

# PRESS KIT

# COVISIAN

*August 2019*

Covisian SpA  
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Iscrizione ROC - AGCOM n. 26617

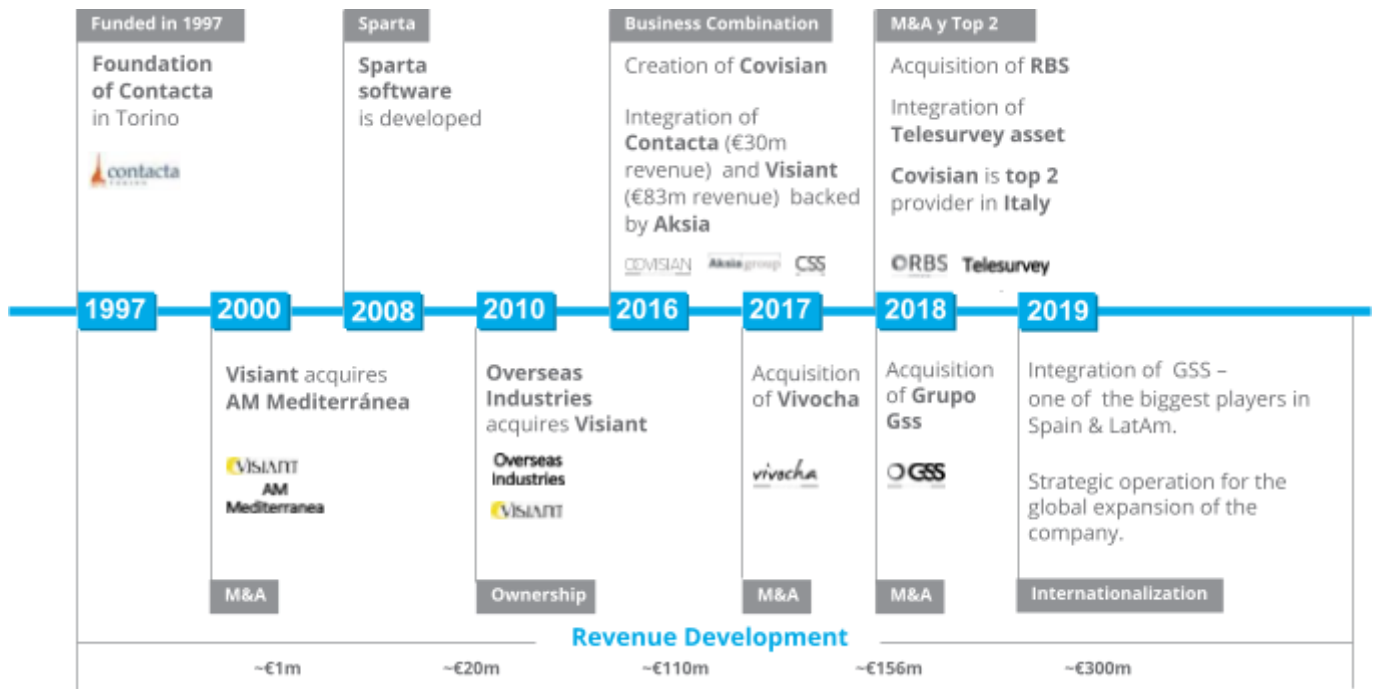
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We are an international group of 15,000 people, offering advanced customer management services and cutting-edge technologies. We work from over 20 locations across five countries, serving over 150 clients globally.

## 20 years of trajectory leading the industry

The history of Covisian begins in 1997 with the foundation of Contacta in the city of Torino. Later, with the entry into the XXI Century, Visiant acquired AM Mediterranea, which set the beginning of a period of important growth for the company.



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Year 2008 was a relevant moment for Covisian, as we developed our own software "Sparta", which today stands as a competitive advantage of great importance and one of its main assets.

In 2008 Contacta completes the development of an innovative management software and a management model for customer operations, which allows to enhance the work of the agents, which, at the same time, translates in the optimization of the results for our customers and their clients. The name of the technology is "Sparta" and today it stands as one of our competitive strengths.

In 2010 Visiant changes ownership and it is acquired by Overseas Industries Infine. In 2016 takes place one of the most relevant operations in the Italian customer management market. From the union of Visiant and Contacta results the creation of the second operator at a national level, with a turnover of 110 million Euros. The operation was performed by the investment fund Aksia that joined both companies in one larger Group.

The group continued to grow, and a year later, in 2017, Covisian acquired Vivocha, a fully integrated innovative platform to manage online integration channels on the website, mobile site and App.

Covisian continues to acquire and integrate other groups such as RBS or Telesurvey, always with the focus on consolidating its position as leaders in Customer Management in the Italian market.

Year 2018 concludes with a large operation that sets the beginning of the internationalization of the Group. Covisian acquires GSS, market leaders in Spain and South America. With this acquisition the Group reaches a turnover of 300 million Euros in 2019, and it opens up the European market as well as the overseas market.

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## Covisian Team

The human value of Covisian Group lies in the human structure formed by a team of expert, innovative and enthusiastic customer managers:



Group CEO



CEO Sparta



General Manager Italy  
& Eastern Europe



CEO Spain & Latam

# Our team for "Reinventing BPO"

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## Covisian in figures

As one of the leaders in the BPO market, we serve our customers from our more than 20 locations into more than 150 countries:



**300 MM**  
Revenue in €



**+ 150**  
Active client



**250 MM**  
Annual interactions



**15.000**  
People



**12.000**  
Workstations



**24**  
Offices

## Covisian in the world

Covisian has a broad global commercial presence through its operational headquarters located in 5 different countries, providing services in different European languages (Italian, Spanish, English, Romanian, Albanese, etc.) and other languages such as Japanese.

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## ITALY

### Agrate

Viale Colleoni, 19  
20864 Agrate (MB)

### Arzano

Via Medi, 8  
80022 Arzano (NA)

### Cagliari

Via Sassari, 3  
09123 Cagliari (CA)

### Catania

Viale Kennedy, 8A/10  
95100 Catania (CT)

### Cuneo

Via Mondovi, 44  
12081 Beinette (CN)

### Milano

Via dei Valtorta, 47  
20127- Milano

### Rende

Località piano di Maio  
87036 - Rende (CS)

### Rome

Via Tiburtina, 1072  
00156 Roma (RM)

### Rome EUR

Ple dell'Industria, 46  
00144 Roma (RM)

### Torino

Via Veronese, 250  
10148 Torino (TO)

## SPAIN

### Badajoz

Avenida Diario Hoy Carretera  
de Madrid-Lisboa 22  
06008 Badajoz

### Barcelona

Car. Bac de Roda, 64  
08019 Barcelona

### Bilbao

C.Aragón, 2  
48015 Bilbao

### Madrid

Av. Albufera, 319  
28031 Madrid

### La Coruña

C. Peral, 2  
15010 A Coruña

### Zaragoza

Pol. de la Charluca  
50300 Calatayud- Zaragoza

### Zaragoza

Pol. Ind. La Estación, 9  
50200 Ateca- Zaragoza

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## ALBANY

### Tirana

R. Khanfize Keko, 2  
1005 Tirana

## ROMANIA

### Iasi

S. Sfantul Lazar, 50  
70049 Iași

## PERU

### Lima

Pje. Apurimac, 224  
Edif. Encarnación,  
Lima

### Ate

Av. la Molina 496  
Distrito Ate, Lima

### Lima Rimac

Jirón Carabaya 499 &  
Jirón Antonio  
Miroquesada 221, Lima

## MEXICO

### Mexico City

Edif Corporativo CEO Mario Pani, 400  
05348 Santa Fé

## ARGENTINA

### Buenos Aires

Av. Corrientes 222  
Piso 10 - Oficina 10001- CAB

## Our services

We provide a broad range of services for Customer Management:









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 <p><b>CUSTOMER &amp; SOCIAL CARE</b></p>	 <p><b>COMMERCIAL DEVELOPMENT &amp; SALES</b></p>	 <p><b>CHURN PREVENTION &amp; CLAIM MANAGEMENT</b></p>
<p>Offering Customer Care &amp; Customer Support services across different media (voice, chat, email, social, ect.)</p>	<p>Inbound and outbound selling and upselling activities.</p>	<p>Prevention and retention services across the Customer life cycle.</p>
 <p><b>BACKOFFICE &amp; CASE MANAGEMENT</b></p>	 <p><b>CUSTOMER EXPERIENCE ANALYTICS</b></p>	 <p><b>CREDIT MANAGEMENT &amp; LITIGATIONS</b></p>
<p>Full suite of transactional backoffice activities.</p>	<p>Data driven analytical modelling aimed at optimizing Customer Experience.</p>	<p>Credit Management and collection services across the credit maturity life cycle.</p>
 <p><b>HELP DESK Y DIGITAL TUTORING</b></p>	 <p><b>DIGITAL ACQUISITION</b></p>	 <p><b>ACADEMY &amp; CORPORATE TRAINING</b></p>
<p>Supporting your customers in trouble shooting and digital onboarding.</p>	<p>Digital marketing across different media and platforms integrated with human conversion.</p>	<p>Creating customer management professionals of the future.</p>

## Concept, values and objectives

At Covisian Group we believe in a different way of being a BPO partner, where technology can improve human interactions instead of replacing them.

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Our main objective is to build competencies, implement innovation and encourage experimentation. The Covisian Academy, the first customer management academy in Italy, has been created together with partners with great experience in Customer Management, in collaboration with the Istituto Politecnico di Milano, MIP.

In our group we consider the following ethical values as fundamental for the exercise of any activity and, as such, are part of our [Code of Ethics](#):

### Principle of legality:

All our activities are required to comply with the corresponding Law in each country with which the Group has commercial relations.

### Principle of accuracy:

All members of the Group must comply with professional standards, with special reference to the duties of diligence and experience, applicable to operations performed on behalf of the Company.

### Transparency:

All activities carried out on behalf of the Group respect the principles of integrity and transparency and are carried out with loyalty and a sense of responsibility, impartiality and good faith.

## Responsible management

Covisian Group is committed to the environment and guarantees full compliance with local laws and regulations.

The group promotes environmental planning, the sustainable use of natural resources, as well as an integrated approach to solid waste management and energy conservation. The achievement of this objective comes partly from the training of employees and collaborators for an adequate management of the environmental risks associated with each activity carried out.

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## Contact for Headquarters Milano



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**ISO 9001**  
LL-C (Certification)



**ISO 14001**  
LL-C (Certification)



**ISO 27001**  
LL-C (Certification)



**OHSAS**  
LL-C (Certification)

