)
- 1 New business development started in the UK
- New Italian branches: Bari in June, Genova and Padova in July
- +50 Head count increase



Almawave at a Glance Tableau de board – 9M 2021

Revenues & Backlog

TOTAL REVENUES AND OTHER INCOME



€23.4M

27

+28.1% at avg exchange rate 9M 2020

REVENUES

€22.7M

YoY growth 25.6%

+26.6% at avg exchange rate 9M 2020

BACKLOG 30.09.2021

€56м

9M 2020

TOTAL REVENUES AND OTHER INCOME

€18.4M

REVENUES

€18.0M

Net Financial Position

FINANCIALS
NET FINANCIAL POSITION (+Cash; - Debt)

at 30/09/2021

+€14.0M

FINANCIALS
NET FINANCIAL POSITION (+Cash; - Debt)

at 30/06/202

+€12.9M

FINANCIALS

NET FINANCIAL POSITION (+Cash; - Debt)

at 31/12/2020

€/m

-€13.8M



Reported data; numbers rounded and percentages calculated on exact number

Almawave at a Glance Tableau de board – 9M 2021

Key Performance Indicators



9M 2020			
EBITDA	% on REVENUES		
€4.0 M	22.2%		
EBIT	% on REVENUES		
€2.1 M	11.4%		

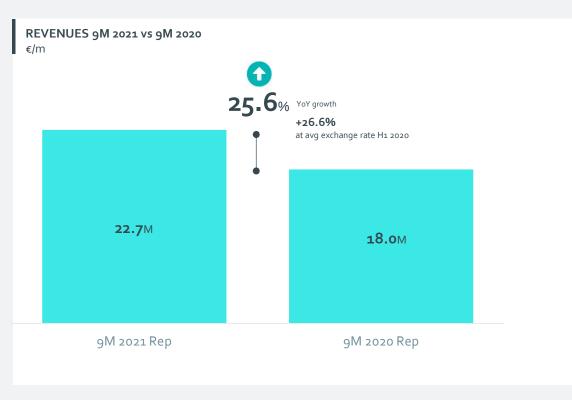
9M 2021 Includes st	tock grant accrual	
€5.2M	YoY growth 29.1%	% on REVENUES 22.8 %
€2.9M	YoY growth 39.0%	% on REVENUES 12.6 %
NET RESULT REPORTE €1.8M	YoY growth 430.2%	% on REVENUES 8.2%

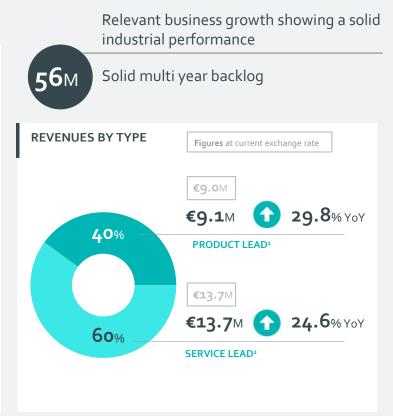
9IVI 2020	
EBITDA	% on REVENUES
€4.0 M	22.2%
EBIT	% on REVENUES
€2.1 M	11.4%
€2.1 M NET RESULT	11.4 % % on REVENUES



Top performance in terms of revenues growth with a solid backlog

9M 2021 vs 9M 2020





Reported data; numbers rounded and percentages calculated on exact number

^{1.} Revenue generated by the deployment of product modules SaaS and On Premises;

^{2.} Revenue generated by big data and digital transformation services

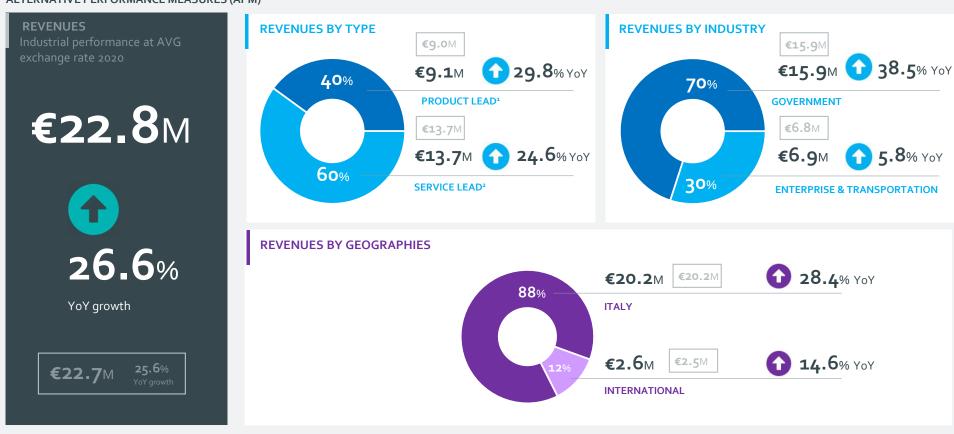
STRONG FINANCIALS & GROWTH GUIDELINES

Business trends aligned to strategic guidelines

9M 2021

ALTERNATIVE PERFORMANCE MEASURES (APM)

Revenue mix showing a consistent path in terms of strategy execution, confirmed by all the APM trends

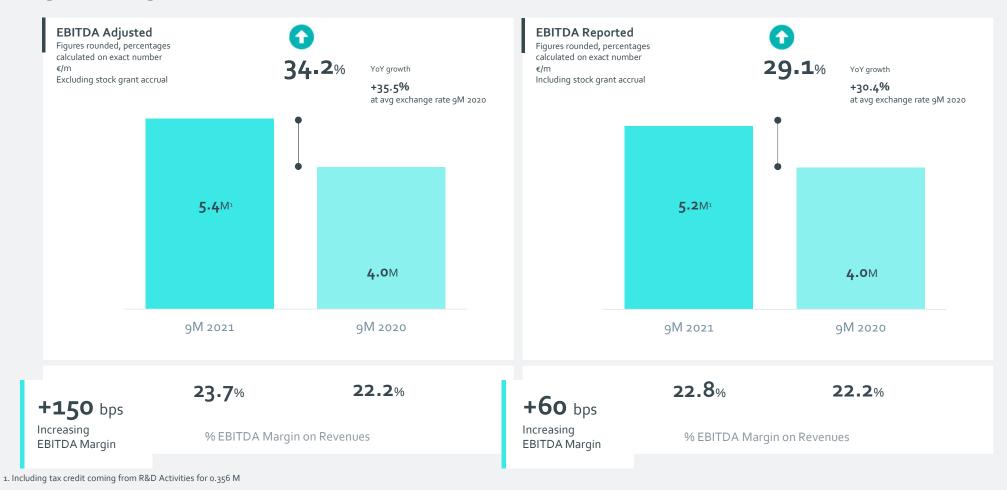


^{1.} Revenue generated by the deployment of product modules SaaS and On Premises and related customizazion activities 2. Revenue generated by big data and digital transformation services on third parties products

Solid growth in terms of EBITDA and Margins

9M 2021 vs 9M 2020

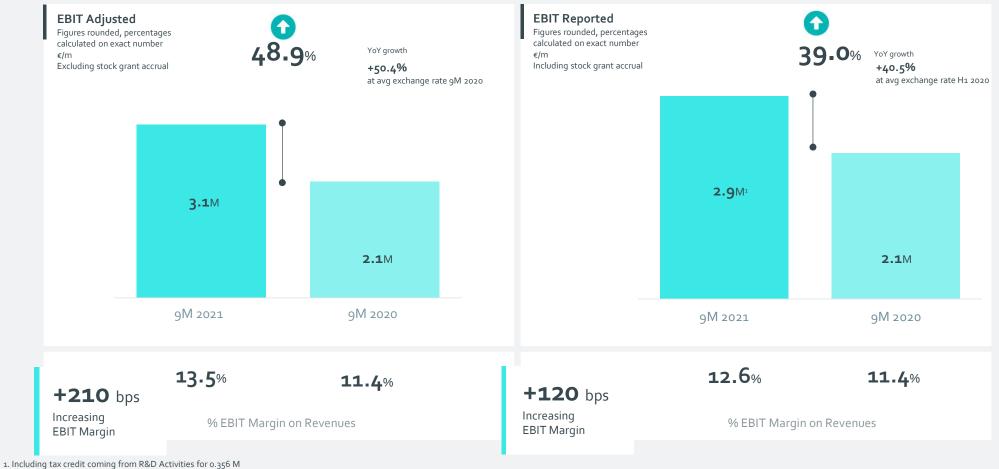
Solid industrial performance showing an increasing revenues & profitability



Solid growth in terms of industrial EBIT and Margins

9M 2021 VS 9M 2020

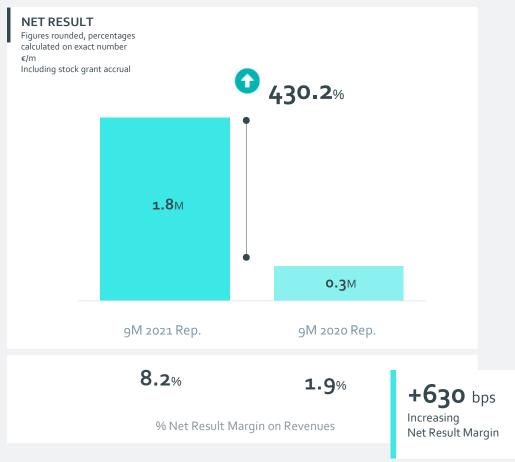
Solid industrial performance showing an increasing revenues & profitability



Solid growth in terms of Net Result

9M 2021 VS 9M 2020

Solid industrial performance showing an increasing revenues & profitability





FINANCIAL STATEMENT

P&L Statement

FY 2020 vs FY 2019

€ million	YTD Dec 20	YTD Dec 19	Delta
Revenues	26.9	21.3	5.6
Total of Revenues and Other Income	27.6	23.3	4.3
Operating Costs	(21.5)	(17.1)	(4.4)
% Revenues	79.9%	80.3%	
EBITDA	6.2	6.2	- (¹)
% Margin	23.0%	29.3%	
D&A	(2.6)	(2.1)	(0.5)
% Revenues	9.7%	9.9%	
EBIT	3.7	4.1	(0.4)
% Margin	13.7%	19.4%	
Interest Expense	(1.8)	(1.5)	(0.3)
% Revenues	6.5%	6.8%	
EBT	1.9	2.7	(0.7)
% Margin	7.2%	12.5%	
Taxes	(0.6)	(0.3)	(0.3)
Group Net Income	1.3	2.3	(1.0)
Tax credit coming from R&D Activities	0.3	1.5	(1.2)
Industrial EBITDA ²	5.9	4.7	(1.2)
<u> </u>			