



#AI4you



# Financial Results 9M FY 2022

MID&SMALL IN MILAN

Milan 29<sup>th</sup> November

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# Management team presenting



## Valeria Sandei

CEO Almage

- **Years in industry:** 15+
- **Joined Almage Group:** in 2004
- **Previously** in Accenture and JP Morgan

## Antonello Gresia

CFO Almage

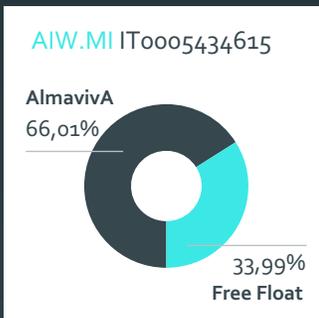
- **Years in industry:** 10+
- **Joined Almage Group:** in 2012
- **Previously** in Geox, Safilo Group, Accenture

The natural interaction  
with technology



We leverage on  
proprietary composite AI  
technologies and big data  
core skills to address  
vertical business needs,  
deep diving information,  
simplifying any human to  
machine interaction, in  
complex environments

# Almawave at glance 2022



Countries<sup>1</sup>  
**29**

Clients  
**>270**

Tech Labs  
**6**

Branches  
**19**

People  
**384**

Partners  
**>25**

Sustainability report 2021

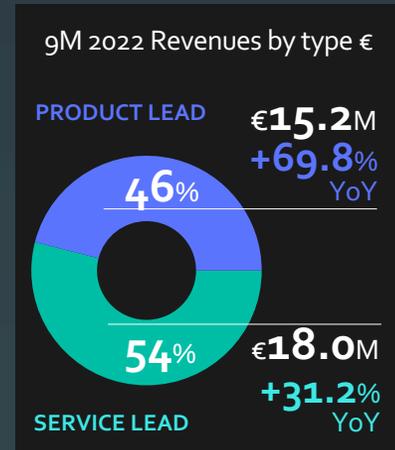
AssoNEXT Best ESG Identity



## Summary of FY '21 and gM FY '22 - Almawave group

FY 2021 Revenues €  
**33.1M**  
+23.1% YoY growth

EBITDA €  
**9.0M**  
+44.8% YoY growth



# Our path since IPO

## Consistent delivery of our program



# Investment Highlights

## Why Almawave?



### Booming Market

>30%

Growth rate in all  
AI sectors/ technologies



### Unique Business Model

- End-to-end **PaaS Platform**
- **19** products
- “**Asset based**” AI Service
- Vertical use cases **continuous generation**



### High Performance + Resiliency

Growing economic performance:

**+46.4%** gM 2022  
Revenues

**2.0x** Backlog



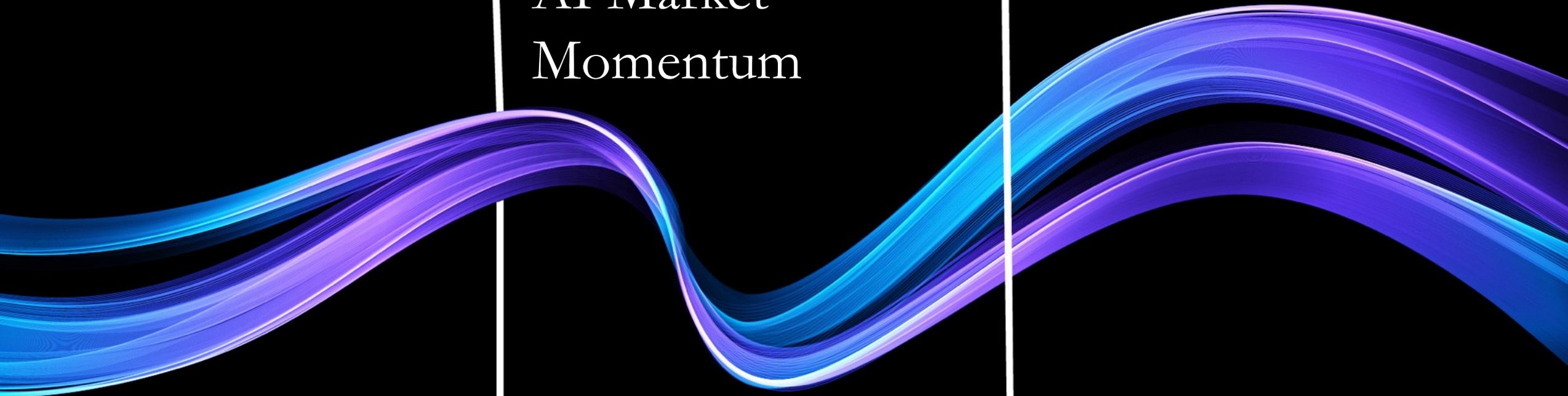
### Clear Strategic Guidance

- **Organic** growth
- Focused **M&A Strategy**
- Continuous “use case based” **Innovation**



Market

AI Market  
Momentum



# High growing market

## Composite AI for business innovation

AI Global market



AI Italian market



### FOCUS ON CORE AI TECH

NLP-Text Analytics



Machine Learning



Speech Recognition



AIW Technology  
focus

## 5 AI TRENDS TO WATCH 2022

Source: Gartner, Forbes



### Composite AI

«Manage increasing complexity of AI techniques and applications for business outcomes»



### Augmented workforce

«AI will not replace human workers but add efficiency. Workers and machines will work side-by-side using smart and cognitive functionality»



### New Business Verticals

"As AI-mature enterprises move on to using AI to develop new products and services, beyond automating processes and optimizing efficiencies, the need for better AI assurance is paramount."



### Automated customer service

«AI can be used to automate much of the customer service process by keeping track of customer history, routing to the right department, and using NLP and sentiment analysis to escalate when necessary...»



### Augmented Intelligence

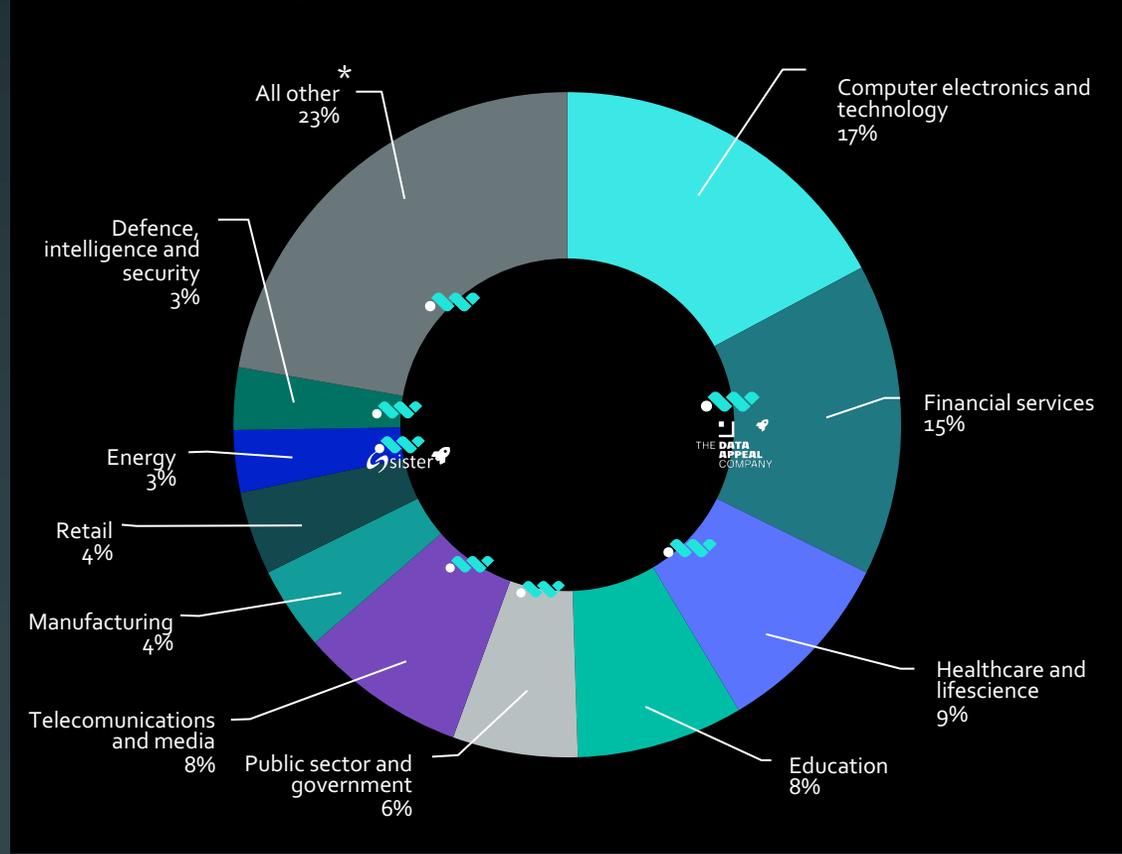
by 2025 AI will augment, not replace humans: Augmented Intelligence, where humans and machines exploit each other's strengths, is likely to become an increasingly common way of working



# High growing market

## Industry vertical AI high potential

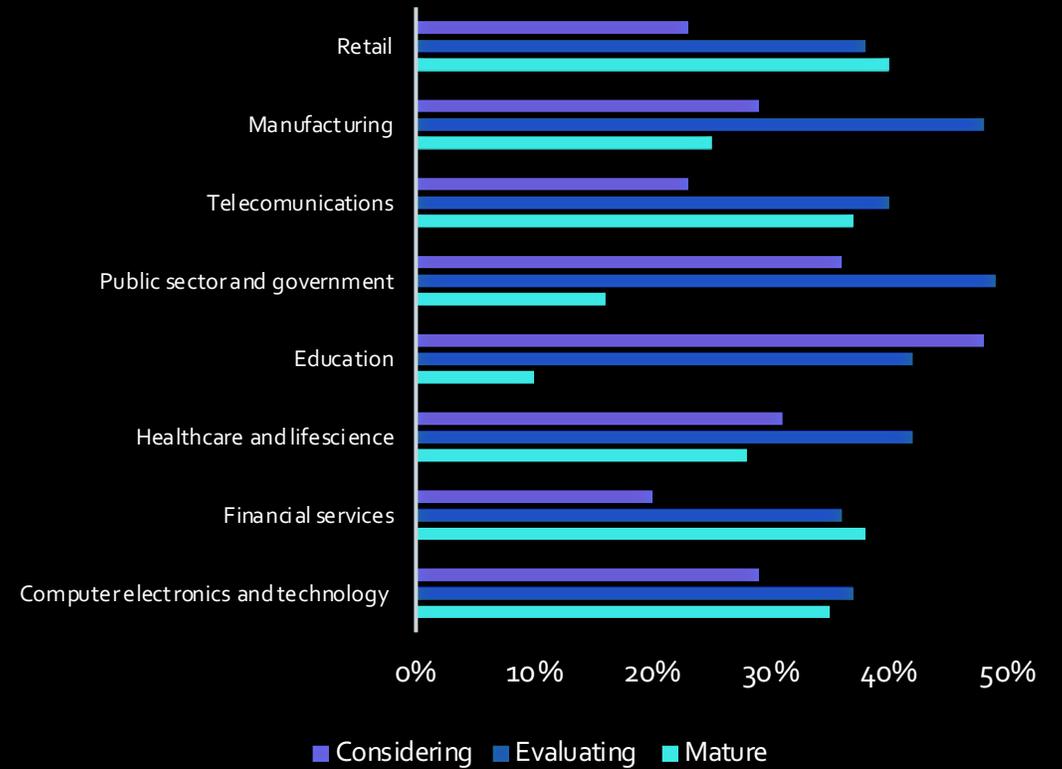
Industries using AI today



\* Includes Transportation

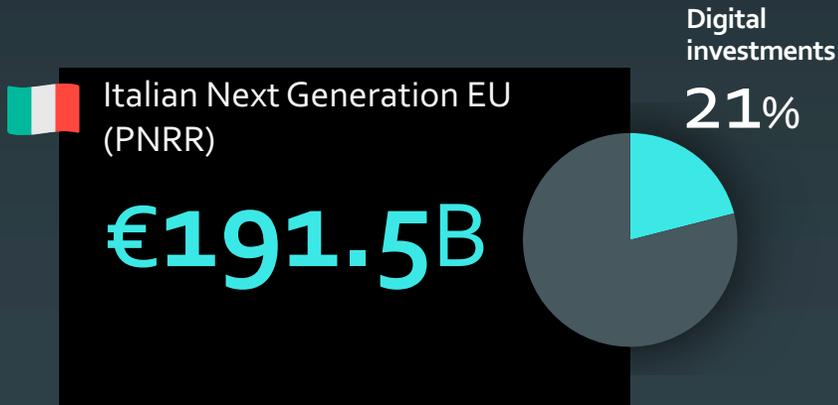
Value proposition

AI adoption maturity



Fonte: <https://www.oreilly.com/radar/ai-adoption-in-the-enterprise-2021/>

# High growing market AI for government «new deal»



**Involvement in PNRR**  
Central monitoring and delivery Agency

Existing multi-year contractual frameworks for execution

AgID Cloud Marketplace with Almawave and the Data Appeal AI & data platform

**>20** Clients already involved on Italian PNNR Projects

- Public Finance & Agencies
- Central gov & Welfare
- Defense, Security, Justice
- Smart territory
- Healthcare
- Smart Mobility & Transportation
- Enterprise, fintech, telco & media
- Tourism ecosystem
- Utilities, green transition, sustainability

SMART CITY 2021 - 2027  
PON METRO **2.4B €**





Proposition

Working on  
AI disruption



# Proposition

## Exploiting the AI potential

### TECHNOLOGIES\*

NLP

ASR

Knowledge graph

Dialogue

Omnichannel

Machine Learning

 iride®

 Audioma®

 mastr®

\*proprietary technologies

### PRODUCTS

**+11** **+9**

Information  
Governance

Natural  
Interaction

**+35**  
Languages



sister

THE DATA  
APPEAL  
COMPANY

### PLATFORMS

NEW





THE DATA  
APPEAL  
COMPANY

+

### DATA SERVICES



Big Data



Open Data



Data governance



Data science



sister



# Technology at the core

## R&D KPIs

R&D ENGINEERS  
IN DEDICATED TECH LABS

**75**

ALMAWAVE

PerVoice obda

STRONG R&D FOCUS  
CONFIRMED BY THE  
CONSIDERABLE  
AMOUNT OF CAPEX

**>35M€**  
SINCE 2010

**15.5%** 2021 Total Revenues

TECHNOLOGY  
MARKET ANALYSTS  
REPORTS

**>70**

ACADEMIC  
PARTNERS  
IN A WIDE NETWORK

**10s**

UNIVERSITY SPIN-OFFS

**2**

obda SPIN DATA SAPIENZA FEDERICO II

MAIN PLATFORMS

iride® Audioma®

mastrò THE DATA APPEAL COMPANY

US PATENTS  
+ PCTO TO EU AND  
LATAM

**3**

RESEARCH  
PROJECTS  
(NEW PROJECTS PENDING)

**11**

**Gartner.**

**Competitive Landscape: Conversational AI Platform Providers**

Published 31 October 2022 - ID G00774810 - 27 min read

By Analyst(s): Arup Roy

Initiatives: Technology Market Essentials

Gartner estimates the 2021 conversational artificial intelligence platform market is \$3.8 billion, growing 55% year over year. Conversational AI platform providers must explore a holistic view to differentiation and not just product-based differentiation.

Almawave nominated among top two vendors by year-over-year growth rate

**Gartner®**

## Competitive Landscape: Conversational AI Platform Providers

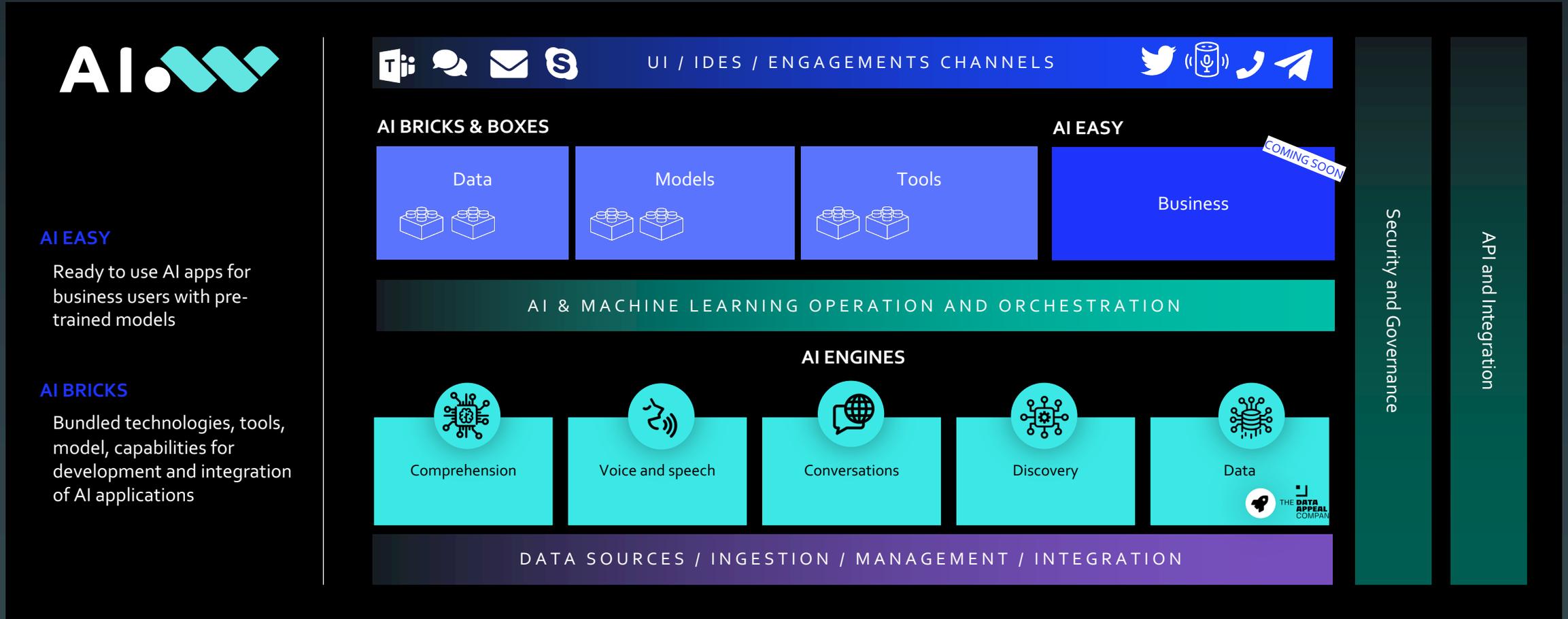
### MOST DISTINCTIVE ASPECTS

- Composite AI
- Multichannel outreach
- No-code/low-code dialogue editor
- Human-in-the-loop
- Pretrained models for industry-specific use cases
- Additional NLP solutions that belong to the same ecosystem, such as speech transcription and text analytics products
- Proprietary design and delivery framework with professional services assistance
- Flexible hybrid deployment models (develop and serve on cloud, develop and serve on-premises, develop on cloud, serve on-premises)

# Proposition

## The new wave of easy AI

Clients / Partners / Prof. Services



### AI EASY

Ready to use AI apps for business users with pre-trained models

### AI BRICKS

Bundled technologies, tools, model, capabilities for development and integration of AI applications

# Proposition Towards vertical disruption

+30

## Vertical AI Solutions and products

Leveraging on composite AI applications, providing clear answers to specific business needs



Public Finance & Welfare



Central Government



NEW

Defense, Security



Smart territory



NEW

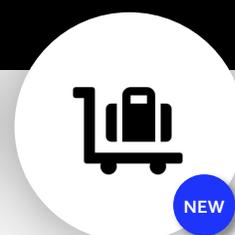
Healthcare



Smart Mobility & Transportation



Enterprise, fintech, telco & media



NEW

Tourism ecosystem



NEW

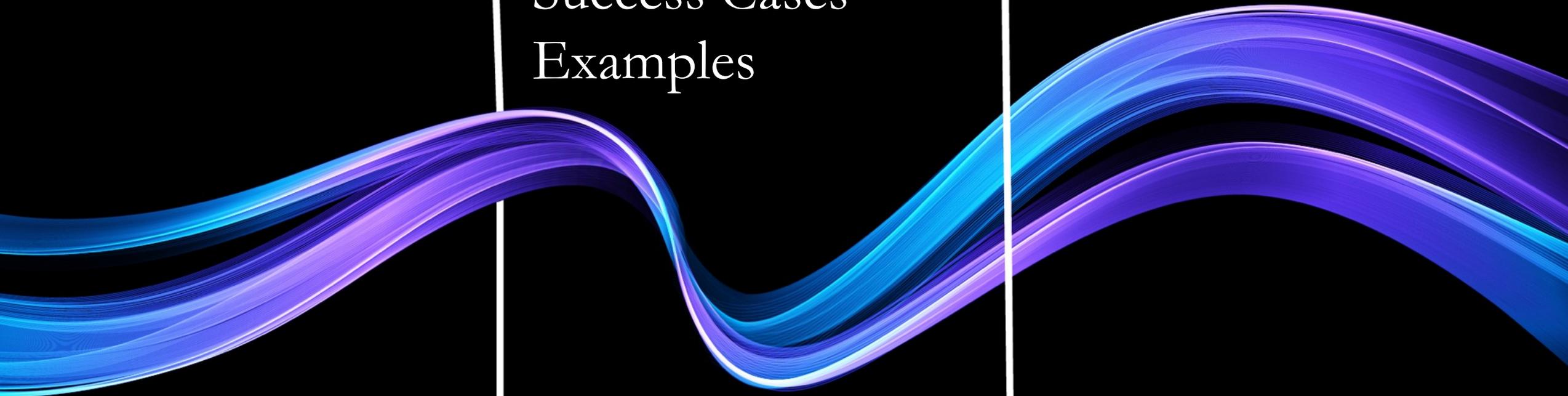
Utilities, green transition, sustainability



# Proposition

## Moving to the AI "Blue Ocean"





Success Cases  
Examples

# Success Cases

## Succeeding in complex environment

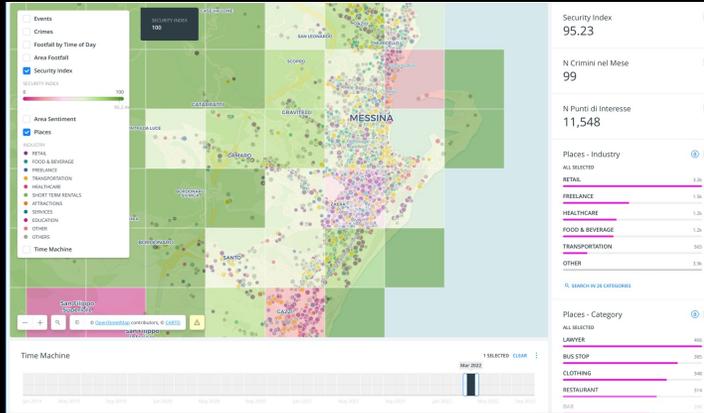
### Municipality of Messina



Data



Insight



Decision support system for to optimize aspects related to safety, tourism and management of public green

[LINK TO USE CASE](#)

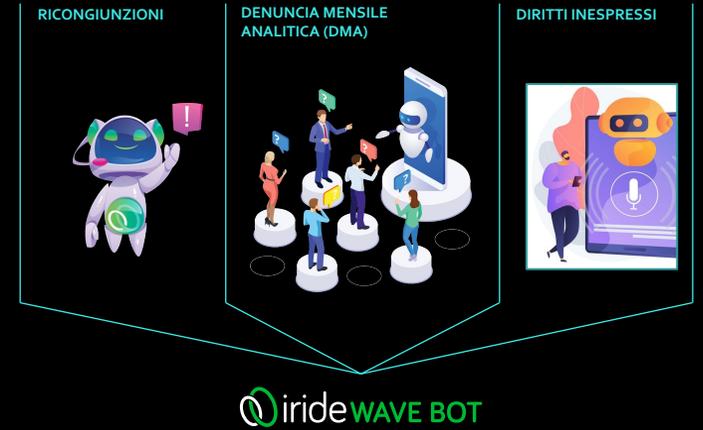
### Welfare



Virtual Agent



Complex Data



The development of Virtual Assistants on the INPS Portal is part of a program to improve the self-care and user experience of the user, in order to optimize the user's information search path and guaranteeing support that is always active 24 hours a day.

[LINK TO PRIZE](#)



# Success Cases

## Succeeding in complex environment

### Judiciary of Tanzania



Voice

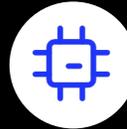


Complex Use case



The project set up by the African institution is known as The Citizen-Centric Judicial Modernization and Justice Service Delivery. It seeks to reduce costs and timescales within the justice system, improving productivity and efficiency through digitalization and Artificial Intelligence.

### Energy Management



Technology



Complex Process



#### AI for Predictive Maintenance (Gas distribution)

Creation of a **loss risk model** usable through the GIS platform which provides:

- Information for preventive replacement of the pipes
- Distribution, with a map view, of failure probability

# Success Cases

## Succeeding in complex environment

### Vocal service on field



Voice



Complex Use case

Starting from a vocal note...



...the system elaborates and tracks key information

Perform and report technical and maintenance activities effectively and accurately, using AI for process automation, speech recognition, intent classification and dictation of the activities, in a noisy environment

### ISTAT Data Platform



Data



Linked Open Data



New platform for the dissemination of Istat aggregate data (IstatData). More than 1 billion records being migrated to the new system for a total of approximately 250 datasets from different statistical domains, based on a new Statistical Data and Metadata eXchange (SDMX) standard

# Success Cases

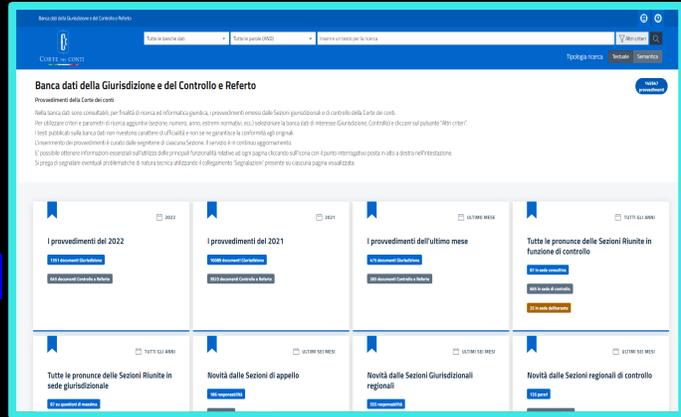
## Italian Court of Audit



Information Extraction and Semantic Search



Complex Use case



Knowledge management of the judgements of the Italian Court of Audit (Jurisdiction and Control) through the adoption of NLP techniques with the aim of unifying separate databases and to activate the search and use of content in a single point of access.

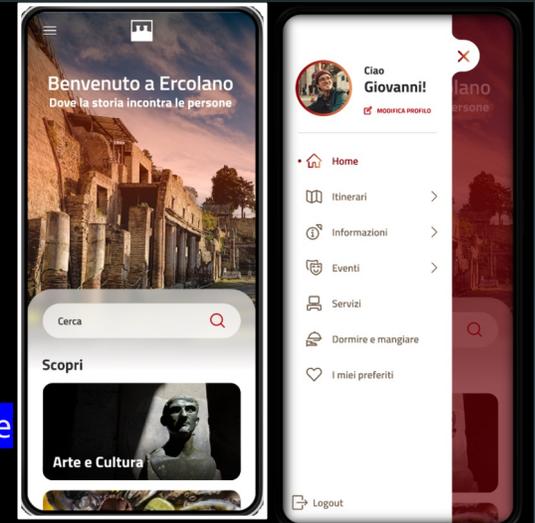
## AI for Tourism



Conversational AI



Tourist / citizen assistance



Implementation of virtual assistant, integrated within the municipality tourism and cultural heritage web portal, able to offer assistance to the citizens and tourists in a simplified and fast way.



Performance  
9M 2022

# 9M 2022 Financial Highlights. Revenues

## Top line boost

Revenues  
(including TDA and Sister)  
(Euro)

33.2M

YoY growth

+46.4%

Revenues from organic growth  
(excluding TDA and Sister)  
(Euro)

30.2M

YoY growth

+33.2%

Consolidated revenues from  
acquisitions TDA and Sister\*  
(Euro)

3.1M

  
THE DATA  
APPEAL  
COMPANY

9M 2022 proforma  
growth on revenues

>150% YoY

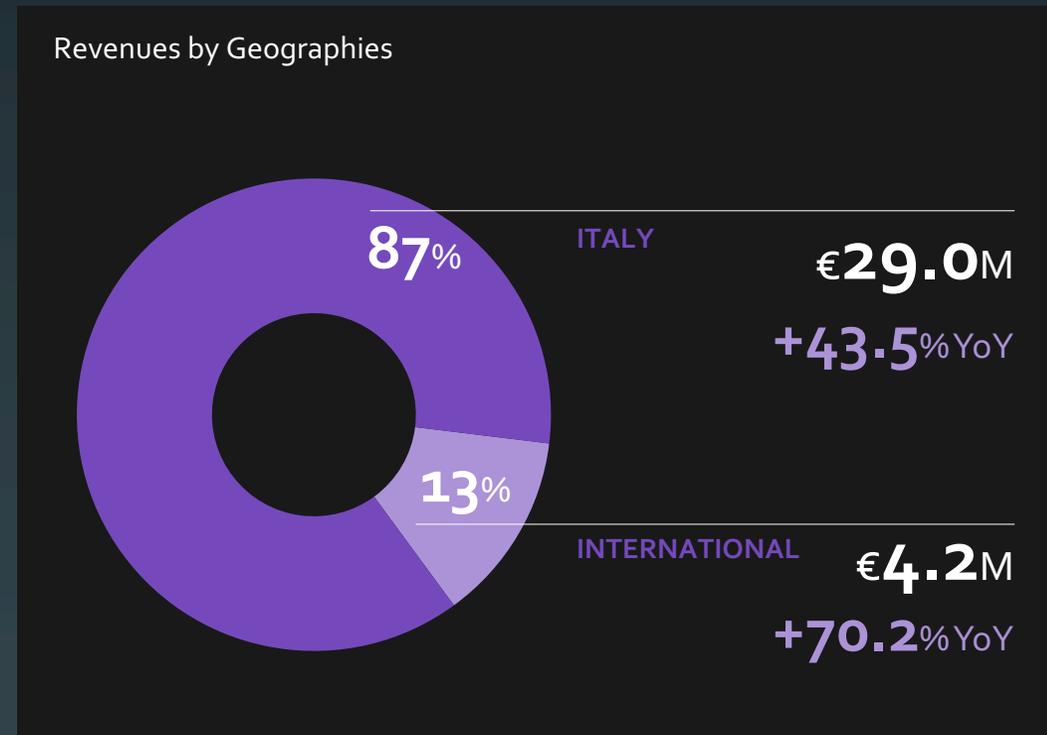
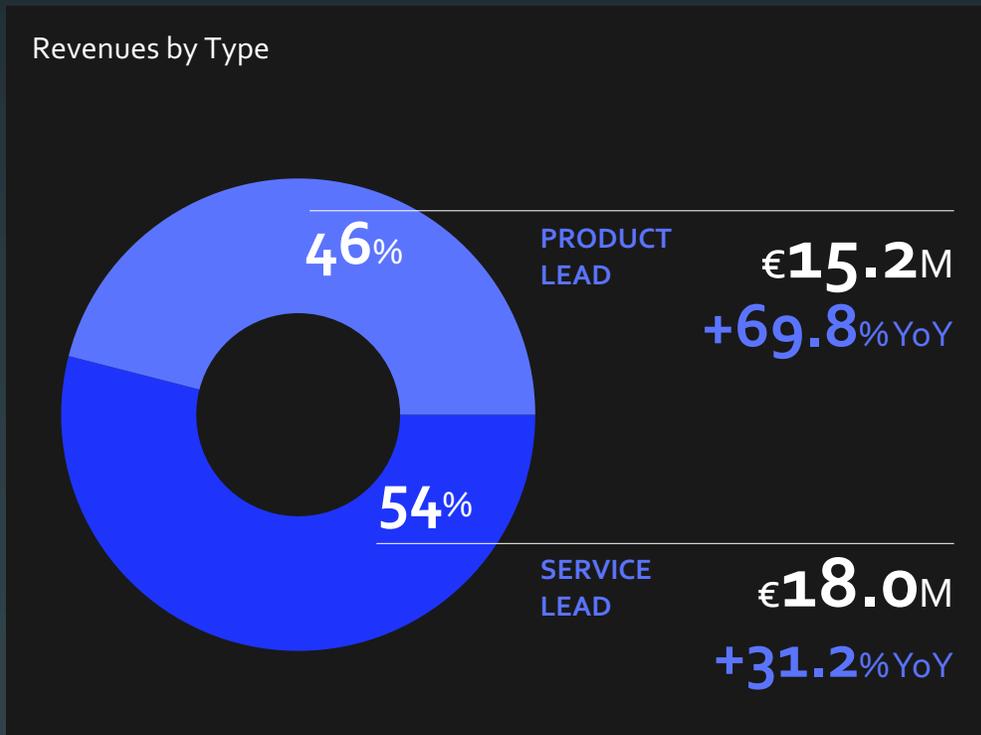
sister

9M 2022 proforma  
growth on revenues

>50% YoY

# gM 2022 Financial Highlights. Revenues

## Products lead the growth



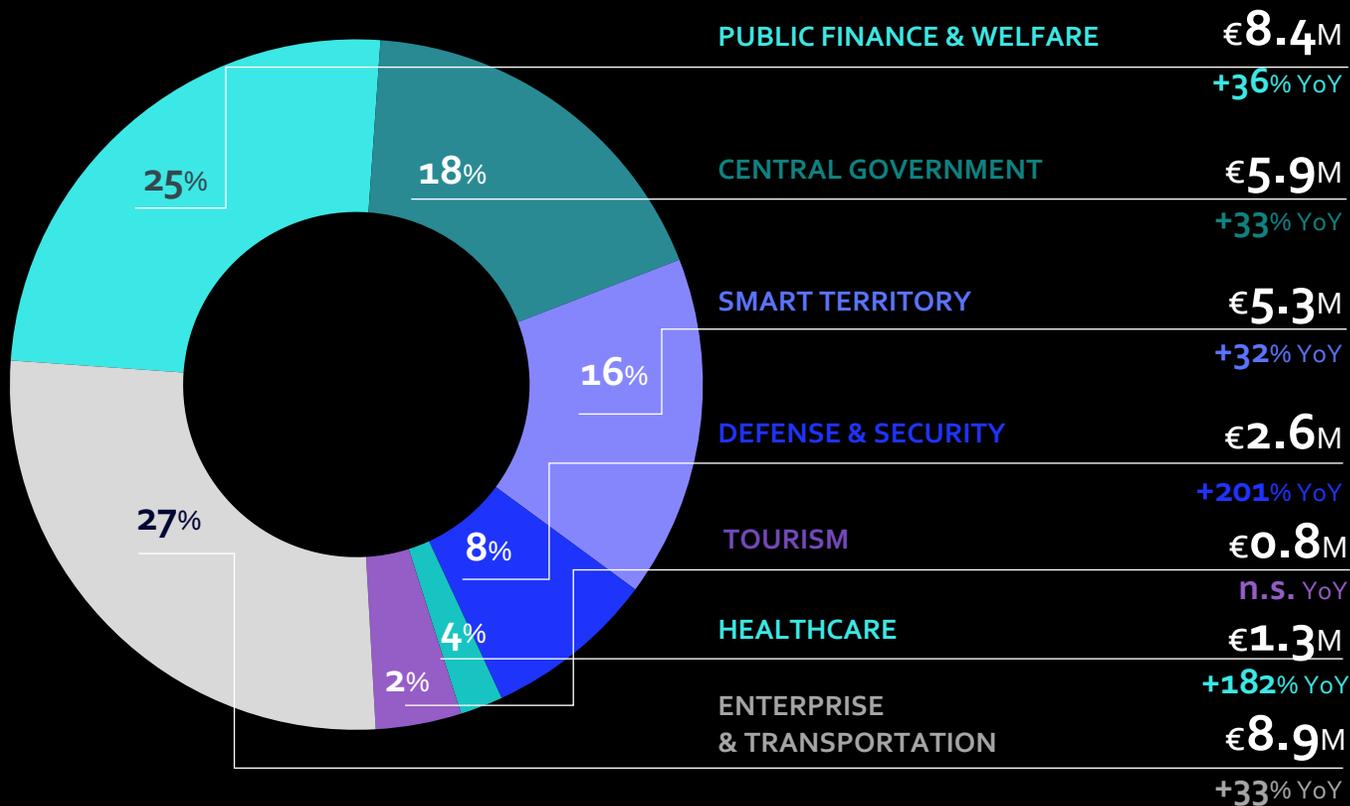
1. Revenue generated by the deployment of product modules SaaS and On Premises and related customization activities  
2. Revenue generated by big data and digital transformation services on third parties products

Numbers rounded and percentages calculated on exact number

# gM 2022 Financial Highlights. Revenues

## Business diversification & Resiliency

Revenues by Industry



- Strong business diversification, launching new focused areas (i.e. tourism and healthcare)
- Relevant growth in enterprise and Transportation market both organic and driven by new acquisitions
- Relevant international development (LATAM, Africa)

Backlog<sup>1</sup> up to date (Euro)

**83.0M**

**+48.2% YoY**

**2X**

LTM gM 2022 Revenues

1. Backlog value based on baseline bid criteria (potential extensions not included)

# 1H 2022 Financial Highlights. Margins

## Solid and growing economic performance

EBITDA Adj.<sup>1</sup>  
(Euro)

**7.7M<sup>2</sup>**

YoY growth

**+42.7%**

EBIT Adj.<sup>1</sup>  
(Euro)

**4.8M<sup>3</sup>**

YoY growth

**+58.6%**

Net Result Reported  
(Euro)

**2.7M**

YoY growth

**+48.5%**

EBITDA Adj. Margin<sup>1</sup>

**23.1%**

**-59 BP vs. 9M 2021**

EBIT Adj. Margin<sup>1</sup>

**14.6%**

**+112 BP vs. 9M 2021**

Net Result Margin

**8.3%**

**+12 BP vs. 1H 2021**



# gM 2022 Financial Highlights

## Consistent cash balance position

Net Financial Position  
(+Cash / - Debt) at 30/09/2022  
(Euro)

**+8.1M**

Net of acquisition cash impact by gM

2021

**+14.0M**

Investments Capex  
(Euro)

**4.7M**

**14.1%** On revenues

**-145** bp vs. FY 2021

- AIW new platform
- New product releases: Iride® Text Analytics and Iride® KM based on microservices architecture
- New product releases: Audioma® IVR 2.3, Flyscribe® 2.6, Verbamatic® 2.0
- 3 new supported languages +20 new acoustic/language models
- New major release: Monolith, OBDA's Semantic Enterprise Knowledge Graph platform
- Launching the Healthcare offering



Strategic guidance



# Growth strategy

## Multiple vectors for a continuous evolution



### Organic Growth

Keep an high performance  
Focus on revenue boost  
while maintaining profit



### Expand our customer base

Increase cross and  
up-selling within  
our clients  
Progressive leverage on  
M&A customer base



### Continuous R&D and innovation

#### Release our End-to-end PaaS platform

Update existing products.  
Extend and integrate tech capability



### Execute bolt-on acquisition

Perform new acquisitions benefiting from shared services center and integration expertise



### Expand globally

Increase penetration and recurring revenues thanks to a fully SaaS/PaaS product-driven strategy



Annex 1  
Financial Statements

# P&L Statement

€ million	YTD Dec 21	YTD Dec 20	Delta
Revenues	32.9	26.9	6.0
Total of Revenues and Other Income	34.2	27.6	6.5
Operating Costs	(26.4)	(21.5)	(4.9)
% Revenues	80.3%	79.9%	
EBITDA Reported	7.8	6.2	1.6
% Margin	23.6%	23.0%	
EBITDA Adj <sup>1</sup>	9.0	6.2	2.8
D&A	(3.1)	(2.6)	(0.5)
% Revenues	9.4%	9.7%	
EBIT Reported	4.7	3.7	(1.0)
% Margin	14.2%	13.7%	
EBIT Adj <sup>1</sup>	5.9	3.7	2.2
Interest Expense	(0.4)	(1.8)	1.4
% Revenues	1.2%	6.5%	
EBT Reported	4.3	1.9	2.4
% Margin	13.0%	7.2%	
Taxes	(0.8)	(0.6)	(0.2)
Group Net Result Reported	3.5	1.3	2.2

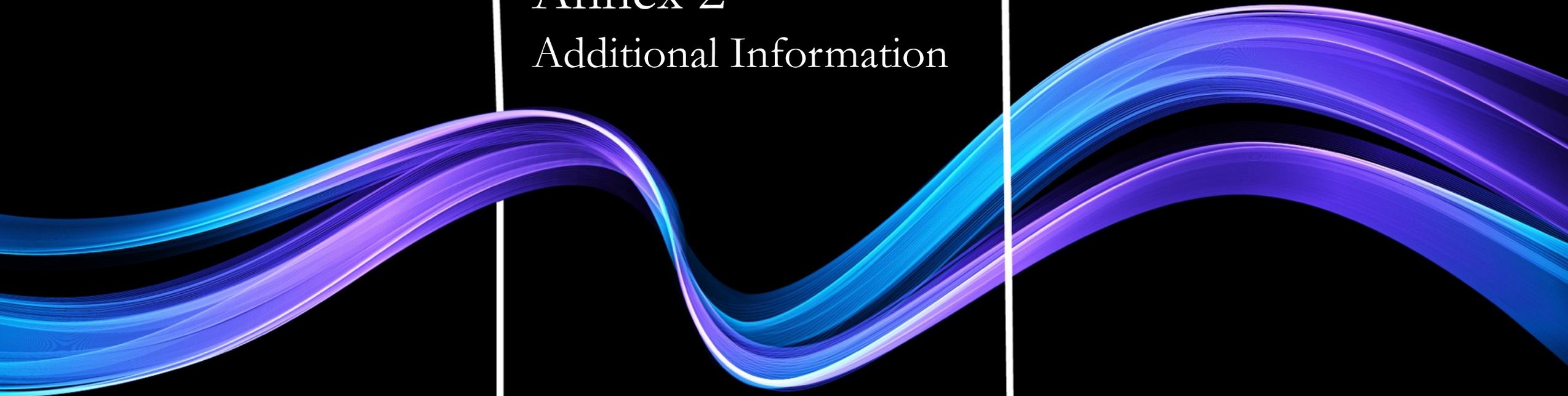
# Balance sheet

€ million	At December 2021	At December 2020
Intangible assets	20.3	18.4
<i>Goodwill</i>	0.5	0.5
Property, plant and equipment	0.2	0.2
Investments accounted for using the equity method	0.0	0.0
Non-current financial assets	0.0	0.0
Deferred tax assets	0.2	0.3
Other non-current assets	0.0	0.0
<b>Total non-current assets</b>	<b>20.7</b>	<b>18.9</b>
Inventories	0.0	0.0
<i>Contract assets</i>	0.0	0.0
Trade receivables	26.3	21.0
Current financial assets	0.1	1.1
Other current assets	8.3	6.3
Cash and cash equivalents	14.7	1.9
<b>Total current assets</b>	<b>49.5</b>	<b>30.4</b>
Non-current assets held for sale	0.0	0.0
<b>Total assets</b>	<b>70.3</b>	<b>49.3</b>

	At December 2021	At December 2020
<b>Total shareholders equity</b>	<b>41.0</b>	<b>8.8</b>
Non-current liabilities for employee benefits	1.9	1.7
Non-current provisions	0.0	0.0
Non-current financial liabilities	0.1	15.0
Deferred tax liabilities	0.0	0.0
Other non-current liabilities	0.6	0.8
<b>Total non-current liabilities</b>	<b>2.5</b>	<b>17.5</b>
Current provisions	0.0	0.0
Trade payables	22.9	18.7
Current financial liabilities	0.7	1.9
Current tax liabilities	0.6	0.6
Other current liabilities	2.6	1.9
<b>Total current liabilities</b>	<b>26.7</b>	<b>23.0</b>
<b>Total liabilities</b>	<b>29.3</b>	<b>40.5</b>
<b>Total equity and liabilities</b>	<b>70.3</b>	<b>49.3</b>

# Summary Cash Flow

€ million	YTD Dec 2021	YTD Dec 2020
EBITDA	7.8	6.3
Capex <sup>1</sup>	(5.0)	(4.5)
(Increase) / Decrease in Normalised Working Capital	(1.5)	3.6
Operating Cash Flow	1.3	5.4
% EBITDA	16.2%	85.6%
Non-Recurring Items	-	-
Taxes	(0.5)	(0.4)
Free Cash Flow for Debt Service ante Dividend Payments and Other Items	0.8	5.0
Dividend Payments	-	-
Other Items <sup>2</sup>	27.7	(1.6)
Free Cash Flow for Debt Service	28.5	3.4



Annex 2  
Additional Information

# Compelling offering

## Natural Experience Modules

A comprehensive module platform supporting natural language interactions and process automation (voice and text) an end-to-end customer experience, transforming the Contact Center interaction

### irideTEXT ANALYTICS

Customer's needs understanding (classification, automatic request dispatching in real-time, ...)

### irideWAVE BOT

Managing the dialogue in natural language - text and voice - through virtual assistant

### Audioma®

Automatic speech recognition for natural language IVR platform

### irideCHANNEL HUB

Managing cross-channel interactions with customers and acquiring information from heterogeneous sources

### irideCALL

Improving customer experience through conversational IVR and managing outbound campaigns

### Audioma® BIOMETRICS

Voice biometrics for the prevention of fraud detected via Contact Center

### Verbatic® PSW

Events subtitling with the possibility of live editing a few seconds before their publication.

### irideKM

Navigating data and information to discover new correlations

### irideCM

Allowing information real-time retrieval on the various systems, through a unified front-end

### irideBKO

Automatizing back-office activities to quickly and effectively manage the requests (e.g. complaints)

### irideTRAINER

Optimizing training through e-learning, gamification and simulation of operational processes

# Compelling offering

## Information Fusion Modules

A new and integrated vision to retrieve, navigate, analyse multi-source information (text, voice, ...) and data

### irideVOICE

Discovering customer needs, emotions and satisfaction level from the "voice of the customer"

### irideVOICE RT

Supporting Contact Centers operations

### irideVERBAL ORDER

Optimizing contract management processes

### irideKM

Navigating data and information to discover new correlations

### Verbatic® STENO

Speech reporting and transcription (e.g. business meetings), with audio synchronization and final text revision

### Verbatic® DIGITAL ARCHIVE

Audio-video contents index and search, with the option of recover the portion of the dialogue of interest and maintain the synchronization between transcribed text and audio

### Monolith

Define enterprise knowledge graphs of business organizations' domains of interest through an easy-to-understand graphical language

### irideTEXT ANALYTICS

Customer's needs understanding (classification, automatic request dispatching in real-time, ...)

### irideAWARE

Using social media to detect opinions, feelings and moods on topics of interest

### FlyScribe® TRANSCRIPTOR

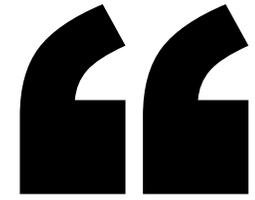
Automatic speech transcription and documents production of any on-site event

### FlyScribe® CLOUD

Automatic transcription, subtitling and translation of audio-video files (text sync with the original audio)

### mastr<sup>®</sup>

Ontology based data access management system to query data



Simplicity  
is the ultimate sophistication

—Leonardo da Vinci

Thank you.