

### Global Megatrends Conference TP ICAP MIDCAP

September 2021

#### Almawave Team presenting today





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

#### Christian De Felice

Almawave Board Member CFO Almaviva Group

- Years in industry: 11
- Joined Almaviva Group: in 2009
- Previously in Safilo Group, e.Biscom, Omnitel and Banca di Roma

#### Raniero Romagnoli CTO Almawave

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



# Almawave at a glance

#### 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





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### 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

**BACKLOG<sup>1</sup>** 

31.12.2020

STRONG FINANCIAL PERFORMANCE HIGH VISIBILITY ON REVENUES

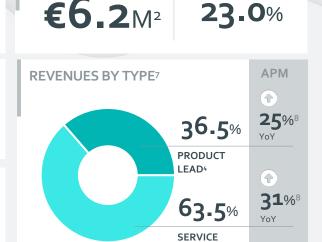
EBITDA MARGIN 2020 % on REVENUES

**€26.9**M

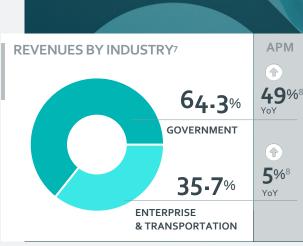


**€72**M

modules



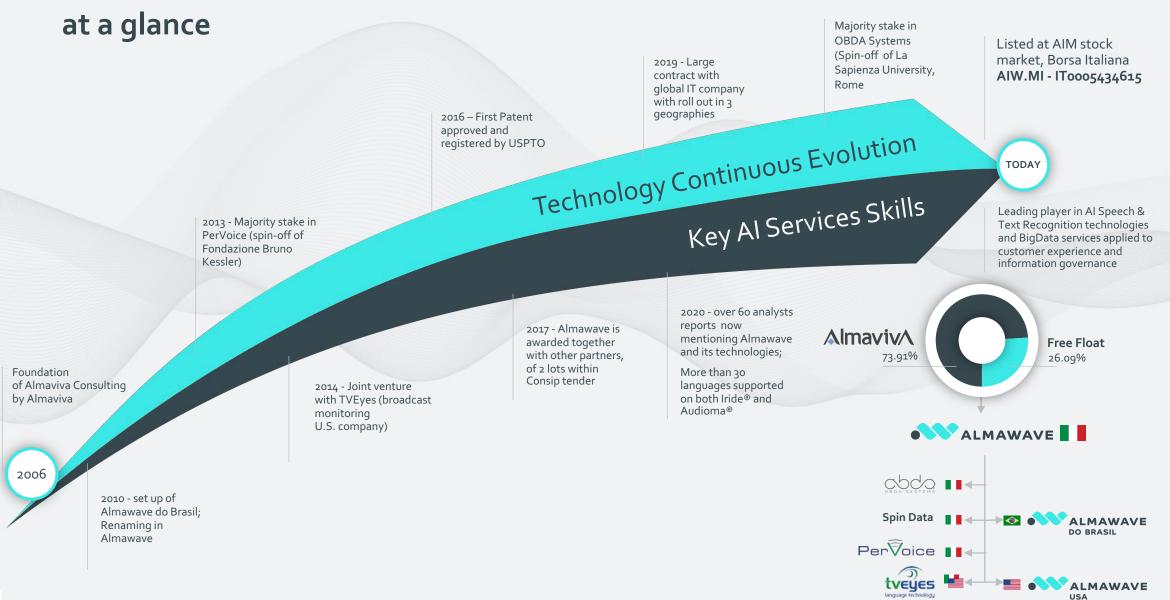
LEAD<sup>5</sup>



CORMANCE<br/>2.6.1.%<br/>Yor growthREVENUES

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



# Key investments highlights

### Key Investment Highlights

COMPELLING OFFERING	2	Clear Business Model: Proprietary Technology + Key competencies + Vertical solutions	101
	3	R&D driven Company and technological leadership	
	4	Al-based Proprietary Platform and advanced services	12
EFFECTIVE POSITIONING	5	Defensible strategic positioning	
	6	Strong potential for international scalability and relevant success cases	
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	9	Strong financials, backlog, growth	
& GROWTH GUIDELINES	10	Clear business guidelines	

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### Booming addressable market with significant resilience to actual global trend

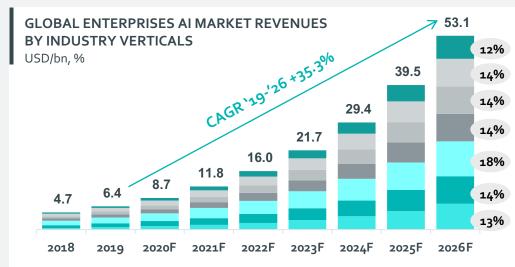
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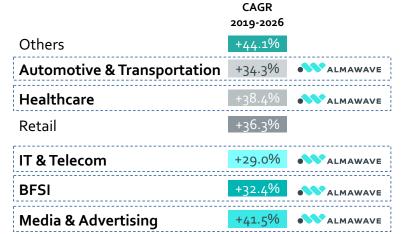
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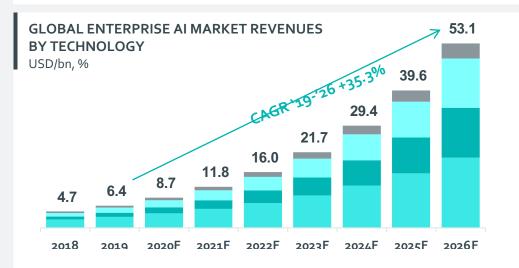
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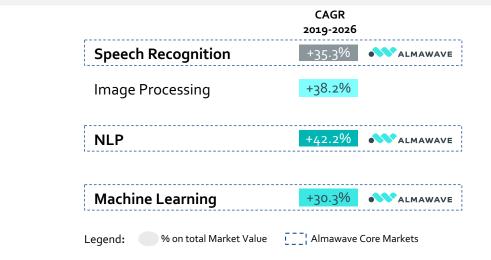
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#### **Digitalization process within PA** 2/2 even more focused, due to COVID-19



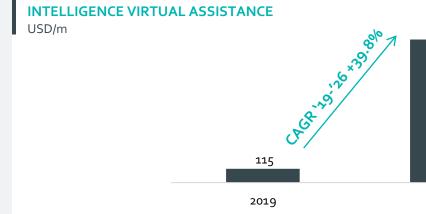
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"Digital technology platforms are emerging across government agencies as they allow governments to retire legacy systems and infrastructure and therefore achieve greater economies of scale" - Gartner

Digital Agenda project has received financing for about EUR4.5bn from European and National funds (FESR OT<sub>2</sub>, FEASR, PON METRO, ...)

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



**GLOBAL PUBLIC ADMINISTRATION AI MARKET** 



Strong positioning in the segment, related to SPC Framework Agreement<sup>1</sup>, to support the Italian **Digital Transformation** 

COMPELLING OFFERING

# From technology to vertical solutions to accelerate AI clients' adoption



**▲** 

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 agents

Omnichannel platform





Modular platforms, Iride<sup>®</sup>, Audioma<sup>®</sup> 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

#### TIME TO MARKET

ANTIFRAGILITY VS BIG TECH

THE POWER OF A SOLUTION-BASED STRATEGY

#### EASY-TO-UNDERSTAND FOR BUSINESS

OPERATIONALIZE AI

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



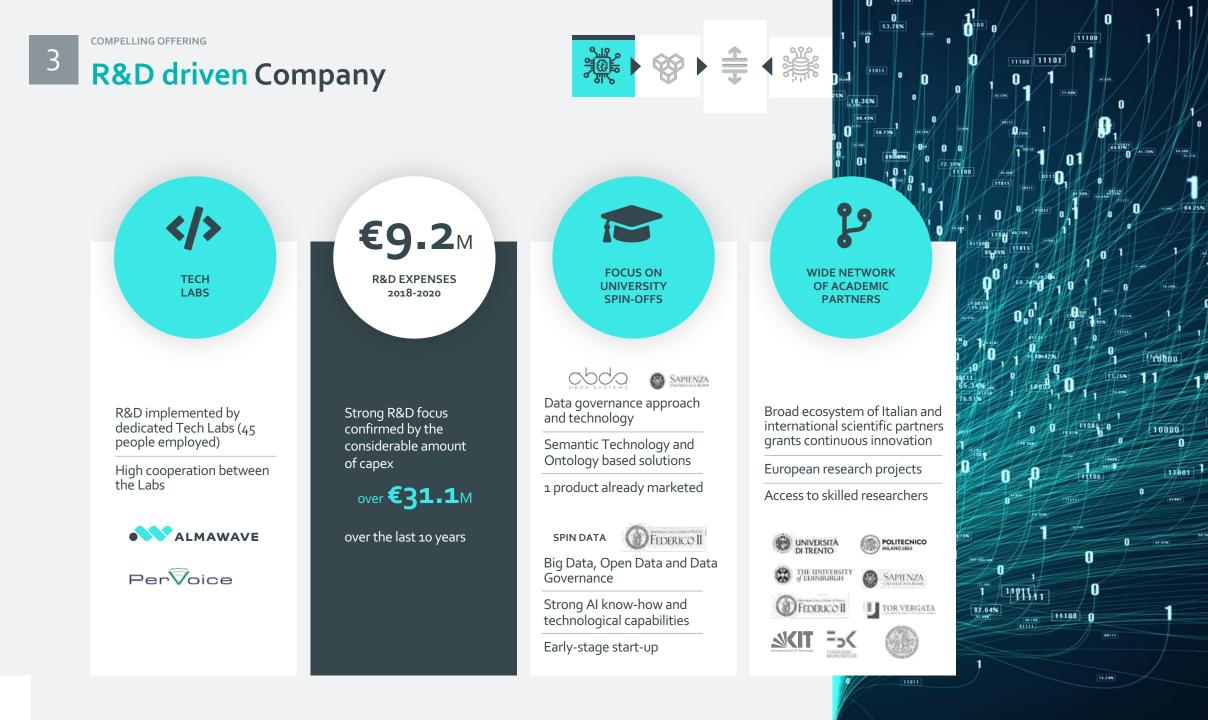
Compelling technological competencies on big data platforms and related advances techniques

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

OPEN DATA BIG DATA

AI ARCHITECTURE

MACHINE LEARNING



Technological Leadership Awards and Recognition



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** – 26<sup>th</sup> May 2016

**No. 9,864,995** – 9<sup>th</sup> January 2018

**No. 10,453,075** – 22<sup>nd</sup> October 2019



## Compelling Al-based Proprietary Platforms



() iride®

Audioma®

maströ

Natural language understanding and AI / cognitive capabilities to enable a wide range of customer experience and information fusion needs

Technologies NLP ASR Dialogue Omnichannel





+20 Vertical AI Solutions



AIW Government

••••

OBDM



AIW Cross Industry

NATURAL EXPERIENCE

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

2 INFORMATION FUSION

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

COMPELLING OFFERING

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### **1. Natural Experience** Modules



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

<b>O</b> iridetext analytics Customer's needs understanding (classification, automatic request dispatching in real-time,)	O iride wave Bot Managing the dialogue in natural language - text and voice - through virtual assistant	Audioma <sup>®</sup> Automatic speech recognition for natural language IVR platform	
<b>O</b> iride channel HUB Managing cross-channel interactions with customers and acquiring information from heterogeneous sources	Siride CALL Improving customer experience through conversational IVR and managing outbound campaigns	Audioma® BIOMETRICS Voice biometrics for the prevention of fraud detected via Contact Center	Verbamatic® PSW Events subtitling with the possibility of live editing a few seconds before their publication.
<b>Oricide KM</b> Navigating data and information to discover new correlations	Oiridecm Allowing information real- time retrieval on the various systems, through a unified front-end	<b>Oiridebko</b> Automatizing back-office activities to quickly and effectively manage the requests (e.g. complaints)	Optimizing training through e-learning, gamification and simulation of operational processes

ALMAWAVE

4

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### **2. Information Fusion** Modules



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

Customer's needs understanding (classification, automatic request dispatching in real-time,)	<b>O</b> iride voice Discovering customer needs, emotions and satisfaction level from the "voice of the customer"	Oride voice RT Supporting Contact Centers operations	Optimizing contract management processes
<b>iride KM</b> Navigating data and information to discover new correlations	Verbamatic <sup>®</sup> STENO Speech reporting and transcription (e.g. business meetings), with audio synchronization and final text revision	Verbamatic® DIGITAL ARCHIVE 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	Monolith Define enterprise knowledge graphs of business organizations' domains of interest through an easy-to- understand graphical language
<b>iride aware</b> Using social media to detect opinions, feelings and moods on topics of interest	FlyScribe® TRANSCRIPTOR 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)	Mostr ゆ Ontology based data access management system to query data

COMPELLING OFFERING



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

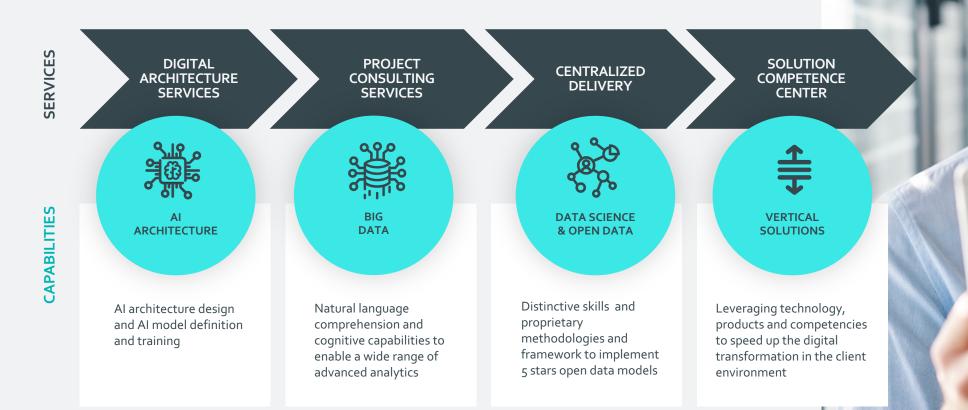


**COMPELLING OFFERING** 

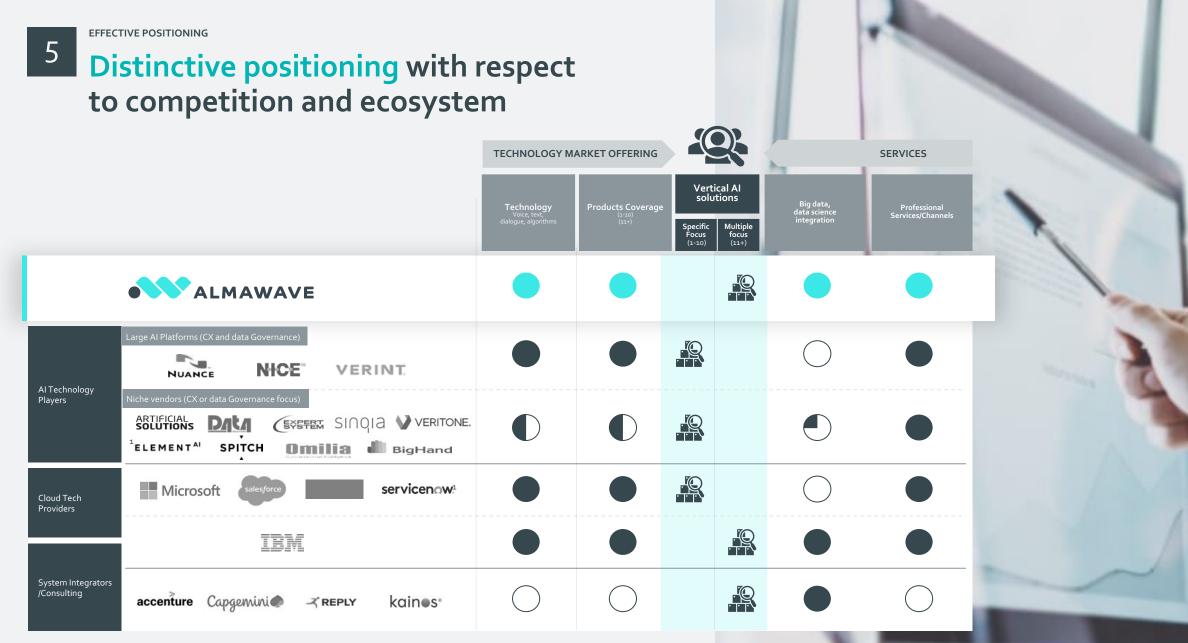
### **Big Data and Digital Services**

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





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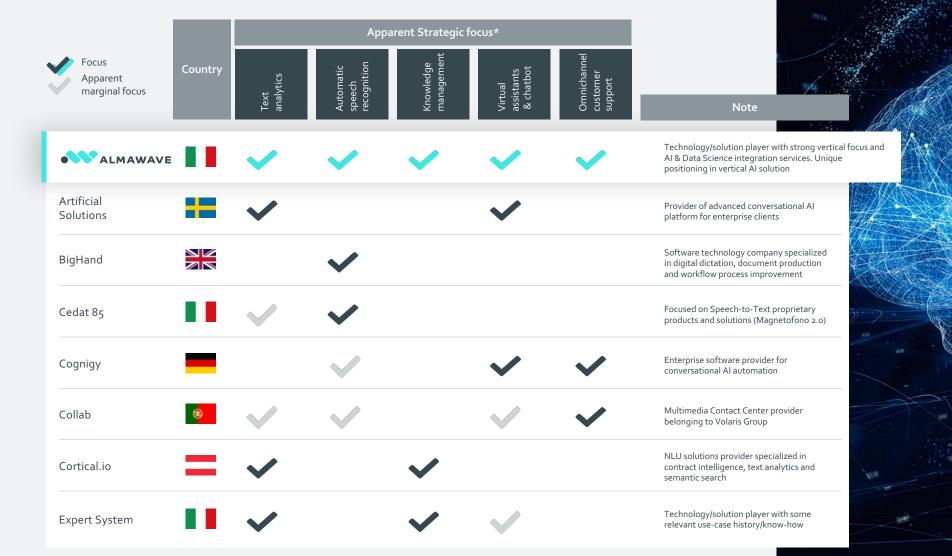
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#### 5 Wide offering and strong vertical focus

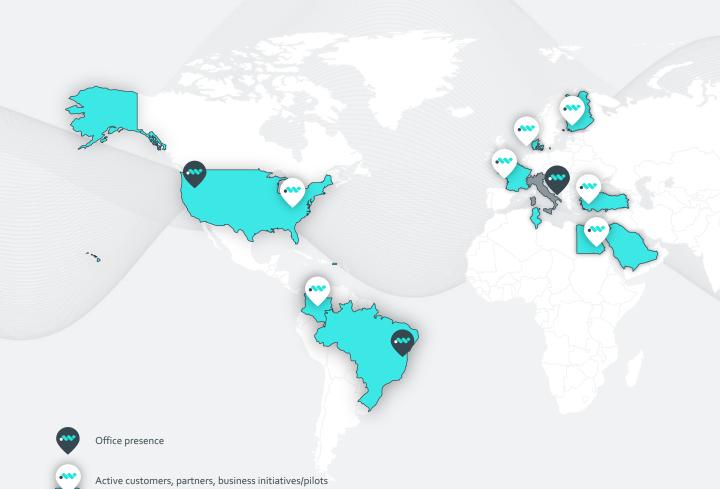
"Technology/solution player with strong vertical focus and AI & Data Science integration services. Unique positioning in vertical AI solution" — PWC research [January 2021]



Source: Artificial Intelligence Evolution – main trends; PwC – Jan. 2021; Note: (\*) "Apparent Strategic Focus": offering and strategic focus inferred from available public information



#### 6 Strong potential for international scalability



#### Commercial presence

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 (e.g. European Parliament, global IT provider)

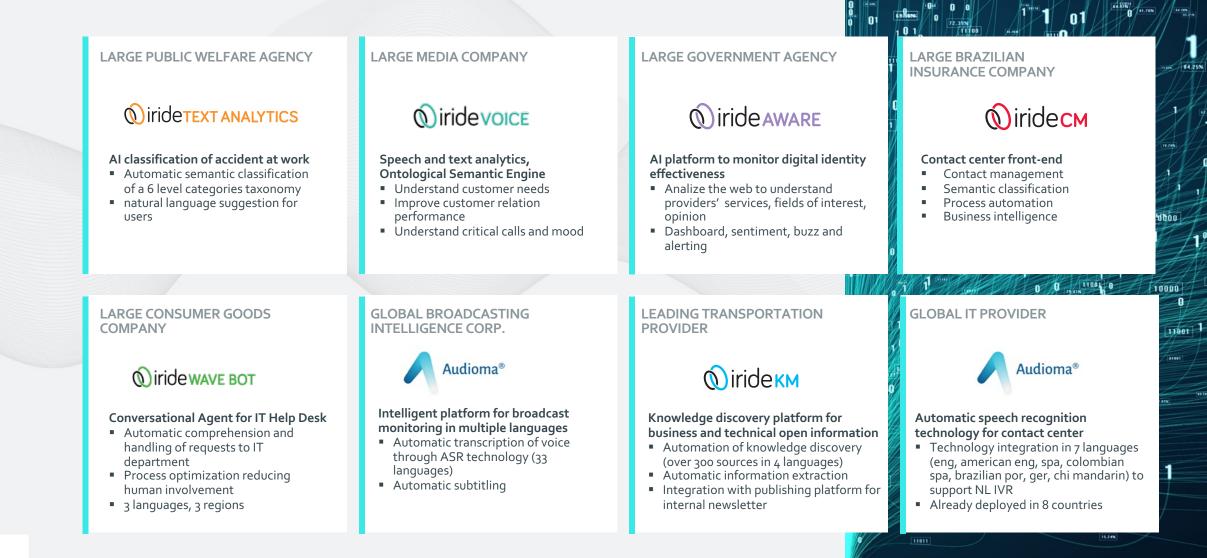


### A few Success Cases

**EFFECTIVE POSITIONING** 

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18.36%

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EFFECTIVE POSITIONING

### Focus on Government

### SPC Contract Framework Agreement

#### Government Guidelines

#### ITALIAN DIGITAL AGENDA

Plan implemented by Italian government aimed at promoting digital revolution and spread of new technology for PA transformation and modernisation

#### NATIONAL INNOVATION PLAN 2025

«Innovation and digitization must be part of a structural reform of the State that promotes democracy, equality, ethics, justice and development, centered on respect for human beings and our planet»<sup>1</sup>

#### AI NATIONAL STRATEGY

«Unprecedented and responsible use of AI, pointing the way for a leap towards new levels of efficiency and sustainability for businesses»<sup>2</sup>

#### National Recovery and Resilience Plan (PNRR)

Investment program to respond to the pandemic crisis caused by Covid-19 with the objectives of:

Accelerate Digitization, Innovation and Competitiveness

Promote the green revolution and ecological transition

Strengthen the infrastructures for mobility and services in the Healthcare sector

Investing in education, research and culture by promoting social equity and gender equality

#### SPC Contract Framework Agreement

Contractual framework (split into 4 lots) to implement the Italian Digital Agenda

Public administrations use SPC framework agreement purchasing channel to cover the addressed topics of each lot

Almawave participated to the tender process together with Almaviva and other Partners (Consortium)

The Consortium was awarded 2 lots (lot 3 and lot 4)

Within the Consortium each partner has direct billing towards Administrations



Important backlog granting solid revenues and resilience

Strong positioning within PA segment

Possibility to implement concrete Al strategies in highly complex environment

Access to a wide client base and creation of replicable use cases, exportable also to other industries

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### **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



**BOARD OF DIRECTORS** 

AT THE FIRST DAY OF TRADING

TOP MANAGEMENT ALMAWAVE



Valeria Sandei CEO

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



Raniero Romagnoli CTO

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



Paolo Paravento

 Previously: HP, EMC, Accenture, Olivetti

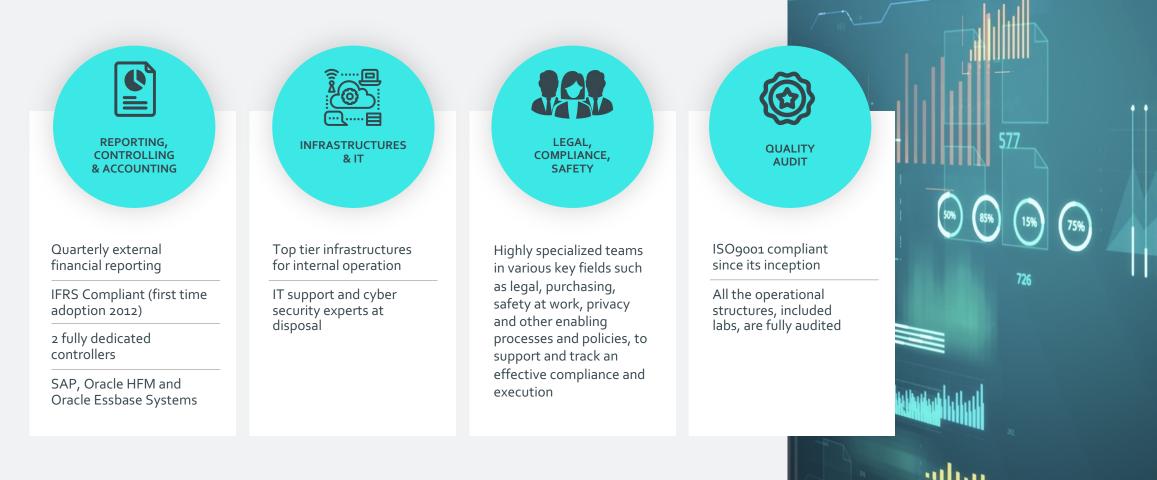
CSMO

Independent Board member Related parties commettee

STRONG GOVERNANCE & PROCEDURES

### State-of-the-art procedures uncommon to SME

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



767

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# Financial results H1 2021

#### Key financial highlighs H1 2021

Total revenues and other income (+22% YoY)

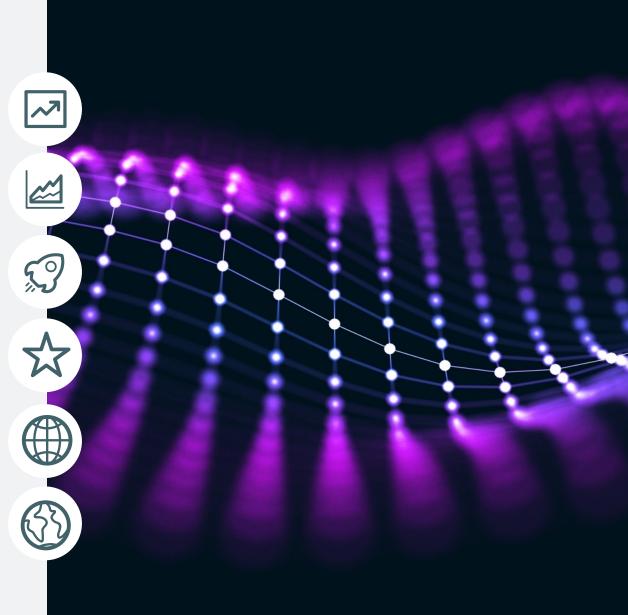
Portfolio resiliency, combined with a solid **multiyear backlog** (63M)

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

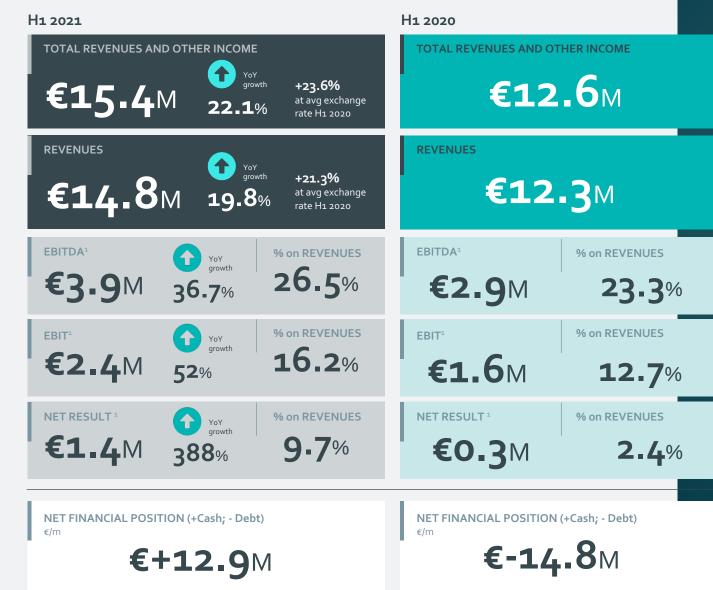
**Relevant performance** on Products driven revenues (+18% YoY) and on Services (+23% YoY)

**Outstanding performance** on Government, (+32% YoY) solid path on Enterprise & Transportation (+2% YoY)

Acceleration on International business Latam shows a positive trend (revenues and margins)



### Almawave at a Glance Tableau de board – H1 2021

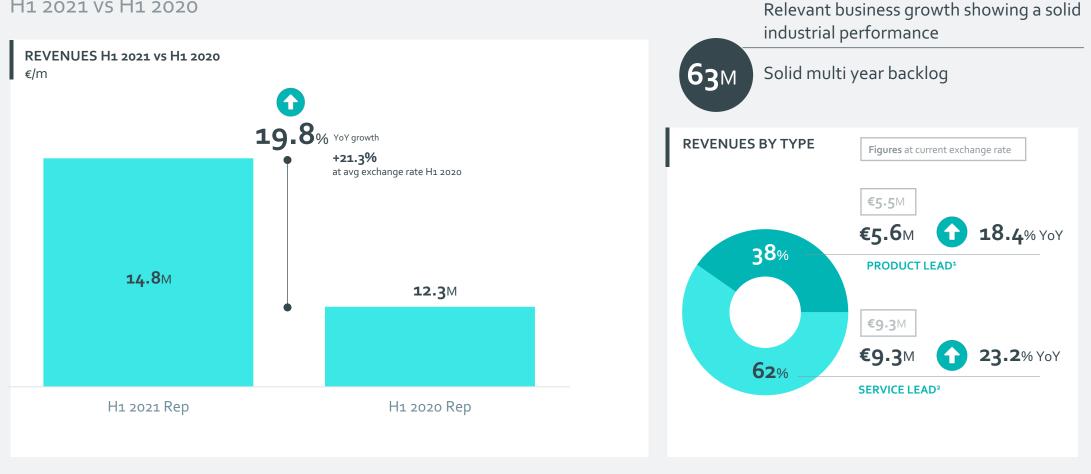




ICAP MIDCAP

### Top performance in terms of revenues growth with a solid backlog

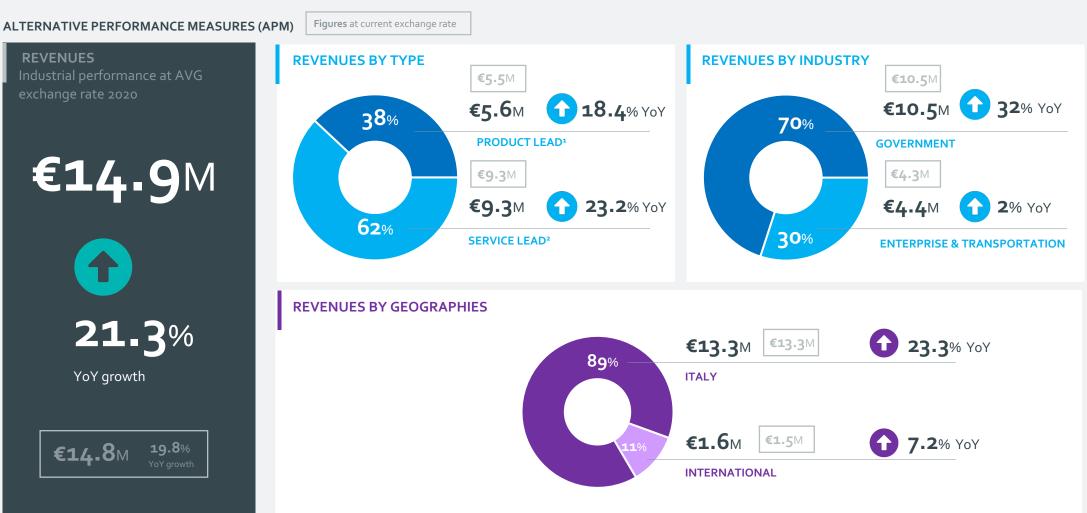
H1 2021 VS H1 2020



**STRONG FINANCIALS & GROWTH GUIDELINES** 

# Business trends aligned to strategic guidelines

H1 2021



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; 2. Revenue generated by big data and digital transformation services

### Solid growth in terms of industrial EBITDA and Margins

H1 2021 vs H1 2020

Solid industrial performance showing an increasing profitability



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33

### Solid growth in terms of industrial EBIT, Margins and Net Result

H1 2021 vs H1 2020

Solid industrial performance showing an increasing profitability



1. Including tax credit coming from R&D Activities for 0.356 M



ANNEX Financial Statement H1 2021

### Main results P&L Almawave Group

H1 2021 vs H1 2020

14.8 14.9 3.9 26.5%	12.3 12.3 2.9 23.3%	2.5 2.6 1.0	19.8% 21.3% 36.7%
3.9 26.5%	2.9		
3.9 26.5%	2.9		
26.5%		1.0	36.7%
26.5%		1.0	36.7%
	~,·,·,·		
3.5	2.9	0.7	24.2%
24.1%	23.3%		
2 (	16	0.8	52.0%
16.2%	12.7%	0.0	52.070
2.0	1.6	0.4	29.3%
13.8%	12.7%		
1.4	0.3	1.1	390.0%
9.7%	2.4%		
	2.4 16.2% 2.0 13.8% 1.4	24.1%       23.3%         2.4       1.6         16.2%       12.7%         2.0       1.6         13.8%       12.7%         1.4       0.3	24.1%       23.3%         2.4       1.6       0.8         16.2%       12.7%       -         2.0       1.6       0.4         13.8%       12.7%       -         1.4       0.3       1.1

### P&L Statement

#### H1 2021 vs H1 2020

€ million	H1 2021	H1 2020	Delta
Revenues	14.8	12.3	2.5
Total of Revenues and Other Income	15.4	12.6	2.8
Operating Costs	(11.5)	(9.7)	(1.8)
% Revenues	77.6%	78.8%	
EBITDA	3.9	2.9	1.0
% Margin	26.5%	23.3%	
D&A	(1.5)	(1.3)	(0.2)
% Revenues	10.4%	10.5%	
EBIT	2.4	1.6	0.8
% Margin	16.2%	12.7%	
Interest Expense	(0.3)	(1.1)	0.8
% Revenues	2.0%	8.5%	
EBT	2.1	0.5	1.6
% Margin	14.2%	4.3%	
Taxes	(0.7)	(0.2)	(0.5)
Group Net Income	1.4	0.3	1.1
% Margin	9.7%	2.4%	
Tax credit coming from R&D Activities	0.4	-	0.4
Industrial EBITDA <sup>(1)</sup>	3.5	2.9	o.6

### **Balance sheet**

#### H1 2021 vs Dec 2020

million	At H1 2021	At Dec 2020	
Intangible assets	19.7	18,6	Total shareholders' equity
Goodwill	0.5	0.5	Non-current liabilities for em
Property, plant and equipment	0.0	0.0	
Investments accounted for using the equity method	0.0	0.0	Non-current provisions
Non-current financial assets	0.0	0.0	Non-current financial liabilitie
Deferred tax assets	0.2	0.3	Deferred tax liabilities
Other non-current assets	0.0	0.0	Other non-current liabilities
Total non-current assets	19.9	18.9	Total non-current liabilities
Inventories	0.0	0.0	Current provisions
Contract assets	0.0	0.0	Trade payables
Trade receivables	23.4	21.0	Current financial liabilities
Current financial assets	0.6	1.1	Current tax liabilities
Other current assets	8.1	6.3	Other current liabilities
Cash and cash equivalents	13.9	1.9	Total current liabilities
Total current assets	45.5	30.4	Total liabilities
Non-current assets held for sale	0.0	0.0	
Total assets	65.4	49.3	Total equity and liabilities

	At H1 2021	At Dec 2020
Total shareholders' equity	37.9	8.8
Non-current liabilities for employee benefits	1.9	1.7
Non-current provisions	0.0	0.0
Non-current financial liabilities	0.1	15.0
Deferred tax liabilities	0.0	0.0
Other non-current liabilities	0.7	0.8
Total non-current liabilities	2.7	17.5
Current provisions	0.0	0.0
Trade payables	20.7	18.7
Current financial liabilities	1.0	1.9
Current tax liabilities	o.6	o.6
Other current liabilities	2.5	1.9
Total current liabilities	24.8	23.0
Total liabilities	27.5	40.5
Total equity and liabilities	65.4	49.3

### **Cash Flow**

#### H1 2021 vs H1 2020

€ million	H1 2021	H1 2020
EBITDA	3.9	2.9
Capex	(2.4)	(2.1)
(Increase) / Decrease in Normalised Working Capital	(2.1)	1.3
Operating Cash Flow	(0.6)	2.0
% EBITDA	(15.5)%	70.3%
Non-Recurring Items	-	-
Taxes	(0.1)	(0.0)
Free Cash Flow for Debt Service ante Dividend Payments and Other Items	(0.7)	2.0
Dividend Payments	-	-
Other Items <sup>1</sup>	0.0	0.0
Free Cash Flow for Debt Service	(0.7)	2.0



ANNEX Financial highlighs FY 2020

#### 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	- ( <sup>1</sup> )
% 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%	
ЕВТ	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 <sup>2</sup>	5.9	4.7	(1.2)