

## AQP MORE DIGITAL WITH EXPRIVIA TECHNOLOGIES

*Digital transformation improves AQP processes supporting over four million customers.  
Shorter queues at the counter, faster supply contracts, connections and maintenance.*

**21 January 2021** – The digital transformation process launched by Acquedotto Pubblico Pugliese, partnered by Exprivia, will improve services for over 30% of Southern Italy's population, making the utility company one of the first in Europe to adopt such a state-of-the-art technology as SAP S/4HANA.

The Apulian water services group has chosen to digitalise certain business processes, migrating its financial and accounting management tools to the SAP S/4HANA platform by means of a procedure that Exprivia created remotely, as required by the current health emergency. So far, the project has migrated 20 Terabytes of data (60 billion records), no less, to the new digital platform and has involved around 900 AGP staff.

The use of advanced technologies such as in-memory computing and Artificial Intelligence will, on the one hand, accelerate the timing of services to businesses, residents and building managers, starting with counter procedures, and on the other will make employee activities more efficient and improve dialogue with suppliers. Lastly, through this system, AQP will be able to speed up requests for new connections and related maintenance, routine and on demand.

According to Lucio Gadaleta, Exprivia's Head of Energy & Utility Market, "*The new management system implemented by Exprivia, known as SHAPE (SAP S/4HANA Acquedotto Pugliese Evolution), will - amongst other things - streamline queues at the counter and, in general, simplify all front office operations relating to supply contracts and commercial practices for over four million users in Apulia, Basilicata and Campania, as well as speed up the customer information service with more prompt and transparent billing. For the billing process alone, times have reduced by 40%*".

"*AQP's digital evolution,*" says Vincenzo Testini, Manager of Exprivia's Digital Factory ERP/SAP for Southern Italy, "*demonstrates that, even remotely, new technologies make it possible to transform one of the largest and most complex management systems of a service provider. The new SAP system is an extremely modern digital solution that improves the operating efficiency of AQP advisors and ensures rapid action with highly detailed information that can be used in real time to support business decisions.*



**PRESS RELEASE**

## Exprivia

Exprivia is the parent company of 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 consolidated know-how and a long experience due to the constant presence on the market, the group 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, from networking to enterprise collaboration 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 group offering is made up of solutions that are composed of third-party products, engineering services and consultancy.

Following the acquisition of 81% of Italtel's share capital, an historic Italian company that today operates in the ICT market with a strong focus on the Telco & Media, Enterprises and Public-Sector markets, today the group has about 3,600 professionals distributed in over 20 countries worldwide.

Exprivia S.p.A. is listed on Borsa Italiana Stock Exchange to the MTA market (XPR).

Exprivia is subject to the direction and coordination of Abaco Innovazione S.p.A.

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