bizmatica | econocom

Corporate Overview

June 2021
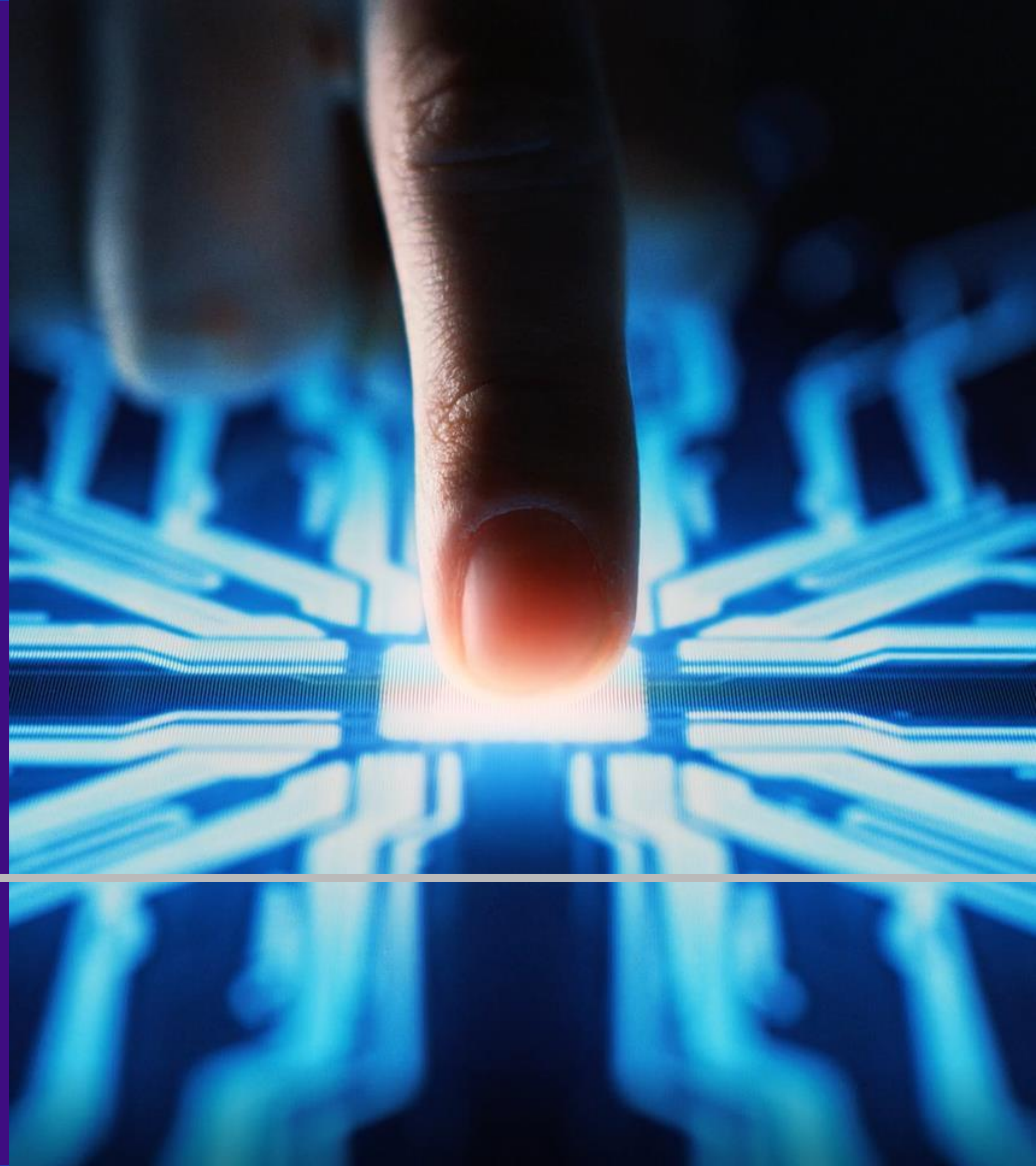
This is our mission

Design and manage Digital Transformation solutions that help enterprises being competitive by leveraging on Top Trend technologies

Bizmatica in pills

2 sites

over **90** employees

20M€ of revenues in 2020

part of the **Econocom Group**

Bizmatica Swiss SA
Lugano

Bizmatica Sistemi Spa
Milano

Being a part of the Econocom's Group gives to Bizmatica the ability to propose transformation projects based on **"as a service"** and **"pay per use"** models, with benefits related to the financial planning of the client companies

Our approach

from specialized Consultancy to Design, from Implementation to Solution Management

INNOVATIVE SPIRIT

focused on continuous **technology scouting**

PEOPLE CENTRIC

focused on **personas, spaces and journeys**

AGILE CULTURE

quick wins from **lean methodologies**

PRACTICAL ATTITUDE

focused **on business case** and **ROI**

We focus on people, things and interactions

through customized solutions that always guarantee quality and concrete benefits in specific areas

Customer Engagement & Management

IoT & Service Assurance

Data & IT Innovation

Digital & Physical workspace

Consulting

Customer Engagement & Management

20 years of experience **in customer experience management** in terms of**:**

- **enabling innovative services** to organization's customers to improve their retention;

- **balancing process automation** to reduce "time to market" and annual per customer contact costs;

- **improve the overall experience** to augment customer lifetime value.

- **Contact Center Platform**

- **Customer Service**

- **AI Chatbot & Voicebot**

- **Customer Relationship Management**

- **Business Process Management & Case Management**

- **Analytics & Business Intelligence**

IoT & Service Assurance

Develop and manage IoT & Service Assurance platform, in terms of:

- **integration and orchestration with business and organizational processes to automate** recurrent tasks and **to drive** and simplify troubleshooting procedures;

- **implementation of servitization solutions** to move from reactive to proactive care and to generate new revenue streams;

- **development of orchestration layers** of related Applications, Monitoring and Diagnostics, Analytics, Machine Learning to align the needs and related costs both economically and financially.

- **Servitization**

- **IoT integration & orchestration**

- **Device Management, Monitoring & Diagnostic**

- **Integration Framework & Security**

- **Business Intelligence**

- **Big Data & Machine Learning**

Data & IT Innovation

Optimize governance and financial management of IT, in terms of:

- **cloud infrastructure's** governance to optimize IT operations costs and processes;
- **data consolidation** to optimize DevOps and DataOps operations;
- **access to applications and services** to expose services in a safe and governed mode.

- **DevOps & DataOps**

- **Security & Data Compliance**

- **Data Virtualization & Consolidation**

- **API Management**

- **IT Financial Management**

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CONFLUENT DELPHIX DØLLEMC

onStage ORACLE® Pivotal.

Digital & Physical Workspace

Optimize employees's productivity and workspace management in terms of:

- **smart working solutions (or agile work)** to support enterprise mobility management and business continuity;

- **asset and resources management** (e.g. desks, meeting rooms) for a fluid, intuitive and simple use of spaces and resources;

- **contact tracing** to protect the health of employees and their privacy.

- **Empowered people**

- **Workspace Management**

- **Collaboration**

- **Space booking**

- **Contact Tracing**

CITRIX®

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|health

bizmatica | **consulting**
econocom

Best strategy in the digital field to follow specific innovation needs and **suggesting independently any technological elements** capable of bringing real value in terms of **process improvement** and **cost reduction.**

Bizmatica Consulting leverages on:

- a continuous focus on customer needs;
- agile methodologies;
- solutions that supports collaboration between IT and business;
- knowledge of the business (Telecommunications, Energy, Finance, Manufacturing, etc.)
- specialized professional profiles.

- **Cloud Transition**
- **Business IT alignment**
- **BizOps approach**
- **Change Management**
- **Process Optimization**

APPTIO

bizpro
SURVEILLANCE TOOL

Our experiences

TELCO
TIM · WIND · 3 · FASTWEB un passo avanti · italiaonline · linkem · vodafone · ACANTHO · EOLO · open fiber · TISCALI

FINANCE
Allianz · UniCredit · CheBanca! Gruppo Mediobanca · COMPASS GRUPPO MEDIOBANCA · geniaLloyd · cornercard www.cornercard.ch · nexi · BANCA GENERALI · Fondo Est assistenza sanitaria integrativa commercio turismo servizi e settori affini · Banca Sella · ConTe.it · GRUPPO BANCARIO Credito Valtellinese · mercury payment services

MANUFACTURING & FASHION
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TRANSPORTATION, AUTOMOTIVE
MOBY · Costa CROCIERE

OUTSOURCERS
Call2Net · KOINÉ · aCapo

MEDIA, SERVICES
TeamSystem · SKY · Wolters Kluwer Italia · Cerved

OTHERS
ARIA AZIENDA REGIONALE PER L'INNOVAZIONE E GLI ACQUISTI · TECNOCASA FRANCHISING NETWORK · ALTHEA INTEGRATED HEALTHCARE TECHNOLOGY MANAGEMENT · Gruppo MultiMedica Passione, ricerca e innovazione per la salute · DATALOGIC · asystel econocom · ACTIA · ERICSSON

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