

EXPRIVIA WINS THE TENDER FOR THE BUSINESS PROCESS OUTSOURCING SERVICE BY ENEL ENERGIA

Over 300 employees from the Molfetta headquarters will manage more than 1.4 million calls per year, continuing the activities carried out in the previous three years.

Molfetta, July 11, 2019 - Exprivia, an international company specialized in **Information and Communication Technology** (the head of the Exprivia|Italtel group), was awarded a contract for the **Front Office service of Enel Energia**, one of the main international operators in the electricity and gas sector.

The contract has a duration of **three years** and consists of the provision of front office services for the commercial management of residential and business customers. In 2016, 2017, and 2018, Exprivia had already won the tender for the same services of Enel Energia.

For Exprivia, this shows that Enel Energia trusts them, thanks to the high-performance results achieved in the qualitative, quantitative and commercial spheres. The award rewards the skills and the professionalism of the collaborators that, over these many years, have provided an ever-increasing level of service.

The activities will be carried out by around 300 Molfetta site operators who will manage various types of contact channels: **telephone** (incoming call traffic from customers and outgoing call traffic to customers), **digital** (web chat, social, instant messaging) and **documentary** (management of documents coming from customers).



EXPRIVIA|ITALTEL

Expri^{via}|Italtel is an international group specialized in Information and Communication Technology able to direct drivers of change in the business of its customers thanks to digital technologies. With a know-how and experience gained in over 30 years of constant presence on the market, Expri^{via} has a team of experts specializing in various fields of technology and in the main areas within this sector, from the Capital Market, Credit & Risk Management to IT Governance, from BPO to IT Security, from Big Data to Cloud, from IoT to Mobile, to SAP. The group supports its clients in the Banking & Finance, Telco & Media, Energy & Utilities, Aerospace & Defense, Manufacturing & Distribution, Healthcare and Public-Sector sectors. The solutions are made up of own and third-party products, engineering services and consultancy.

Today the group Expri^{via} and Italtel has about 4000 professionals distributed in over 20 countries worldwide.

Listed on Borsa Italiana Stock Exchange since 2000 to the STAR MTA (XPR) segment. Expri^{via} is subject to the direction and coordination of Abaco Innovazione S.p.A..

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