

COMPANY PROFILE

Reliability and Experience at the service of Innovation



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For over 25 years, we've paired deep technical expertise with a relentless drive to innovate.



DigitalPA Group is a leading software and services provider, serving organizations worldwide with a focus on **Procurement** and **Compliance**.

We offer a comprehensive portfolio of innovative solutions, built on a deep understanding of our customers' needs and the challenges they face.

Our expertise translates into high-quality **services** designed for excellence and flexibility, combined with intuitive, user-friendly **software** powered by sophisticated technology.

Our goal is to help organizations adopt reliable digital solutions that simplify and streamline business processes, optimize resources, and drive greater efficiency and performance.



Office Locations

DigitalPA is expanding steadily, with 5 offices across Europe.

The headquarter is in **Cagliari, Sardinia** and it spans 2,000 square meters in the Monreale business district.

Other offices are strategically located in Italy: **Milan, Rome, and Sulmona**.

In Spain, DigitalPA is located in the center of **Barcelona**, the main tech hub of the Iberian peninsula and of South Europe.

4500+ Clients

150+ Employees

98% Loyalty rate

5 Offices in Europe

140K Suppliers managed

2000+ Terabytes stored

Human Resources

Every team brings distinct strengths, and together they drive our clients' success and innovation.



Consultants Team specialized in managerial and legal support specific for each project or Client.



Project Managers Team following product development and able to work alongside Clients for software customization requests.



Support team, point of contact between DigitalPA and our Clients. Reachable through different channels, the team is available to offer solutions and guide users through the best use of our software.



The "Systems and Cybersecurity" Team is involved in the ongoing optimization of development best practices, security operations, and threat mitigation, in order to identify and prevent any vulnerability.



Software Development Team, a group of high-level professionals with specialized know-how built through years of developing applications for demanding Businesses and Administrations.

The team frequently follows training courses on the latest programming languages and technological releases, acquiring the skills to design flexible, cutting-edge solutions that meet real market needs.



Different areas managed through a specific organizational model

ITALY

Development & Production
Research & Development
Quality Assurance
Legal Advice
eProcurement Consulting
Anti-Bribery Consultancy
Marketing & Communication
Sales & Post-Sales
Assistance and Support
Management and Finance
Procurement Department

GLOBAL

Research & Development
Quality Assurance
Procurement Consulting
Compliance Consulting
Marketing & Communication
Sales & Post-Sales
Customer Care
Help Center

Product Development Team

- specialized in different areas
- eProcurement
 - Management and Communication
 - Anti-Bribery and Transparency
 - Integration Systems
 - Research and Development

Product Management Team

featuring product specialists and technical experts assigned to software customization and integration systems

UX/UI Team for the software design based on a user-centered design approach

Professional Services

Team assigned to product installation and configuration for each client

Quality Assurance Team for testing and quality control of processes and products

System Administration Team in charge of software infrastructure maintenance and security

Customer Support and Training Team

Sales Team where different Accounts follow Clients based on their specialization area

Team Marketing & Communication

History

2000

Young entrepreneurs with innovative ideas and strong technical skills **founded the Company**. Close collaborations are quickly established with customers looking for a point of reference in the digitization process.

2010

A forward-looking vision drives the development of the **first SaaS software for Supplier Management**.

2014

The team grows, expanding its skills in both technical development and digital procurement consulting.

2015

First release of the Whistleblowing software, for compliance and ethics.
The Company acquires the ISO 9001 and ISO IEC 27001 certifications. Registration of the *Secure Digital Proposal* © at SIAE and Copyright Office of Washington.

2017

The new headquarter is settled in Cagliari, in the tech hub of Monreale. The Company triples the workforce and acquires over 250 new customers.

2018

The company consolidates its presence in Italy with new offices in **Milan, Rome and Pescara**, while beginning its **international expansion**.

2019

The **Sulmona office** opens in Abruzzo as the company's international expansion continues.

2020

DigitalPA reinforces its position as a growth leader, expanding its global footprint with a new branch in **central Barcelona, Spain**.

2022

The Financial Times includes DigitalPA in the sixth annual edition of the FT 1000, the ranking that identifies the 1000 **fastest-growing companies in Europe**.

2023

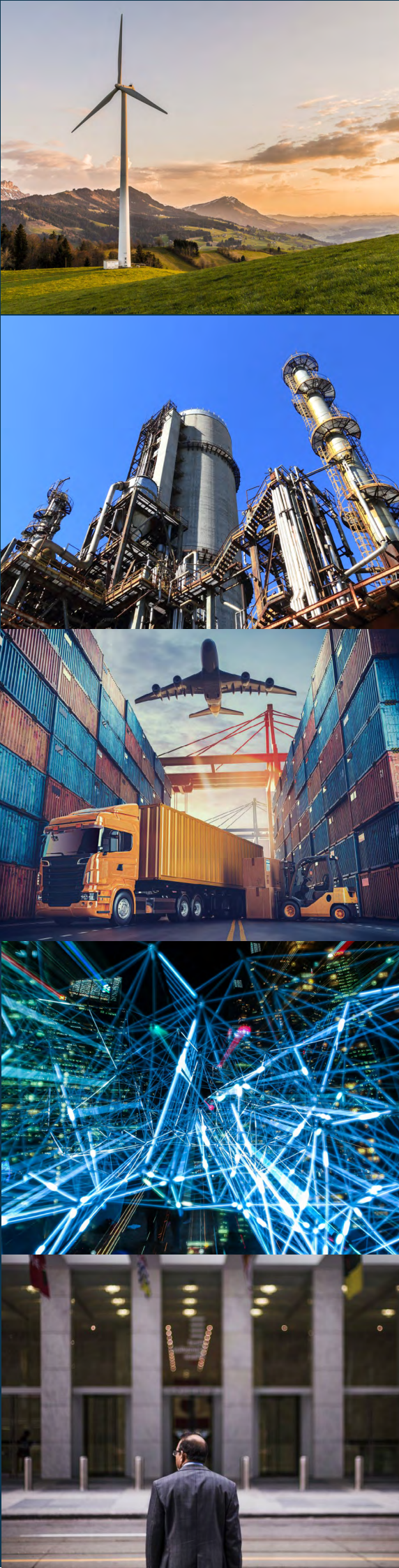
DigitalPA signs a strategic partnership with Oracle to **enhance its cloud infrastructure** and reduce carbon footprint by adopting the *Oracle Cloud Infrastructure* (OCI) solution.

2024

The DigitalPA Group celebrates an 80% increase in revenue, strengthening its market position. This success is reflected in the opening of **new offices** and the addition of **new talents**. The new Help Center, enhanced with AI, is introduced as an additional tool to deliver exceptional customer service.

2025

The DigitalPA Group enters a new phase of innovation with the creation of its AI Team and the launch of its first proprietary algorithm. Confirming its impact on the market, newspapers Statista and Il Sole 24 Ore have awarded the DigitalPA Group the prestigious **'Leader della Crescita award** (Growth Leader) with +32% of annual growth.



Clients

We combine an agile approach with deep technical expertise to build both industry-specific software and horizontal applications — helping organizations digitize entire processes end to end.

Organizations across a wide range of industries rely on DigitalPA solutions to unlock their full potential.



Energy and Environment



Oil & Gas



Transport and Logistics



Construction and Engineering



Innovation and Technology



Insurance and Financial Services



Public Administration



“Technology has profoundly changed the way companies work, and today to be competitive we cannot help but constantly innovate and improve processes, as much as the tools used to manage them.

To accompany this digital transformation consciously, however, vision, strategy, and technical expertise are needed – and that’s what we bring to our customers, with passion.”

Oscar Pitzanti - DigitalPA Group CEO

Our Values

Ethics and Legality

Ethics and compliance are the foundation of everything we do. Respect for the rules, the community and the environment is fundamental to our approach.

Reliability and Accuracy

We ensure prompt and continuous compliance of our solutions, deliver on our promises to customers and always meet agreed deadlines.

Professionalism and Collaboration

We value the talent, unique skills, and professional growth of everyone who works for DigitalPA to create even more exceptional products and services together.

Innovation and Trust

We foster trust in digital by creating technology solutions that are not only innovative, but also stable, secure, and easy to use.



Our mission

To be the technology partner of choice for businesses and government agencies by providing innovative, secure, and compliant software solutions that increase efficiency, simplify processes, and optimize resources.

Certifications



ISO 9001
Quality



ISO 27001
Information Security



ISO 22301
Business Continuity



ISO 27017
Cloud Service Security



UNI PDR 125
Gender Equality



ISO 27018
PII protection in public clouds



ACN certification
Italian Cyber security Authority



CSA STAR
Cloud security and reliability

Rating di
Legalità



High ethical and legal compliance standards through measures such as codes of conduct, anti-corruption policies and social responsibility initiatives.

COMPLIANT



ISO 37301
Compliance



ISO 37001
Anti-Bribery Management

Software and services

State-of-the-art technology

We develop solutions tailored to our customers' specific needs.



ePROCUREMENT

Online Procurement
the modular suite
for corporate
e-Procurement

Vendor Network 360
the portal for finding
new suppliers

NetworkPA
the network for
discovering new
business opportunities



**ANTI-BRIBERY AND
ETHICAL COMPLIANCE**

**Legality
Whistleblowing**
for compliant
whistleblowing
reporting and case
management



CYBER SECURITY

Uptime Guardian
for continuous
monitoring of
websites and online
services



CUSTOMIZATIONS

**Software
customizations**

**Integration systems
development**

**Development of
tailored projects**

Why Choose DigitalPA



User-Centered Design

Our software applications are designed around the needs, expectations and abilities of their users, with a strong focus on usability and accessibility.



Software training

Face-to-face or video-based training to help users get the most out of their software.



Multilingual online guides

Manuals and video guides are always updated and edited in detail to guide the user in using our applications efficiently.



Support and Help Center

Access to specialized support consultants whenever you need them.



High-performance Service Level Agreements (SLAs)

Our goal is to keep services running and resolve issues as quickly as possible.

Consultancy and Support

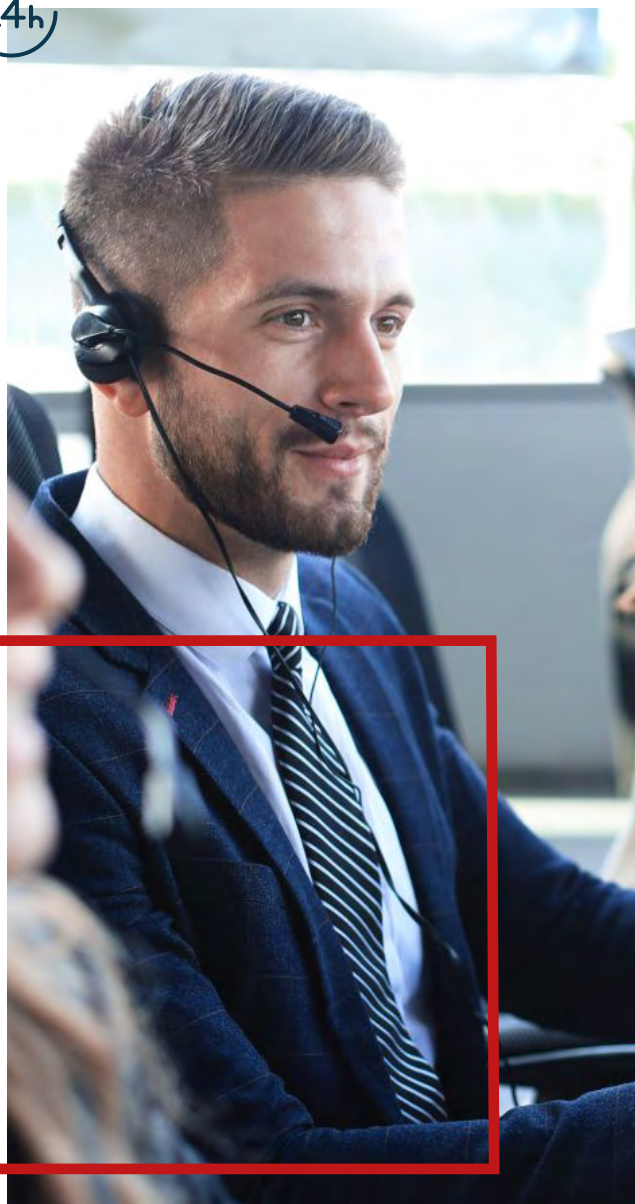
Our experience enables us to provide expert legal and technical support that helps organizations improve operations, increase productivity and maintain compliance.

We tailor our support to each organization's specific needs, providing the most appropriate solutions for every business context.

Competence Areas:

- **eProcurement**
- **Anti-Bribery**
- **Whistleblowing**
- **Software Engineering**
- **Training Courses**

Customer Support and Help Center



Customer support and consulting are a key part of DigitalPA's offering, supported by a structured service model designed to respond quickly and effectively to customer needs.

At the heart of this service is the **DigitalPA Help Center**, where qualified specialists provide support and consulting to help customers resolve issues quickly and get the most out of their software.

Our Help Center, accessible via a dedicated portal, serves as a digital ecosystem where users can access valuable resources for optimal software use and get answers to their questions through **Digito**, the AI-powered virtual assistant.

The portal also allows users to submit support requests through a ticketing system, which our consultants handle within the timeframes defined by the applicable Service Level Agreements (SLAs).

DigitalPA's support model is built for speed: an integrated, tailored approach — backed by modern technology — that keeps customer satisfaction consistently high.

Support channels



Help Center Portal

Tickets are managed using different levels of priority based on the severity of the issue reported.



E-mail

A priority support channel available from the start of the contract.



Phone

Direct contact with DigitalPA consultants and technicians.



Security at the core of DigitalPA software

DigitalPA offers the highest levels of data security and compliance.

All solutions are delivered as SaaS and hosted in the cloud.

Our high-performance infrastructure, backed by strict business continuity policies, protects data and ensures continuous software availability.



5 Data Centers

More than 200 servers and a total of over 2,000 terabytes stored



Disaster Recovery

data replication, backup, and multiple-level redundancy



Monitoring

24 hours a day, 365 days a year



Constant innovation

Periodic implementation of new security frameworks and software features



UPTIME

99,996%

average activity time of the last 3 years

PARTNER

ORACLE

aruba.it

aws

CSA cloud security allianceSM



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