

Solutions
for the
manufacturing
industry
and service
providers

CEDACRI
GROUP



Cedacri Group's solutions for the manufacturing industry and service providers

In the current market situation, focussing on core business and reducing operational costs are increasingly important in maintaining competitiveness and reinforcing growth. In this context, outsourcing technology infrastructure and services not directly involved in core activities is an increasingly common strategy, aimed at reducing costs while maintaining a high level of service with the most advanced solutions at the highest levels of security.

Selecting the right partner is a basic condition for fully exploiting the benefits of outsourcing. With thirty years of focus on the development of outsourcing solutions, Cedacri Group is a leading Italian company with more than 150 clients enjoying a fully integrated range of outsourced services:

- Cost reductions of up to 30%
- Scalable solutions to support future growth
- Specialised know how and cutting edge technology

Cedacri solutions for the manufacturing industry and service providers:

- Technological infrastructure outsourcing:
Facility Management
- Business Process Outsourcing:
Documentation, Certification Authority,
Certified Email and Digital Signature, call centre
- Mass Print and postal services

Cedacri in numbers
over 36 years

in outsourcing services

247

million euro of consolidated Group turnover

150

clients

50,000,000

transactions per day handled by
Cedacri application

33,000

users of Cedacri applications

5

million end users supported

30,000

Mips mainframe

4,000

Servers

Certifications

ISO 9001: 2008
ISO 27001: 2006
ISAE 3402 Type 2

Technological infrastructure outsourcing

Thanks to our Data Centres, which are among the largest in Italy in terms of size, Cedacri handles the technological infrastructure of over 100 clients, including financial, insurance, manufacturing and service.

Cedacri's main services industries are:

- Management of all primary technological infrastructure components:
 - Mainframes
 - Server farms
 - Individual workstations
 - Network infrastructure
 - Printing systems
 - Internet connectivity (Cedacri is registered as an Autonomous System AS 13180)
- Management of associated services:
 - System services (operations, DBA, monitoring)
 - Help desk
 - Digital security
 - Virtual workstations
 - Recovery and Business Continuity

Advantages for our clients:

- Increased efficiency at operating costs reduced by up to 30% with "As a service" pricing
- Improved flexibility for business growth
- Stringent SLA and monitoring systems for all key service components
- Cutting edge systems and infrastructure, thanks to our selection of the best commercial technologies and continuous investments in development





Technological infrastructure outsourcing

Management and Disaster Recovery

Facility Management

Cedacri's data centres provide to our clients with processing and storage facilities in an IaaS (Infrastructure as a Service) form. Thanks to our ongoing investments, our data centres provide conformity to standards, both technical and operational, classified by the Uptime Institute as Tier III (Concurrently Maintainable Site Infrastructure).

Our Facility Management service is configurable by the client depending to his needs, and can include the following components:

- Supply of equipment (mainframe, server, storage, connectivity)
- Supply of basic software
- Proximity services
- Monitoring
- Operations management
- DBA
- Connection to the client's site

Our Facility Management services satisfy stringent service level agreements (SLA) which enable our clients to monitor our service quality. As an independent operator, since we are neither manufacturers nor distributors of hardware or software, Cedacri assures selection of the best commercially available solutions to offer our clients best of breed solutions to meet their requirements.

Disaster Recovery and Business Continuity

Our Disaster Recovery and Business Continuity infrastructure, based on a three-site Business Continuity architecture delivered on Campus and a Disaster Recovery site 180 km away, is among the best in the Italian market for continuity and reliability.

Our Data Centres, managed by highly specialised staff, provide service continuity on two levels: the campus (primary Data Centre), which responds to limited events, is supported by the remote centre (secondary Data Centre) which acts in case of very serious events to guarantee service recovery - including network switching - within at most 4 hours from declaration of the disaster.

To guarantee total continuity of service, Cedacri has provided its data centres with a double power supply using two parallel channels connected to power sources of various types. Constant testing of our Business Continuity plan (using regular scheduled simulations), not only allows us to train the staff in response, but also enables us to improve the performance of our systems as a whole.

To guarantee maximum continuity, Cedacri also provides a workstation recovery service which can be used by the client in case of temporary outage of his own infrastructure. The specially configured workstations are equipped with all the tools required to assure basic operations. Cedacri's offering is completed by consultancy throughout the Business Continuity project and security audits of the client's information systems to check the adequacy of their solutions to the risks and threats of the context. In this area Cedacri is certified in relation to its continuous improvement and high quality standards.



Technological infrastructure outsourcing

Desktop Management services

Our Desktop Management services provide complete management of workstations, with a technological and maintenance Help Desk run by specialised technicians who will respond at the client's site throughout the country.

Our technological Help Desk, which handles potential issues associated with distributed components (PC's, printers, palmtops, etc.), is structured on three levels and acts as the Single Point of Contact for all problems with our services. The technological help desk monitors resources and infrastructure to ensure excellent service, and provides reporting and trend analysis to the client.

Our Desktop Management service is configurable by the client depending to his needs, and can include the following components:

- Complete management of the work station (Desktop, Notebook, Thin client, Tablet PC, Printer, Video, Scanner, Blackberry, Smartphone, UMTS card, etc. . .)
- Management and coordination of hardware and software maintenance for all sites countrywide
- Patching
- Antivirus
- SW distribution
- Structured system (Trouble ticketing) for handling and monitoring service requests (acceptance, escalation, certified closure, suspended events and duration)
- Call management (call queuing, operator station and abandoned call monitoring)
- SLA monitoring and reporting
- IMAC management (Installation, Move, Add and Change)
- Asset inventory and warehouse
- Equipment hire (fleet management, staging and provisioning)

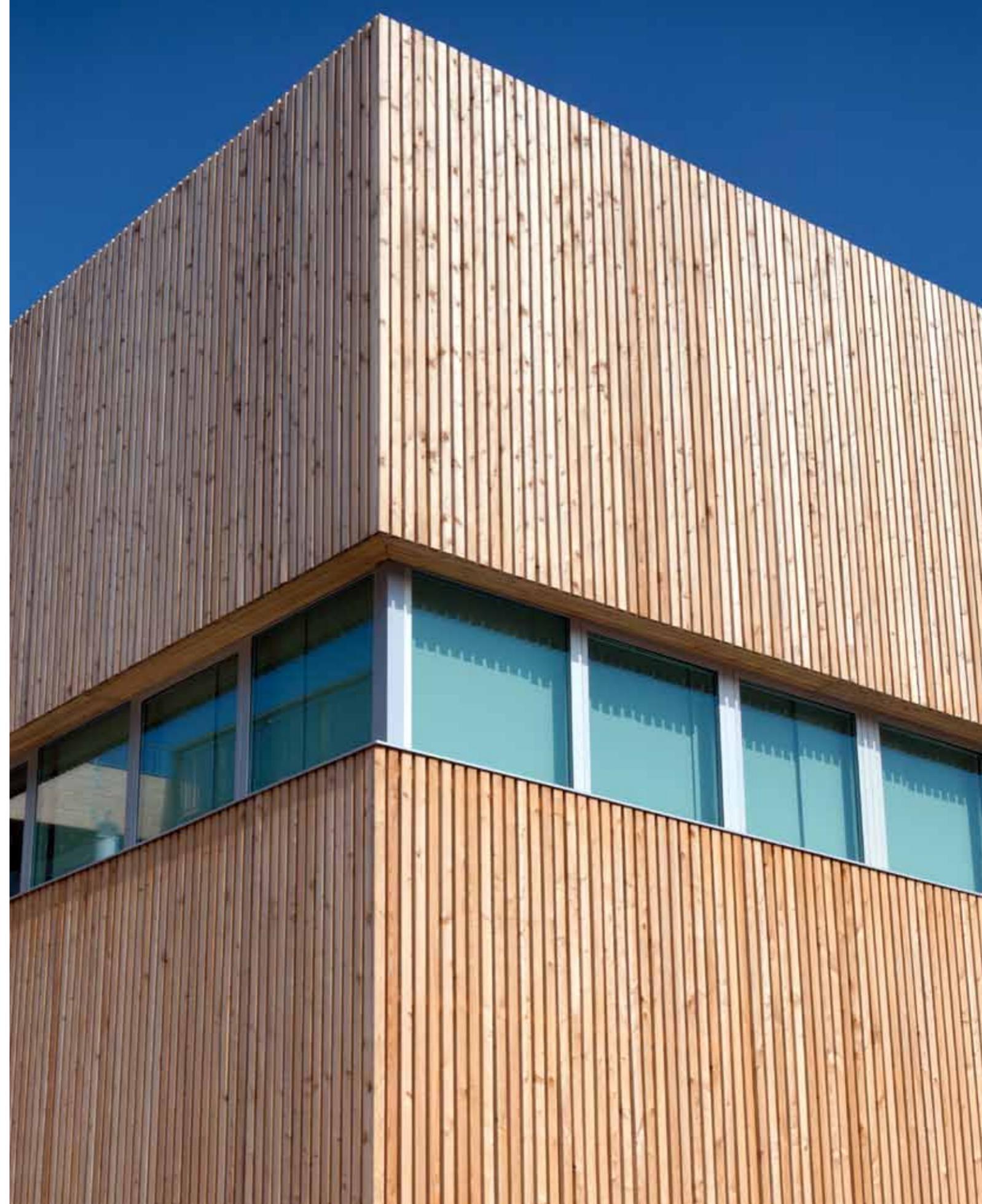
The Desktop Management service can also be provided with virtual workstations or individual applications. In this area, Cedacri provides the clients with high performance, redundant infrastructure, implemented with cutting edge technologies.

Business Process Outsourcing services

Business Process Outsourcing services are ever more widely used to make available specialised skills in support of growth and key operational processes with a view on flexibility and efficiency. Cedacri, with C-Global and Cedacri International, is able to support its internal organisation with a structured consultancy approach to the proposal of BPO solutions, with all the tools required to assure management and control of processes and levels of service.

Cedacri's main services are:

- Document & Archiving management
- Call Centre
- Administrative back office





Business Process Outsourcing services

Document management services

Document management, as the set of processes which govern the management of documents inside an organisation, has a significant impact on company performance.

The improvement of documentation processes and the introduction of the paperless model allows the organisation to obtain immediate returns in terms of productivity and quality of customer service.

Cedacri Group is a qualified consultancy partner to enable companies to identify critical document processes and optimise them.

Our solutions stand out for their modularity and scalability, thus enabling gradual introduction into the organisation and rapid adaptation to a variety of market scenarios.

The technological structures available in Cedacri Group enable to satisfy any requirements, without limits to their complexity and volume, while assuring unbeatable standards of quality and security.

The synergies between the various Group companies allow Cedacri to offer document services management to handle end-to-end business processes, integrating back office and technological components.

Dematerialization

Cedacri's dematerialization services are organised to manage the material in a structured and organised manner, thanks to our ongoing investment in both staff training and in the development of tracking and monitoring solutions, which enable us to govern the process to best effect.

The operational procedures and KPI are shared with the client to regularly monitor qualitative and quantitative service indexes.

The dematerialization process has four main phases:

- Preparation of the material envelopes: opening and extraction, preliminary checks, standardisation of printed matter, classification of documents and preparation of uniform processing batches
- Scanning: acquisition with professional scanning equipment, use of the leading software available on the market
- Indexing: manual data entry, automatic barcode scanning, OCR, ICR, OMR
- Validation: formal checks and controls of documents, NC management, outbound phone service for data /missing document recovery

Paper Archiving

Cedacri Group has facilities for paper archiving and handling, fully certified to legal standards and compliant with the most stringent applicable safety and security regulation.

The paper will be sorted and checked and then archived in standard boxes; the documents will be cataloged with the use of electronic procedures for tracking the documents for any future research.

The boxes will be placed in dedicated facilities, suitable shelves of archiving paper documents.

Cedacri is able to offer all archive services:

- search of document and transmission via e-mail or fax
- shipping of the original
- destruction of documents and/or boxes

To support archiving processes, with the aid of selected and highly specialised partners, Cedacri Group offers the following supplementary services:

- transport
- logistics
- portorage

Business Process Outsourcing services

Document Management System

Cedacri Group's Web Document & Workflow Management services for digital document archives is provided as SaaS (Software as a Service), thus including all technical infrastructure and maintenance.

The Cedacri Data Centre can guarantee the highest levels of service in regarding Business Continuity and Disaster Recovery.

The solution's architecture is entirely web-based and modular, and allows various levels of customisation and integration with the client's legacy systems.

The functionalities provided by the solution include:

- Store Electronic Documents
- Simple and advanced searches by index, full-text search
- Retrieve the document
- Print document
- Folder/subfolder management
- File management
- User, role and group authentication
- Management of permissions for access to single document
- Versioning
- Audit trails and reporting
- Help desk

The platform's powerful workflow engine ensures that predefined and customised processes can be quickly deployed for the distribution, checking and approval of documents.

Document legal electronic storage

Is a set of administrative and IT processes which enable documents to be stored on digital media, while maintaining their legal validity in relation to third parties.

The service can be provided for digitally originated documents or printed documentation which has been dematerialized; for the latter, when the process is complete, the original paper can be shredded.

Thanks to the technological excellence and the presence of a team dedicated to the study and updating of the rules drawn up by the competent authorities, Cedacri is able to guarantee the process of replacement filing in full compliance with established Italian law.

Furthermore, by delegating to Cedacri the role of Responsible of Substitutive Storage, the client no longer needs to manage all the associated activities:

- Planning, organisation and supervision/ implementation of the process
- Configuration of the qualified certificates for digital signatures
- Configuration of the documentation
- Exhibition of the stored data
- Legal training and updating in

Certification Authority, Certified Email and Digital Signature

Cedacri, as a member of the DigitPA public register (National Authority for the Digitalisation of the Public Administration) since 2001 as Certification Authority, has developed Certified Email and Digital Signature services for the financial industry, public administration and insurance agencies.

The Certified Email and Digital Signature services are legally certified, and are equivalent, respectively, to registered mail and autograph signatures.

Since they are subject to rigorous legislation in relation to quality of service, infrastructure and dedicated staff, both Certified Email and Digital Signatures play a critical role in the dematerialization and streamlining of the operative processes related to communications with the end client and public administration.

As a way of communicating in compliance with the law with companies, the digital email Account is a fundamental resource, able to satisfy requirements such as participation in calls for tender, invoicing, and the exchange of legal documents.

Thanks to our experience and know how, Cedacri is able to provide a complete solution to these requirements, and integrates its certified email

service with its digital signature service.

The digital signature service is governed by the same legal principles as certified email, so that it is equivalent to an autograph signature.

Using a kit composed of a smart card or USB key, the user can "sign" a digital document, which thus assumes legal validity. Cedacri's digital signature service can be used freely to sign documents from the individual workstation.

Furthermore, with the Remote Digital Signature service which makes it possible to store the user's digital signature on certified equipment at Cedacri facilities, the client can run batch signing operations with multiple addresses, without having to sign the documents individually. The natural evolution of the Remote Digital Signature is the replacement filing service.

Business Process Outsourcing services

Contact Center

Contact Center

Contact Center is the evolution of the call Center, with the aim of integrating communications processes and advanced information systems. Cedacri Group provides a series of integrated services for managing of client multi-channel communication, aimed at providing all the processes required to handle the entire life cycle of the client/company relationship, defined in relation to the business objectives.

The stand out aspect of Cedacri is offering in Contact Center services is their modularity, made possible by the perfect interaction between operator and information systems, with a service which is on-line 24 hours a day, 365 days a year, able to handle contacts by phone, internet, chat, email and fax.

Cedacri's primary services in the area of Contact Center services are:

- Help desk
- Inbound contact Center
- Outbound contact Center

Help desk

Help Desk is a technical assistance service for both internal users and the company's clients, which aims to resolve, as soon as possible, a wide variety of issues.

Cedacri is able to offer Help Desk services in support of sales networks for the manufacturing sector, with a completely customisable service in terms of geographical localisation, hours of business and workflow management.

The distinctive aspects of Cedacri's services are:

- Availability 24x7
- Multi-lingual Help Desk
- Dedicated daily monitoring and reporting
- Service Level Agreement (SLA)
- Evolved Trouble Ticket system which enables rationalisation and automation of procedures
- Quick start up and flexible management of demand volumes

Inbound Contact Center

Cedacri's integrated offering of Inbound Contact Center services is characterised by advanced management of the customer relationship process, aimed at creating a single point of contact using all modern channels of communications to support the user (Chat and Mobile Contact Center, Video chat Contact Center, Co-browsing, etc.).

Cedacri Group is your partner in the design, development and management of the following activities:

- Dispositional contact center
- Information contact center
- Customer care
- Sales network assistance
- Dispositional services in support of e-commerce
- Claims management

Outbound Contact Center

An effective client relations process means constantly maintaining contact with the client and taking pro-active or corrective action in relation to the company's business.

Cedacri can support companies in their outbound activities, with numerous services available:

- Customer acquisition campaigns
- Teleselling / upselling and cross-selling
- Customer base retention / prevention campaigns
- Market analysis / surveys
- Credit management and recovery

Cedacri Group's offering is completed by design of the entire credit management process and provision of all services in support of credit recovery, from credit pre- and post-scoring, to credit and phone collections.



Mass printing and mailing

Cedacri Group, through its subsidiary Docugest, provides a complete offering of document management services, to satisfy the requirements of the client in terms of printing and mailing, digitalisation and dematerialization.

The Group offers a modular service which covers the entire production and handling process, using customised procedures per type of client.

The dual services offered by Docugest, printed and digital, completely reflects the natural evolution of the printing industry which is ever more oriented towards dematerialization and digital documents on one hand, and on the other still values printed communications of the conventional type.

Our services include:

- Bulk mailing for large utility providers and banks, using inkjet colour and laser printing, and treatment of enclosures
- Control, distribution and scanning of incoming post for medium and large companies
- Security codes (ATM PIN's, cards, telematic service passwords), laser with special labels with impact ink, colour printed with customised sheets
- Current account and banker's cheques, postal money orders, invoices with fraud protection perforations, customisation and packaging of booklets
- Bank forms for internal use with packaging and distribution to branches

To round out its standard service, Cedacri Group can support companies in digital filing, and production of materials and communications for clients:

- Magnetic media filing, replacement filing for paper documents
- Advanced communications by fax and email
- Assistance service with monitoring of communication production and delivery
- On-line display of production lot progress
- Generalised client mailing solutions
- Production of publicity brochures and materials for marketing campaigns
- Secure production using laser perforating printing, even on other materials than paper



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