



Gruppo SIGLA Srl is a private Genoese company, composed of over 70 highly specialized technicians having a great experience in **Information Technology** which designs and develops IT solutions for private and public companies; it lends its collaboration mainly to large customers with offices in Genoa and Liguria, in the rest of Italy and abroad.

Gruppo SIGLA has adopted a **Code of Ethics** and has received a **Legality Rating** from the Guarantor.

It is able to provide solutions and services in the field of information technology and automation, covering the entire Project life cycle: from the analysis of the requirements to the realization of feasibility studies, from design (hardware and software) to integration and system configuration, from the realization of "dedicated applications" to the installation at the end users.

It is also a reseller of some products (both hardware and software) of which it is itself a user. Some of these they have been produced internally, while others are the result of partnerships with important international companies.

Gruppo SIGLA is a member of:

- » *Distretto dei Sistemi Intelligenti Integrati e Tecnologie - SIIT*
- » *Distretto Ligure delle Tecnologie Marine - DLTM*
- » *Polo Energia, Ambiente, Sviluppo Sostenibile - EASS*
- » *Polo Transit (Tecnologie e Ricerca Network Sicurezza ed Intermodalità nei Trasporti)*
- » *Polo Ligure Scienze della Vita - PLSV*
- » *Cluster Nazionale Smart Communities Tech (Torino Wireless)*

It also works with the main **University Departments** and **Research Centers** for the design and implementation of highly innovative systems. It is also one of the founding Members of **DIXET**, the association "Electronic District and Advanced Technologies", and has participated in the foundation of the Higher Institute for ICT (**ISICT**). Gruppo SIGLA is represented on the Board of Directors of the **CTI Liguria** Association (Club Tecnologie Informatiche of Liguria) and **FIDA Inform** (National Federation of ICT Associations).

OUR OFFER

Gruppo SIGLA cares about Customer satisfaction, which is the fulcrum and the objective around which all the company processes have been designed, assumes absolute importance. It is also strongly committed to enhancing staff to promote their constant professional growth.

Gruppo SIGLA has worked for many years in the IT field as a System Integrator and provides expertise and technologies in various application areas. Many significant experiences have been made in numerous sectors, The offer is completed by a division that deals with Research and Innovation, in order to keep the skills up-to-date and to be able to stimulate its Customers for continuous growth.

CRM



Gruppo SIGLA has an in-depth knowledge of **CRM** processes and technologies, in which it has been operating for many years.

Our services include:

CRM projects with CTI integration / Multichannel communication systems / Interactive Voice Response / Mobile telephony / Voice over IP / Optimized sales force management / Management of marketing campaigns

ITSM

Our offer is based on **ITSM ITIL compliant** solutions as strategic tools of company organization. All our technicians working in this area are **ITIL v3** certified.

In particular, the offer includes:

IT Service Management Projects / Field Force Automation and Planning / Configuration Management DB (CMDB) & agentless asset Discovery / Process Analyzer for integrated analysis of business data / Data analysis - dashboards for real-time monitoring / ITIL training



BUSINESS INTELLIGENCE



Thanks to the experience gained in various sectors, both industrial and services, we are able to support all the activities that are carried out for the realization of a **Business Intelligence** project.

Our offer includes:

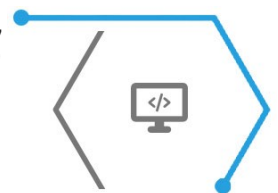
Analysis of the sources and standardization of company data / Design, creation and population of the Data Warehouse / Design and implementation of DSS systems / Data analysis using multidimensional analysis tools and dashboards / Geomarketing applications / Data Mining / Data Base Administration / Prescriptive Data Analytics

SOFTWARE DEVELOPMENT

We develop **software applications** for industrial processes on the issues of industrial automation, and **sites and portals** that support multi-channel and multi-user access to information both via web and mobile.

In particular we deal with:

Institutional and interactive sites / Portals with content management and workflow management functions / Intranet solutions for internal corporate communication and management of all activities / Development of Embedded Software with microprocessor systems and standard or proprietary real time operating systems / Consulting services



TRAINING

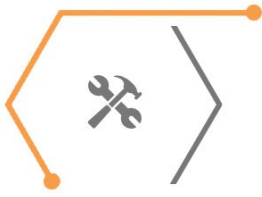


Gruppo SIGLA, thanks to the many years of experience in the development and IT consulting for companies, industries and public bodies, offers a **wide range of courses**, able to meet the training requirements in the IT systems, service and IT systems Management, Project Management, server administration, virtualization, IT security, programming languages and databases and the main application platforms

Our official courses can be customized in terms of content, number of hours and frequency. Thanks to a network of qualified teachers we are able to meet the training needs of our. Customers also outside the standard courses available in our offering.

OUR OFFER

IT SERVICES



Gruppo Gruppo SIGLA provides **system support services** thanks to a group of technicians specialized in different technological environments.

These services include:

Server virtualization and consolidation / Help-desk projects and system assistance / HW and SW installations / Design and configuration of geographic networks on dedicated lines or with VPN technologies in MPLS / Networks and Wi-Fi connections, Bridging between networks / Network services TCP / IP-based: File and Print Server, E-mail, Web Server, FTP / Integration of Linux Services and Systems - Microsoft Windows

INDUSTRIAL AUTOMATION

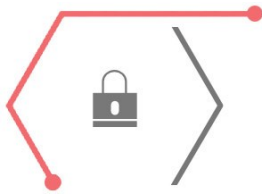
In the **Industrial Automation** sector, SIGLA Group has more than thirty years of experience. Some specialists have been working since 1980 on the issues of automation and engineering systems for industrial processes with in-depth knowledge both functional and technological.

The services provided:

Design, engineering, configuration / development of automation software / SCADA systems and development of HMI / process simulation / design and development of logic on PLC and RTU configuration / on site installation and commissioning.



IT SECURITY



The proposal provides for a global approach to **IT Security** that includes all aspects, both organizational (procedures, standards, certifications ...) and technology (Cybersecurity), through the provision of consulting, design and implementation services in compliance with the regulations (GDPR) and international standards (ISO 270001).

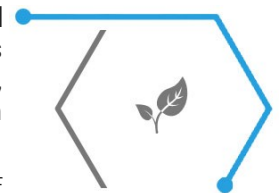
In particular, the services offered to companies are:

Risk analysis / Identification of attacks / Design and implementation of IT architecture Security / Consultancy for adaptation to GDPR and ISO27001 standard / Training and certification ISO / IEC 27001 and PCI-DSS / Integration between IT and OT environments / Protection and optimization of networks IT and OT / Training on solutions and finished products.

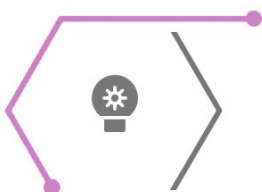
ENVIRONMENTAL MONITORING

Gruppo SIGLA has developed SMART 3, an innovative solution for Real Time **Environmental Monitoring** and the generation of statistical reports. In accordance with the Ministerial regulations that regulate the emissions of dust and harmful gases into the atmosphere by industrial plants, SMART allows interfacing with different monitoring systems and is therefore suitable for use on every system.

It is an excellent tool for the acquisition of data that can be used to obtain the certification of compliance with the UNI EN ISO 14001/2004 standard.



RESEARCH & DEVELOPMENT



Gruppo SIGLA, registered in the National Research Register of MIUR (Ministry of Education, University and Research) since 2002, is constantly engaged in research and technology transfer activities for the development of innovative solutions and products through the Center of Competence **Research & Development** with which it participates, together with industries and research centers of European countries, in Financed Projects (European Union, Ministry of Economic Development, Ministry of Education, University and Research, Liguria Region).

The main lines of research are:

Smart City / Health / Environment & Water / Green Economy / Transport & Logistics / Privacy & Data Security / Energy

CERTIFICATIONS and PARTNERSHIPS

Gruppo SIGLA has been certified in quality since 2005 according to the normative denominated **UNI EN ISO 9001** that is applied to all sectors of business activities: SW design and production, consultancy services, after-sales assistance, etc. Gruppo SIGLA also provides advice and training in ITIL and has a whole division formed by **ITIL V3** certified technicians.



In addition to this, Gruppo SIGLA has certifications in numerous technological environments such as **Oracle, Microsoft, iET Solutions, QlikView, Stormshield**... The skills and the delivery model, which guarantee a constant quality of services, have allowed the company to grow steadily over the years and to enjoy maximum customer trust.

To complete its offer, Gruppo SIGLA has active partnerships with leading and highly specialized companies.

Gruppo SIGLA, as a certified partner, develops projects and solutions on the **Microsoft** platform and offers solutions on the **ITSM platform** of **iET Solutions**, which has been a distributor for the entire national territory since 1996. In addition to the Business Intelligence, Gruppo SIGLA is certified partner for the development and reseller of the **QlikView** platform. Furthermore, for the supply of Data Mining projects, it is a partner of the **Rulex** company, which provides an innovative platform in the field of Machine Learning. In the training area there are active partnerships with which consultancy and certification are developed in IT Governance, IT Service Management, IT Project Management, Agile and ISO 20000. In relation to document management, a partnership has been signed with **Faber System**, thanks to which Gruppo SIGLA is able to distribute and develop applications based on **WAM 3.0**, the evolved platform that digitizes business processes. Within the GIS systems, a partnership with **Pitney Bowes** (formerly MapInfo) is active. In the security sector, a partnership was established with **Stormshield**, a leading company in the design of IT security systems. In the Business Process Management field, a partnership was established with **Openwork**, Software Vendor, which develops tools that can support business experts in creating application solutions. Furthermore Gruppo SIGLA is **Remtech** partner for the supply of the hardware part in its environmental monitoring solutions.

SOME CUSTOMERS

STEELMAKING & METALLURGY

- » A.L.B.A.
- » Arinox
- » Danieli Automation
- » Duferco Belgium
- » KME
- » NLMK Verona
- » Paul Wurth
- » Portovesme
- » SMS INNSE
- » Tenova
- » Vesuvius Iberzeta
- » Vesuvius Italia

ELECTRONICS & CHEMICAL

- » Bocchiotti
- » Ericsson
- » Italmatch Chemicals

ENGINEERING & ICT

- » ABB
- » ABB Spain
- » CETENA
- » DHI
- » IIT-Istituto Italiano di Tecnologia
- » Leonardo Finmeccanica
- » Nidec ASI
- » Seastema
- » Sirti
- » Vitrociset

FINANCE

- » Allianz Bank
- » Banca Carige
- » CartaSi-NEXI
- » Gastaldi International
- » Helpline
- » ICBPI-NEXI
- » QUI! Group

TRANSPORT & LOGISTICS

- » Alpiq EnerTrans
- » Alstom
- » Ansaldo STS
- » APM Terminals
- » BC Service
- » Bombardier
- » Costa Crociere
- » Maersk
- » RFI
- » RINA

ENERGY

- » Axpo Italia
- » CESI
- » Duferco Energia
- » Toshiba T&D

MEDICAL

- » Carestream Health
- » Esaote
- » Farma-Trade

PUBLIC ADMINISTRATION

- » Comune di Genova
- » Città Metropolitana di Genova
- » Città Metropolitana di Messina
- » Liguria Digitale

UTILITY & SERVICES

- » AMIU Genova
- » AMT Genova
- » ASL 4 Liguria
- » A.S.Ter.
- » Gruppo IREN

GAMING

- » Sisal
- » Sisal Entertainment
- » Sisal Matchpoint
- » Zest Gaming