

# COMPANY PROFILE

# Reliability and Experience at the service of Innovation



Summary

01	Group overview and office locations
02	Human Resources and Organization
03	History and Customers
04	Value, Mission and Certifications
05	Software and Services
06	Customer Support and Security

p. 4
p. 6
p. 8
p. 10
p. 12
p. 14





For more than twenty years, we have been offering passion and competence creating innovation and progress.



**DigitalPA Group**, a leader in the development of software applications and custom services, operates in the international market mainly in fields such as **Procurement** and **Ethical Compliance**.

The group offers a complete range of innovative solutions which sprout from a deep listening of business needs and dialog with Customers.

The result of our know-how turns into **services** devoted to excellence and characterized by maximum flexibility, and in **software** with an intuitive and accessible interface, which at the same time conceal a complex and high-tech soul.

Our main goal is to satisfy Clients wishing to adopt high-quality ICT tools able to digitalize and simplify business processes, optimizing resources and improving performances.



### Office Locations

DigitalPA is growing globally and currently operating in 5 offices throughout Europe.

The headquarter is in **Cagliari, Sardinia** and it features 2000 square meters located in the business hub of Monreale.

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 Iberic peninsula and of South Europe.

4000+ Clients

5 Offices in Europe

100+ Employees

100K Suppliers managed

98% Loyalty rate

2000+ Terabyte stored



## Human Resources

All teams make a difference in a growing business. Each of them has different strengths and together contribute to our Clients' success and innovation path.



**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, strong for the specialized know-how acquired thanks to the development of applications built around the needs of demanding Businesses and Administrations.

The team frequently follows training courses on the latest programming languages and technological releases, acquiring the tools and skills necessary to design cutting-edge and flexible solutions able to successfully meet 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 & Comunicazione**



# History

2000

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

2010

The revolutionary vision leads to the development of the **first SaaS software for Supplier Management**.

2014

The team expands increasing skills both in technical development and consulting in the digital procurement field.

2015

**First release of the Whistleblowing software**, for ethical compliance.

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

Consolidation of the **Italian development plan** with new offices in Milan, Rome, and Pescara while starts the internationalization process at a global level.

2019

Opening of the Sulmona office in Abruzzo, while the internationalization plan continues.

2020

DigitalPA confirms itself as a growth champion and celebrates the global development plan with the opening of the new branch in the **center of 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 **constitution of the 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'** (Growth Leader) **award** (annual growth +32%).



# Clients

We love to innovate and, thanks to an agile organization, we can develop for our Customers both vertical software for industry-specific activities, and horizontal applications to digitize entire processes, with the utmost punctuality and professionalism.

Administrations and Companies operating in **different industries** fully carry out their potential thanks to DigitalPA software solutions.



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: everything we offer with passion to our Customers.”

**Oscar Pitzanti - DigitalPA Group CEO**

## Our Values

### Ethics and Legality

Ethics and compliance are our foundation. Respect for the rules, the community and the environment are paramount in our actions and products.

### 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**

CERTIFIED

Quality



**ISO 27001**  
+ EXTENSIONS  
ISO 27017 - ISO 27018

CERTIFIED

Information Security



**ISO 22301**

CERTIFIED

Business Continuity

COMPLIANT



**ISO 37301**

COMPLIANT

Compliance



**ISO 37001**

COMPLIANT

Anti-Bribery



# Software and services

## State of the art technology

We develop great projects starting from the specific needs of our Customers



**Online Procurement**  
the modular suite for corporate e-Procurement

**Supplier Portal**  
the portal for finding new suppliers

**NetworkPA**  
the network of new opportunities for suppliers

**Legality Whistleblowing**  
for compliant whistleblowing reporting management

**Extranet**  
to optimize communication within your organization

**Software customizations**

**Integration systems development**

**Development of tailored projects**

## The guarantee of relying on DigitalPA



**User-Centered Design**  
Our software applications feature high usability and accessibility, which means they are designed to meet the point of view, needs, wishes, and abilities of the user.



**Software training**  
Face to face or videoconference training, for the best use of our 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**  
Support specialized consultants at full customer's disposal.



**High-profile Service Level Agreement (SLA)**  
Our primary goal is to keep the services always active and solve any issue as quickly as possible.

## Consultancy and Support

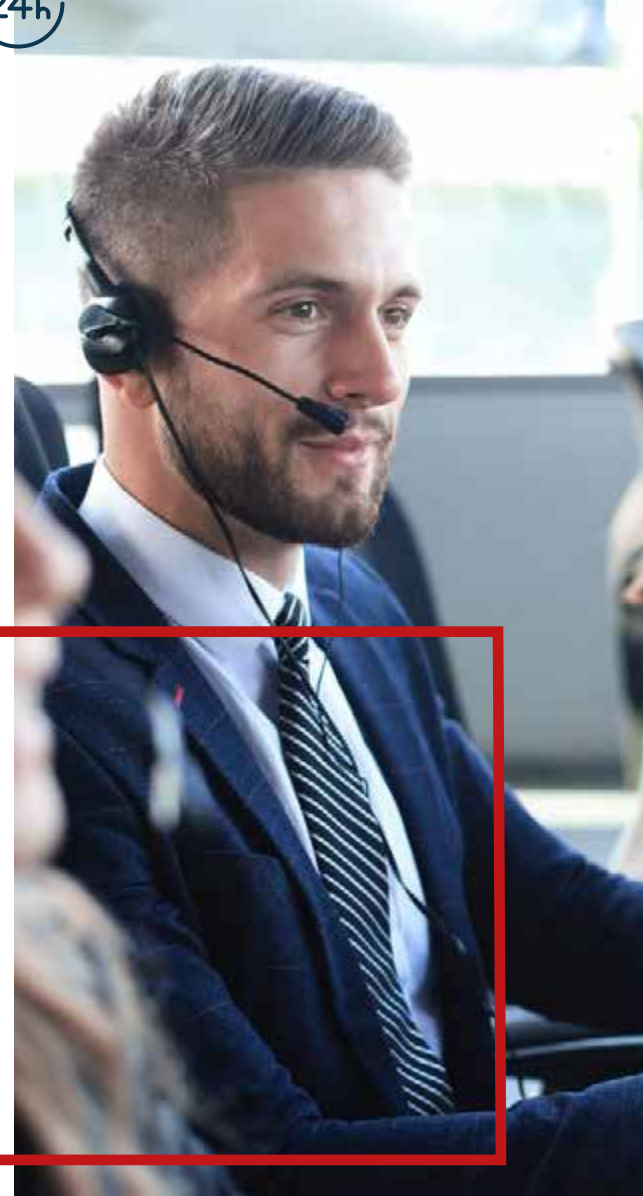
The experience gained allows us to guarantee professional legal and technical support aiming to improve organizational management, productivity and ensure the full achievement of compliance. Each Organization is followed taking into account the individual traits offering the most suitable solutions for specific needs.

Competence Areas:

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

# Customer Support and Help Center

24h



The Assistance & Consulting services are a cornerstone of DigitalPA's offering, thanks to a structured system designed to respond comprehensively and promptly to Clients' needs.

The DigitalPA **Help Center**, at the heart of the service, provides Assistance, Support, and Consulting through qualified and specialized teams, ensuring high levels of satisfaction.

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 **reports or support requests via ticket**, which our consultants handle in compliance with the timelines set by the Service Level Agreements (SLA).

DigitalPA's Assistance and Consulting system stands out for its efficient organizational model, ensuring quick resolution of requests. This integrated and tailored approach, supported by advanced technologies, has reinforced the high level of service satisfaction, making DigitalPA a reliable and proactive partner in addressing Clients' operational and strategic needs.

## Support channels



### Help Center Portal

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



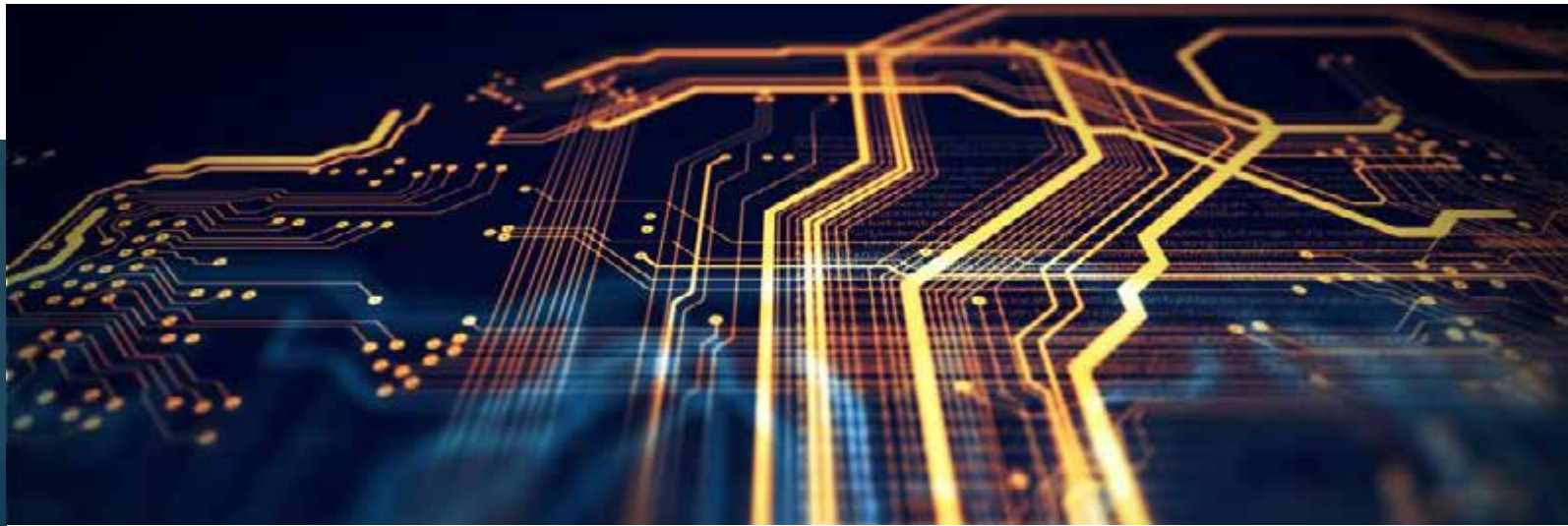
### E-mail

A direct priority channel open for the Customer right after the contract starts.



### 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 in SaaS and Cloud.*  
Robust, high-performance server infrastructure and Business Continuity policies not only ensure data protection, but also provide software available at all times.



### 5 Data Centers

More than 200 servers and a total of over 2.000 terabytes stored



### Monitoring

24 hours a day, 365 days a year



### Disaster Recovery

data replication, backup, and multiple-level redundancy



### 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

cloud security alliance





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