

Covisian acquires 100% of Esosphera, an Italian pioneer in conversational AI solutions.



- **Covisian's continuous its quick evolution into a tech group capable of delivering innovative, AI-based, highly integrated digital solutions on a large scale.**

Milan, December 13, 2023.- Covisian, a leading international tech group in innovative Customer eXperience solutions, has completed the acquisition of 100% of **Esosphera**, one of the first companies in Italy to develop proprietary voicebot and chatbot solutions based on Conversational Artificial Intelligence aimed at improving Customer eXperience.

Esosphera offers solutions that optimize the relationship with users, through an always-on & omni-channel conversational technology that enhances the experience, consequently reinforcing loyalty, to the benefit of customer companies.

The voicebot conversational solutions, marketed by Esosphera under the GAIA brand, work with the main CRM and management systems and whatever the communication channel (telephone, SMS, WhatsApp, social, etc.). **GAIA's** chatbot and voicebot solutions are currently targeting specific customer segments such as Automotive retail, Fiscal assistance, Healthcare and Logistics, PA and Tourism.

Esosphera is also a "data-driven company", as it plans the development and evolution of its solutions in the various markets on the basis of deep and accurate analysis of the large volumes of data collected in the provision of services.

Esosphera will continue to operate from its historical headquarters in Resana (TV) under its own brand and that of GAIA.

"At the basis of this operation is a deep sharing of complementary values and business models, strongly based on digital technology and innovation,"

comments **Gabriele Moretti, President and founder of Covisian**, who explains: *"with Esosphaera we share the conviction that the human factor, in activities increasingly characterized by technology, will be a determining element, for companies and for society as a whole".*

"Esosphaera's solutions, together with Covisian's proprietary Smile CX platform technologies, will enable a conscious and controlled introduction of generative artificial intelligence into customer services, balancing efficiency and cost reduction with the Customer Experience of end customers," comments **Fabio Sattolo, Group Chief People and Technology Officer at Covisian**.

"We have always believed in using AI to support people, to generate efficiency and productivity in repetitive operations, allowing people to focus on higher value activities," comments **Francesco Rienzi, President and Founder of Esosphaera**. *"GAIA's conversational AI fits perfectly with COVISIAN's CX PRO solutions to deliver an innovative experience that can exponentially increase business efficiency."*

In the due diligence phase, Covisian was assisted by a team from KPMG Transaction Services led by partner Massimiliano Battaglia and manager Andrea Di Marco, as well as Alberto Cirillo and Valeria Virzì for contractual assistance.

Esosphaera was assisted by KPMG Corporate Finance as M&A financial advisor in the origination and management phase of the transaction with a team composed of director Fabio Tonon, senior manager Luca Masaro and analyst Luca Nordio. For contractual aspects, Esosphaera was advised by Andrea Minozzi and Piero Cecchinato of Awecomm Legal.