



**PARIGI**  
22-23-24 MARZO 2023

**LONDRA**  
2-3-4 MAGGIO 2023

**SAN FRANCISCO**  
22-23-24-25 MAGGIO 2023

**Corporate  
needs**



**PARIS**  
22-23-24 MARCH 2023

**LONDON**  
2-3-4 MAY 2023

**SAN FRANCISCO**  
22-23-24-25 MAY 2023

## Meet the Made in Italy Innovation



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**Website link:** <https://www.gruppoa2a.it/en/home>

### Company Profile

For us at A2A, the concept of Life Company is not a slogan but fully reflects what we are and what, each day, we achieve with concrete action. Being a Life Company represents our common goal: to achieve a sustainable quality of life where we live, for the environment and for the people, by means of a radical change in perspective.

Our path towards a full Ecological Transition can only be completed thanks to a responsible innovation model able to generate technological solutions for the development of the circular economy and the energy transition, both fundamental for the safeguarding of the planet's future and improvements in the quality of all of our lives.

The services we provide are the following:

- Energy: We are present in the entire value chain of energy, from production to the sale of electricity and gas and services, to solutions for e-mobility.
- Smart Infrastructures: Through our networks in the areas where we operate, every day, we distribute electricity and gas, drinking water and heat for district heating.
- Environment: From urban cleaning to the integrated management of waste, and to the recovery of material and energy, we deliver circular solutions to take care of the areas we serve.

### Detailed description of needs

#### Carbon capture and environmental technologies

- CCUS technologies.
- Systems for the reduction of VOC (volatile organic compounds) in biogas production plants with potential reuse of these pollutants.
- Solutions for reducing emissions from WTE, cogeneration, and anaerobic digestion plants from mobile road construction sites.

#### Electrical and gas grid

- Systems to automate and/or accelerate specific operations in the installation sites of electrical or gas grid.
- Odorant injection systems into the gas grid, automatic and compliant with regulations.
- Systems for measuring the concentration of odorants at critical points in the gas grid, providing real-time values and alerts.
- Solutions that, considering a series of data (e.g., meter data, sociodemographic, historical), identify and predict fraud in the power grid.
- Automation systems that correctly package medium-voltage joints (such as compressing and fine-tuning insulating parts).

#### Energy retail

- Value-added services for customers in the mobility sector.
- Solutions to certify the user's reduction of carbon footprint following domestic photovoltaic installation.
- Management platforms for energy communities through aggregation of PODs capable of enabling Mixed Enabled Virtual Units (UVAMs).

#### Water technologies and treatment

- Sensors for detecting water leakage from in-line pipes (for example, through pressure differences).
- Solutions to monitor water quality in real-time through chemical and bacteriological analysis.
- Technologies capable of extracting water from the air and making it potable.
- Solutions for real-time monitoring of the quantity of ammonia in water treatment facilities, at low cost and high precision.

**Green hydrogen**

- Solutions for hydrogen production through electrolysis, biomass gasification, and steam reforming of biogas and biomethane.

**Green energy**

- Offshore wind technologies.
- Systems for studying the impact of photovoltaic panels on crops, robotic solutions, and data-driven platforms for crop optimization.
- Solutions to monitor and optimize the performance of photovoltaic panels on an industrial scale.
- Systems to measure the weight of moving bodies on conveyor belts entering biogas plants.

**Energy storage**

- LDES technologies.

**Waste management**

- Solutions for the recycling and valorization of WEEE and, in particular, decommissioned photovoltaic panels and lithium batteries.
- Solutions for urban hygiene and waste collection.
- Systems that analyze solid waste to estimate their chemical and physical properties, such as calorific value or content of polluting elements.

**Corporate operations and insights**

- Solutions that map different process activities, identifying inefficiencies and areas for improvement.
- Platforms for product and plant design and prototyping, which allow interaction both with the platform and with other project stakeholders.
- Solutions that centralize data from various sources and provide insights related to the company's workforce and other companies operating in the same industry.

**Corporate administration and management**

- Solutions that streamline and innovate the legal and AFC (Administration, Finance and Control) processes.
- Solutions that support the creation of texts, infographics, images and videos through AI.
- Solutions to improve employee UX by allowing them to speed up document retrieval, procedure execution, and information search within the company systems.
- Solutions that make training more effective, immersive, and immediate, both for operational and general training.

**New mobility**

- Innovative V2G solutions.
- Innovative smart parking systems, through sensors, real-time data collection, and analytics.

**Smart infrastructures**

- Technologies for no-dig construction interventions in the affected area (e.g., drilling and/or repairing underground pipes [water and gas]).
- Solutions to perform monitoring and inspection activities on the network, and/or ensure the safety of workers on-site, especially in construction sites.
- Robotic solutions for the construction of photovoltaic plants and the maintenance, including predictive maintenance, of weed growth.

**Waste-to-energy plants**

- Solutions to prevent failures and downtime in the industrial sites of the Group, with a particular interest for WTE plants.
- Solutions to dispose of and valorize heavy and light ashes from WTE plants.



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**Scouting value propositions:** Launch a PoC, establish commercial collaboration, form industrial partnerships, and potentially make investments with our CVC program.

**Company target research:** Startups and SMEs (solutions at the PoC stage or already on the market)

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**Website link:** <https://www.angeliniindustries.com/en/business-and-brands/consumer-goods/>

### Company Profile

Angelini Consumer is Part of Angelini Industries, as a business unit dedicated to the development of products linked to childhood and new families. It's a real laboratory for the development of new ideas and business opportunities, always in the name of economic, social, and environmental sustainability and with the aim of bringing quality to the families and communities, caring for new families from the moment of infancy to the needs related to mature age.

The company designs and develops new FMCG businesses with D2C model in the European market.

The company is creating a portfolio of solutions in the sector of products for babies and their development, to guide mothers and fathers towards healthy and conscious parenting. Our digital platform for pregnancy and families, My Family Place (<https://myfamilyplace.srl/> and <https://imamma.app/>), offers educational and informational content written by experts, services, and we hit the market in May 2022 with our brand of educational toys (<https://www.lovelymind.com/>).

### Detailed description of needs

Angelini Consumer's New Business Development Team is looking for partners to enhance existing product lines or bring new ideas to its digital native brand focused on infant and early childhood education, development, entertainment and cognitive assessment (0-5 years old). The company is interested in innovation that parents can count on to grow with their children and become an integral part of their education and healthy development. We are looking for solutions for:

#### Childcare, families with babies in the range 0-5y:

- **Educational toys:** analogic, digital or "phygital" toys for the development of the baby, aimed at the mental development of the baby alongside the interests/attitudes/skills (e.g. creativity, logic, Music, sport, STEM, coding, art, languages...). Solution must not include the use of screens for the baby, and digital interaction for babies/children and should be provided in a healthy way;
- **Sleep:** education to healthy sleep/rest routine and habits via services, IoT devices, elements of the room and furniture or accessories;
- **Health and wellness solution** for the baby and the mother: devices, personal care, massages, teething, bond and interaction between baby and parents;
- Mobility and baby travel, solution for **family travel**;
- **Security and safety for the baby** and the family, in home and outside the home.

**Baby, infant, early childhood, developmental, learning, stimulus, education, cognitive assessment, motor skills, interaction, toys, STEM, STEAM**

**Scouting value propositions:** Our main focus is on Startups with products suitable for **D2C market**, in order to fuel our product lines. We are also interested in researchers, industry experts, and business incubators and/or accelerators.

Building on the success of its Lovely Mind brand and on our commercial partners (Pampers, Hero, Prenatal, etc...), Angelini Consumer would like to:

1. Invest in product-related hardware, digital and phygital innovation
2. Co-develop through revenue sharing/royalty sharing
3. Commercial agreement to drive consumers to both parties

**Company target research:** Startup, SMEs (solutions maturity requested: PoC/Product traction or higher; must be certified or prepared to certify for the EU market)

**Only screen-free solutions and no medical solutions**

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Website link: <https://www.edison.it/en>

## Company Profile

Edison is the oldest energy company in Europe, with more than 135 years of history, and it is one of the leader operators in Italy.

## Detailed description of needs

We are primarily interested in technologies and solutions related to the **energy transition and decarbonization**, in different application fields: **hydrogen, storage systems, renewable energy, electric mobility**.

### 1) Green Gas:

- Green/low carbon hydrogen, syngas, biomethane, biogenic CO2 production technologies, sustainable and at competitive cost
- Components enabling the production of hydrogen for energy use

### 2) Storage systems

– We are looking for advanced green storage technologies, at lower costs than current solutions.

In particular, we are interested in:

- Innovative solutions for long duration storage, hybrid storage, seasonal storage and battery control systems.

### 3) Renewable energy – We are looking for:

- Advanced technologies for renewable energy production, in terms of new materials (to substitute silicon) and new applications (e.g. agriPV, PV floating, offshore wind, etc.).
- Solutions for monitoring and control of renewable plants, and agrivoltaic system for example through the use of drones, robots and/or spatial data.
- Predictive maintenance of solar/wind plants.

### 4) Electric mobility – We are looking for:

- Innovative solutions and business models to develop charging infrastructure with public access.
- New mobility services, both B2B and B2C. These may include: EV fleet management, smart routing, charging optimization and energy management.
- Innovative technologies for battery charging, state of health monitoring, and second-life.
- Software solutions to enable V2X applications.

### 5) Digital & IoT – We are looking for

- Technologies that could help us to digitize our customer journey process and to digitize and improve the customer experience inside the store (digital engagement, client tracking)
- Workforce tracking and communication system (system that could help us to localize our technicians and communicate their position and the arrival time to the customers)
- IoT for smart home and smart energy (B2C) and application for energy community
- Platform solutions: Data management platform; marketplace platform one to many

### 6) Healthcare, Food, Pet care ect. – We are looking for

- Services and devices that could improve the daily life of Edison Risolve's client in all aspects

### 7) Smart City and Circularity – We are looking for

- Services and devices in the domain of smart city (smart lighting, IoT and smart sensor for the city)

**Scouting value propositions:** We are open to consider different forms of collaborations according to the maturity stage of the startup and of the solutions offered

**Company target research:** Startups, SMEs

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Website link: <https://eni.com/>

### Company Profile

We are an energy company. We concretely support the energy transition, with the objective of preserving our planet and promoting an efficient and sustainable access to energy for all. Our work is based on passion and innovation, on our unique strengths and skills, on the equal dignity of each person, recognizing diversity as a key value for human development, on the responsibility, integrity and transparency of our actions. We believe in the value of long term partnerships with the countries and communities where we operate, bringing long-lasting prosperity for all.

### Detailed description of needs

We are focused on:

#### 1. Cleantech

- Hydrogen production
- Distribution and storage at the retail site
- CCUS technologies (Carbon Capture, Utilisation and Storage)
- Waste valorization (e.g. waste to biofuels, waste to energy etc)

#### 2. Robotics

- Inspection & monitoring
- Security patrolling
- Logistics
- Maintenance activities

Scouting value propositions: PoC.

Company target research: Startup, SMEs (the company must be already on the market with solutions already commercialized and revenues generated).

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**Website link:** <https://www.fnmgroup.it/en>

### Company Profile

FNM is the leading integrated sustainable mobility Group in Lombardy. It is the first organisation in Italy to combine railway infrastructure management with road transport and motorway infrastructure management, in order to offer an innovative model for managing mobility supply and demand that optimises flows and that is environmentally and economically sustainable. It is one of Italy's leading non-state investors in the sector. FNM S.p.A. is a company that has been listed on the Italian Stock Exchange since 1926. The majority shareholder is the Lombardy Region, which holds a 57.57% stake.

### Detailed description of needs

- 1. Drones and satellite imagery for infrastructure monitoring**  
Research the use of drones and satellitary data for the monitoring and analysis of the performances of infrastructures in terms of safety and hydrogeological risk, toward the implementation of predictive maintenance.
- 2. Digitalization for safety and construction management**  
Digitization of all operations concerning construction site safety and construction management, with introduction and integration of GIS technologies with the BIM project.
- 3. AI, Chatbots and VR to perform manual tasks in the physical world**  
Solutions to support the user and guide him through a series of tasks both on the web and in the physical world, and that can interact freely with the user.
- 4. Advanced remote driving technology systems**  
Development, production and testing of systems for remote driving in a supervised environment.
- 5. Digitalization of onboarding and offboarding processes**  
Automation and standardization of company processes dedicated to employee onboarding and offboarding to provide the best user experience and minimize security impacts.
- 6. Employee engagement**  
Creation of a platform to increase employee involvement in the company events to spread the vision and the mission of the corporate, while also collecting feedbacks to provide insight to the managers.
- 7. Automation of refund management processes on cashless payments**  
A software solution to be integrated into the existing payment platform which facilitates, with the implementation of smart contracts, the End to End management of the validation, accounting and reporting processes of refund for travel tickets.

**Scouting value propositions:** From PoC to collaboration and investments depending on the maturity of the solution and its matching with FNM needs.

**Company target research:** Startup (From PoC to greater levels of maturity)

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INTESA SANPAOLO  
INNOVATION CENTER

Website link: <https://www.intesasanpaoloinnovationcenter.com/en/>

### Company Profile

Intesa Sanpaolo Innovation Center is the Intesa Sanpaolo Group company dedicated to the frontiers of innovation. It explores future scenarios and trends, develops multidisciplinary applied research projects, supports startups, accelerates the business transformation of companies according to the criteria of Open Innovation and Circular Economy, favors the development of innovative ecosystems and spreads the culture of innovation, to make of Intesa Sanpaolo the driving force of a more aware, inclusive and sustainable economy.

Based on its knowledge of emerging technologies and sector/market trends and on its wide range of international partners from London to Israel & USA, Hong Kong & GBA, Dubai and Tokyo, ISPIC can provide detailed search for new technologies for industrial application, or investment and partnership opportunities for its clients. It provides some very interesting products and services starting from The Daily Innovation News to the dedicated Industry Trend Reports based on the specific topics requested by its clients. It offers dedicated Tech scouting, customized Tech Tours visiting its partners in the most promising startup ecosystems worldwide with an Open Innovation approach aiming to generate new business opportunities and technological development for its clients. The service of Tech Labs - Experimenting new business process management models and development of technological applications and prototypes in the laboratory with the help of mixed team experts, from A.I to neuroscience and business development. Our CIRCULAR ECONOMY LAB offers innovative technology research and new business model advisory in support of corporate transition from a linear economic model to a circular one, offering as well lending opportunities through a C.E dedicated plafond of 8bn Euros.

Our flagship services for our main targets are:

Target: Corporates - WHITE LABEL STARTUP INITIATIVES: A program dedicated to find and accelerate technological startups, on behalf of one or more corporate clients based on their specific need and industry.

Target: Startups - TECH MATCHING: business development service supporting startups seeking opportunities for business, capital and industrial partnerships.

### Detailed description of needs

We are searching for startups & Innovative SMEs of every funding stage from various fields as:

**Green Hydrogen & Renewable Energies;**

**Sustainability and New Materials (Recovery/Recycling);**

**Smart Manufacturing & Industry 5.0;**

**Artificial Intelligence, Machine Learning, Digitalization & New Media;**

**Smart Mobility & Smart City;**

**Aerospace; Blue Economy;**

**AgriTech & FoodTech;**

**BioTech & Life Science;**

**Retail & Logistics;**

**Sustainable Lifestyle (FashionTech, TravelTech, Entertainment, ...).**

We are also searching for new partnerships among corporates, R&D centers, accelerators and incubators, aiming to create synergies and bring to life new common Open Innovation Projects.

We have interest as well in meeting VC & investors (Family Offices, Private Investors, ...) to enlarge our network and propose them investment opportunities among our portfolio of startups.

**Scouting value propositions:** ISPIC is interested in scouting for Startups and Innovative SMEs from every field or industry, aiming to create synergies for new Open Innovation Projects & PoCs with its Intesa Sanpaolo Clients, fulfilling their innovation needs. ISPIC remains also interested in meeting possible investors, for proposing to them new investment opportunities among its startups portfolio.

**Company target research:** Startups, SMEs, Innovative SMEs, Corporates in search of Innovation or Circular Economy Expertise and funding.

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Website link: <https://www.gruppoiren.it/en.html>

## Company Profile

Iren, a multi-utility company listed on the Italian Stock Exchange (Borsa Italiana), operates in the following business areas: electricity (production, distribution and sale), district heating (production, distribution and sale), gas (distribution and sale), integrated water service management, environmental services (waste collection and disposal), integrated solutions for energy efficiency. Iren focuses on providing services and creating infrastructure to improve and enhance local territories, in full respect of natural resources, the environment and its customers. The Group operates in a multi-regional catchment area of more than 7 million inhabitants, with more than 10,000 employees, nearly 5 billion Euro in revenues, a portfolio of more than 2 million customers in the energy sector, and a total of nearly 6 million inhabitants served in the water and environmental cycle.

## Detailed description of needs

### Citizen asset monitoring systems with image recognition

Solutions: Innovative solutions for detecting and calculating the presence of anomalies at urban level (non-functioning public lighting points; missing or badly positioned manhole covers; abandoned waste bags or overflowing bins) through on-board systems capable of acquiring and processing real-time images.

Objective: Finding solutions to reduce malfunctions and problems related to city assets.

### Energy Communities

Solutions: Development of hardware and software solutions (platforms) for the identification of new customers of the energy communities and their operational management and integration into flexibility programs.

Objective: To define new business models related to Energy Communities to reward self-consumption of renewable energy and provide flexibility at the local level.

### Alternative electric storage systems to batteries

Solutions: Scouting and testing of available solutions and prototype/full scale systems already in operation relating to electric storage technologies for the industrial market as an alternative to lithium batteries (e.g. hydrogen and salt, flow batteries, electromechanical).

Objective: To find alternative electricity storage solutions to batteries to support the electrification of end uses and enhance energy flexibility for grid balancing.

### Systems for the use of CO2 (Sustainability, decarbonization & circular economy)

Solutions: Identification of techno-economically efficient and effective systems and plants for the use of CO2 captured from emission sources. Conversion, also in combination with other reagents, into products with high added value in a circular economy perspective and characterized by different carbon retention potentials based on the intended use.

### Services through Open Banking to be offered to utility customers

Solutions: Innovative services to enhance open banking, in particular applications and management software capable of engaging customers that, starting from the processing of data relating to bank transactions, can provide innovative user experiences and value-added services for the utility.

Objective: introducing new features and services for Iren Group customers (online and via APP) that can encourage the use of open banking and enhance the data generated by promoting the up-selling and cross-selling of IREN products.

**Scouting value propositions:** PoC, commercial collaboration and co-development.

**Company target research:** Startups at every stage of development between TRL 4 to 9.



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**Website link:** <https://www.lactalis.fr/en/>

### Company Profile

The Lactalis Group in Italy is part of the French Lactalis Group, a world leader in dairy products with over 22.0 billion euros of turnover, 85.500 employees and 270 factories in 52 Countries.

Lactalis has been present in Italy for more than 30 years and comes to life from the most prestigious brands of the Italian dairy tradition: Invernizzi, Cademartori, Locatelli and Galbani, market leader for Italian cheese in the world. In 2011 Lactalis acquired Parmalat, leader in Italy in the milk market, in 2020 the acquisition of the Castelli Group, leader in the production and distribution of Italian PDO cheeses, was finalized and at the end of 2021 also the acquisition of the Leerdammer and Shostka brands was completed.

The Lactalis Group in Italy, with almost 4.000 product references including milk, cheese, cured meats and DOP, is made up of 5 Business Units: Cheese (Galbani Cheese), Salumi (Galbani Meat), Milk (Parmalat), Dairy and DOP (Castelli ) and B.U. Leerdammer and Bel product distribution. With a turnover of over 2.5 billion euros, Lactalis in Italy now employs about 5.000 employees and has 30 production plants throughout the Country.

It is the first buyer of national milk with approximately 1,43 billion liters of milk collected each year by approximately 1.000 milk suppliers in 15 Italian regions, which are transformed in accordance with tradition and with the guarantee of over 8 million accurate analysis per year, carried out with modern technologies throughout the supply, production and distribution chain.

### Detailed description of needs

1. Reduction of food waste on the product/process at 360°
2. Reduction/elimination of water consumption
3. More sustainable packaging:
  - Edible food coatings
  - No Pack solutions for food liquids
4. Internal gamification platform to engage employees on sustainability issues

**Sustainable Packaging - Food Waste - Recovery and Recycling of Materials - Future of Work Employee Engagement**

**Scouting value propositions:** Starting POC, commercial collaboration and/or industrial partnerships

**Company target research:** Startups and SMEs (solutions On the Market, Plug and Play)

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## SIRAM VEOLIA

Website link: [www.veolia.com/en](http://www.veolia.com/en)

### Company Profile

Siram Veolia, a reference group in Italy for the efficient management of energy, water and special waste, supports public and private customers in the path of ecological transformation through sustainable and technologically innovative solutions. Present in Italy for over 100 years, it operates in 130 offices with a team of over 3,400 professionals and a turnover of €850 million. Since 2014, Siram is 100% controlled by Veolia, a multinational group (220,000 employees), leader in Europe and in the world in environmental services which helps to develop access to resources, preserve those available and "renew" them.

In Italy, over 110,000 tons of CO<sub>2</sub> have been saved in the last year thanks to energy efficiency measures; over 400 water purification plants managed; 1,600 tons of special hospital waste and 138,000 tons of liquid waste collected, handled and disposed of.

### Detailed description of needs

The Innovation needs of Siram Veolia are multiple: as Innovation function, our goal is to **achieve zero CO<sub>2</sub> emissions by 2050**, through a **Sustainable Innovation strategy**, with an increasingly effective process that brings together business models that give added value to the Company and its Stakeholders. The process will focus on specific trends, also dictated by Veolia, that are important in particular for the Public Administration sector.

In particular, we are looking for technologies/services to improve the performance in these areas:

#### 1. Air Quality

- measuring pollutants, optimizing treatment systems and managing performance to guarantee excellent indoor air quality;
- air purification systems.

#### 2. Energy efficiency

- production of green hydrogen to cut carbon emissions;
- renewable energy production;
- CO<sub>2</sub> capture.

#### 3. Resilient Hospital: we are looking for reliable solutions enabling healthcare facilities to achieve a high level of economic and environmental performance and reduce the environmental impact, such as technologies/services to improve:

- energy efficiency, air quality, water and waste
- day to day life of patients, operators and visitors such as Smart Parking solutions, Data Management, ecc.

**Scouting value propositions:** PoC, commercial collaboration, industrial partnership, inclusion in the supplier register.

**Company target research:** Startup, SMEs, Spinoff (not early stage).

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**Website link:** <https://www.snam.it/en/index.html>

### Company Profile

Snam is Europe's leading operator in natural gas transport and storage, with an infrastructure capable of delivering the transition to hydrogen. Snam operates a transport network of approximately 41,000 km between Italy, Austria, France, Greece and the United Kingdom and 3.5% of the world's storage capacity.

### Detailed description of needs

We are looking for:

- Innovative solutions to enhance the entire **green gases value chain**;
- Technologies for **hydrogen** and **biomethane** grid feeding, transport and exploitation and solutions to enable transportation and **storage of CO2**.
- Solutions/technologies to enhance the **asset management of our energy infrastructures**.

In relation to our **FSRU (Floating Storage and Regasification Units)**, we are looking for:

- Solutions to manage marine traffic and to enable IoT submarine systems communication.

In relation to our **technical and operations area**, we are looking for solutions for:

- Energy harvesting to feed in field sensors;
- Managing the asset digital model (digital twin);
- Introducing new instruments of collaboration with suppliers.

In relation to **HSEQ (Health, Safety, Environment & Quality)** area, we are looking for:

- Innovative solutions aimed to improve employers safety in field activities.

In relation to **Sustainability**, we are looking for:

- Solutions to measure sustainable behaviors of our employees and create engagement towards sustainability;
- Solutions for data analytics based on AI algorithms regarding emissions control.

In relation to **HRO (High Reliability Organization)** area, the fields we would like to investigate are:

- Metaverse experiences (gamification, VR, AR) related to onboarding, recruiting and employer branding, training and affiliation to the company or other areas of interest;
- Digital solutions linked to upskilling and reskilling and gamification learning;
- Solutions meant to manage the performance management process;
- With regard to the recruiting process, AI and data analytics technologies to recruit talents and specific profiles;
- Solutions meant to overcome possible bias during the process;
- Specific solutions for frail people.

In relation to the **IT** area, the following needs are meant to be matched:

- Process mining solutions meant for service desk that include AI algorithms able to read and to analyze data to feed KPIs of process performance and run interference;
- Solutions aimed to manage the communications from service desk as push notifications from PC or mobile phone;
- Instruments to integrate on our applications to support and guide the user;
- Digital solutions to manage IT asset inventory that include logics of supply of the warehouse.

**Scouting value propositions:** Start a PoC (also to possibly be presented to our investors)

**Company target research:** Startups, SMEs

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Website link: <https://www.teleperformance.com/>

Teleperformance is the leader partner in outsourced omnichannel customer experience management. It connects the biggest and most respected brands with their customers by providing customer care, technical support, customer acquisition, digital solutions, analytics, back-office and other specialized services. With more than four decades of deep, industry-specific expertise and service innovation, Teleperformance offers the market's most comprehensive service portfolio. Teleperformance is a People Company combining the high-tech high-touch approach. Thanks to our team of multicultural and qualified experts of interaction, we are able to deliver the best integrated solutions, advanced technology and the highest security standards to brands from energy and utilities, insurance retail, e-commerce, telecom industries and more. Today's businesses need an agile, digital services partner to ensure long-term success. With an extensive and proven track record in making each interaction matter across all industries and regions, Teleperformance can deliver more intelligent and integrated customer experiences, balanced with human understanding and empathy. TP Italy is the Italian branch of Teleperformance Group, the global company listed on the Paris stock exchange, world leader in the customer experience industry. It can count on 40 years of expertise in 80 different Countries and more than 380.000 employees worldwide. Teleperformance Italy was founded in 2003 and it is currently operative in two locations, Taranto (Apulia) and Fiumicino (Rome), employing over 2000 collaborators. We identify our brand with the payoff "Each Interaction Matters". These words well summarize the human approach we use in business management. A People Company that strongly believes in individuals as their main assets. Teamwork, motivation and personal commitment of each single employee are the main factors of successful relationships with our clients

### Detailed description of needs

Teleperformance is committed to a **digital and sustainable transformation** for its people and its customers. Teleperformance is increasingly using analytics, descriptive and predictive solutions based on artificial intelligence and machine learning in internal processes and customer projects. At the same time, it is introducing RPA – robot process automation - as chatbots, voicebots and virtual agents. We extend our technology and business capabilities through a powerful ecosystem of market leaders and innovators. Our partner network, that we want to increase, combines the right experience, resources, and knowledge to deliver the most advanced technology, innovative solutions, and actionable insights. We need to continuously increase AI-powered analytics and RPA solutions and together, we provide an endless range of solutions to help our clients achieve, and often exceed, their business goals, in full respect of sustainability. In the field of "Smart Manufacturing and Sustainability" Teleperformance wants to **extend its partners for AI-based solutions, Analytics and RPA**, that allow customers to achieve business objectives by increasing digital transformation and meeting all sustainability criteria. Teleperformance is digitizing all its processes of the operating sites and implementing systems to monitor energy consumption and increase the energy efficiency, reduce waste of the sites.

Scouting value propositions: Start a PoC

Company target research: Startups, SMEs

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