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At a glance

xTech practice

Milan, July 2021
BIP CONSULTING

HERE TO DARE

BIP Overview

BIP in a "nutshell"

12 Countries

+3300 Professionals

+4500 Successful projects

85% Customer retention rate

13 **Years**
Top 10 clients relationship*

7 **Years**
Top 10 to 20 clients relationship*

* Years with BIP
  (average on year 2018)

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BIP Overview

01

Since its foundation, BIP has always experienced continuous and impressive growth

02

Starting out with 44 employees, today BIP employs over 3.300 professionals

+3.300
Number of employees

+2.700

+2.200

+1.600

+1.400

+1.150

850

620

490

375

230

44

| 2003 | 2005 | 2007 | 2009 | 2011 | 2013 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
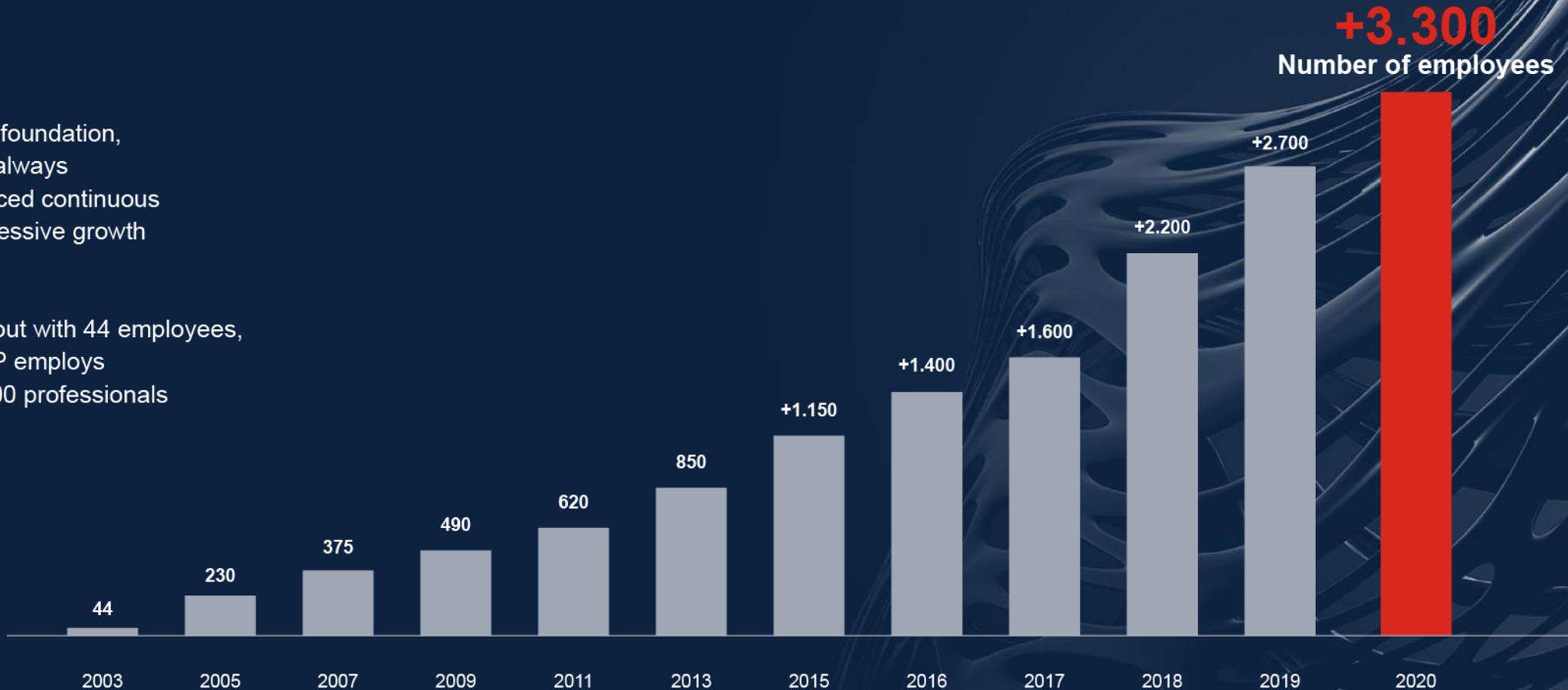
BIP Overview

Our Offices:
Italy Milano, Roma,
Mogliano Veneto, Bologna
EMEA London, Madrid, Barcelona,
Bruxelles, Lugano, Wien, Zug,
Istanbul, Abu Dhabi
North America New York
South America São Paulo,
Rio de Janeiro, Santiago de Chile,
Bogotá

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BIP Overview
Industries & Centre of Excellences

HERE TO DARE

- 💲 **Financial Services & FinTech**
- 📱 **Technology, Telco & Media**
- ⚡ **Energy & Utilities**
- 🏢 **Public Sector & Healthcare**
- 🔬 **Pharma & Biotech**
- 🛒 **Manufacturing**
- 🏭 **Retail**

bip. Innovation, Design, Interaction
Change Management & Customer experience

bip. xTech
Data Services, Cloud, 5G, IoT, RPA, Solutions

bip. Transformation 4.0
Industry 4.0

bip. Cybersec
Information security & Regulatory Risk

bip. Customer Platforms
Digital Sales Transformation

Bip. xTech
*the **largest** professional*
DATA SCIENTIST
*community in **Italy**!*

Linked in
source:
Talent insight March 2019

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"We use exponential technologies to power end-to-end digital solutions, supporting data-driven transformation and scaling up responsiveness to business evolution."

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Our centre of excellence in numbers

90%
Loyal customers
– b2b service renewal

120+
Open **collaborations**
with clients (**+10%** YoY)

500+
Projects successfully
delivered in the last 3 years,
across **20+ countries**

300+
Professionals

90%
Certified professionals

40+
Alliances with
tech partners

**Italy, UK, Spain
& Brazil**
Operations Hubs

10%
Invested **in R&D/y**

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Our secret for the success

Led by **cutting-edge innovation**

we partner with research centres and university labs to be at the forefront of technological innovation

Leverage a **multi-perspective approach**

we work in cross-functional teams combining innovation, analytics and cloud

Manage complexity with **Agile and Lean methodologies**

we guide Clients to incorporate digital transformation via lightweight sprints

Trust in **co-creation**

we work in partnership with our Clients to infuse the spirit of data-driven organizations

Champion **information symmetry**

we strive to democratize information, removing barriers/silos within companies

Bet on **Talent**

we seek highly-talented professionals and promote a collaborative and rewarding work

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Our area of interest…

Data & AI

Our Domain Experts build next generation analytics solutions, setup data-driven organizations and enhance Data Management capabilities.

Cloud

We guide our Clients through Cloud transition, helping them to get the best value out of large transformation projects.

Tech Platforms

We experiment with, evaluate and manage innovative technologies, such as Network Automation (Virtualization & Orchestration), 5G, IoT, Blockchain, Augmented / Virtual Reality (AR/VR).
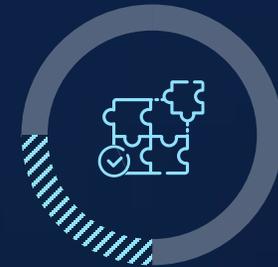
Solutions

We build and deploy software solutions, leveraging Agile and DevOps, adopting modern architectures on cloud infrastructure to realize scalable, resilient and future-proof platforms.

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In our team we have

120+

Data Scientists

Data Governance Experts

Data Strategy Experts

Data Analysts and Visualizers

70+

Cloud (Data) Architects

Cloud (Data) Engineers
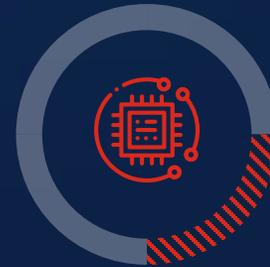
60+

IT Experts/Architects

Network Experts

IOT Experts

Blockchain Experts
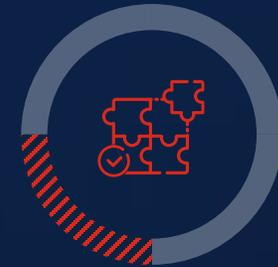
50+

RPA Specialists

UI Developers

Full Stack Developers

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Data & AI

Data Strategy: designing and bringing up-to-scale complex, data-driven organizations

Data Governance: defining and setting up organizational/ operative models and data management practices

Data Science: conceiving and deploying Business Intelligence and AI-powered solutions at-scale to support data-driven decision making through machine learning and cognitive technologies

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Strategy and
Governance

Architecture and
Optimization

Migration

Cloud

Strategy and Governance: creating the foundation of the multi-cloud strategy to exploit this innovative asset; setting up frameworks and practices to optimize Cloud costs

Architecture and Optimization: designing and building scalable and future-fit business applications; defining frameworks to optimize performance, quality, security, reliability and cost

Migration: migrating applications and data platforms to the cloud adopting an action plan to prepare the organization for the transition

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Tech Platforms

Strategy and Advisory: leading edge technology advisory; impact evaluation of innovative solutions; definition of roadmaps and migration plans

Architecture and Engineering: high- and low-level design of Digital Platforms (IT, Network, Blockchain, AR/VR,…)

Sourcing and Roll-Out Support: analyzing and scouting the market, managing RfI/RfP and tendering, technical project management

Strategy and Advisory

Architecture and Engineering

Sourcing and Roll-Out Support

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Hyper
Automation

DevOps
Solutions

Software
Architecture
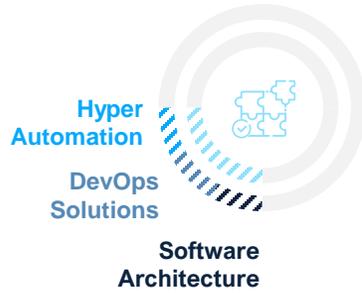
Solutions

Software Architecture: designing software architecture at application level and platform level to meet Client requirements

Solution DevOps: developing and deploying highly-scalable full-stack solutions and replatforming legacy applications in a continuous integration and continuous testing approach

HyperAutomation: analyzing business processes and automating them by developing and deploying bots

Data & AI | Success Stories

Customer Behaviour / Experience Analytics

- Customer Analytics Churn
- Customer Analytics Cross Channel Analytics
- Customer Analytics Clustering
- User Exp / NPS Analytics

Marketing and Campaign Management

- Campaign Management, analytics and optimization
- Market Intelligence Analysis
- Campaign Attribution Model

Process analytics and automation

- Robotic Process Automation
- Process Mining
- Data Strategy & Data Science Advisory

Cognitive Applications with Text, Audio, Video

- Cognitive Search
- Ticket Routing with Cognitive
- Speech Analytics
- Smart Repository Creation
- Chatbot

Sales and Stores

- Sales Forecasting
- Sales Anomaly Detection
- Store Performance
- Diary Optimization
- Data Science Training

Supply Chain and Logistics

- Supply Chain Optimization
- Demand Planning
- Workforce Optimization
- Transportation and Logistics
- Yield Prediction

Finance and Cash

- Credit Management
- Fraud Analytics
- Robo-Advisory
- Cash Management
- Business Intelligence and Data Visualization

Analytics on Technology

- Predictive Maintenance / Anomaly Detection
- Quality on Manufacturing
- Image Recognition
- Analytics for Engineering

Other Use Cases

- Real Time Analytics
- HR Analytics
- Geo Analytics

Data Platforms Design and Data Management

- Data Governance
- Data Platform Architecture
- Analytics Code Migration

Data Science Services

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Deep dive decks describe Bip xTech competence in Robotic Process Automation (RPA), Data Governance, Data Strategy and Data Architectures

Cloud | Success Stories

Cloud Strategy

Cloud Readiness DC Assessment

Cloud Journey & Roadmap

Cloud Provider selection

Hybrid cloud strategy

Multi-cloud strategy

Cloud Migration

Data Centre Lift & Shift

Containerized architecture RElocation

Datalake REhost

Cloud migration Automation

Cloud Foundation

Cloud Foundation

Cloud blueprint & Orchestration

Access control & Monitoring

Connectivity & Networking

Cloud for BC/DR

Cloud infrastucture automation - IaC

CI/CD on Cloud

Application Modernization

Datawarehouse modernization

Datalake REplatforming

Event driven Pipelines design

FaaS based AI

App Service Mesh design

Cloud Governance

Cloud governance

Multi-cloud cost management

Cloud Target Operating Model

Cloud & Data Services

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HyperAutomation

Billing Process

Insurance Clearance/ Cancellation Process

Compliance Checks Automation

Employee Onboarding Process

Testing Automation

Web Scraping

Financial Report Compilation

Asset Records Creation

Calculation & Reporting Automation

Software Architectures

Microservices

Architectural Assessment

Software Selection

IT Strategy

Refactoring on-premise data platforms

Orchestration

Solution DevOps

Integration of different data sources

IT Project reporting and KPI

Automatic Route Calculation

Forecasting System

Scheduling and Monitoring Medical Services

Maps Geolocalization

Open Source Dashboarding

Workflow management

Worldwide Budget Composition

Investment Management tracking

Calculation & Reporting Automation

RPA Custom Operations

Strategy

| DC transformation vs Hybrid Cloud | Rationalization of IT infrastructures | Smart Metering | TLC Services evolution | Network Strategy | SDDC Strategy | Workplace | Contact Center migration to Cloud |

Architecture

| Blokchain Smart Contratct | SDWAN HLD | LAN WAN architetcture | Retail shops IT monitoring |

Tech Sourcing

| Global data connectivity | Global voice connectivity | Global WAN SD/WAN | NOC and LAN Management |

Technical PM

| SDN | Backbone IP | SCADA IP network | IP MAN Refresh |

| TLC outsourcing | UCC evolution | Fixed and mobile telephony | Contact Center and CC management |

Operation & Service

| Digital transformation Governance | Technology Operational Readiness | Infrastructure Change Management | Network Operation Support |

| Application monitoring | Workplace (EUS) management | System management | Provisioning & Maintenance |

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Deep dive decks describe Bip xTech competence in Robotic Process Automation (RPA), Data Governance, Data Strategy and Data Architectures   18

Our case histories

Delivered Gas Forecasting

Read more ⬀

Background: In Italy the transport of natural gas is guaranteed by a network of over 32 thousand kilometers of pipelines, with the activity entrusted to the transmission system operator (TSO). **The TSO must also provide gas demand forecasts to ensure safe, reliable and efficient operational planning**.

Our proposal: A forecasting system capable of increasing the accuracy and stability of Italian gas demand forecasts through a Machine Learning approach. The main focus was on the one-day-ahead model, subject to an economic incentive proportional to the daily percentage error.

Results:

- Better network balancing, increased efficiency of gas transportation activities

- Improvement of the quality of the information about the imbalance of the system, leading to more accurate market interventions

- **+40% performance boost** with the day-ahead model achieving a 2.9% yearly average percentage error

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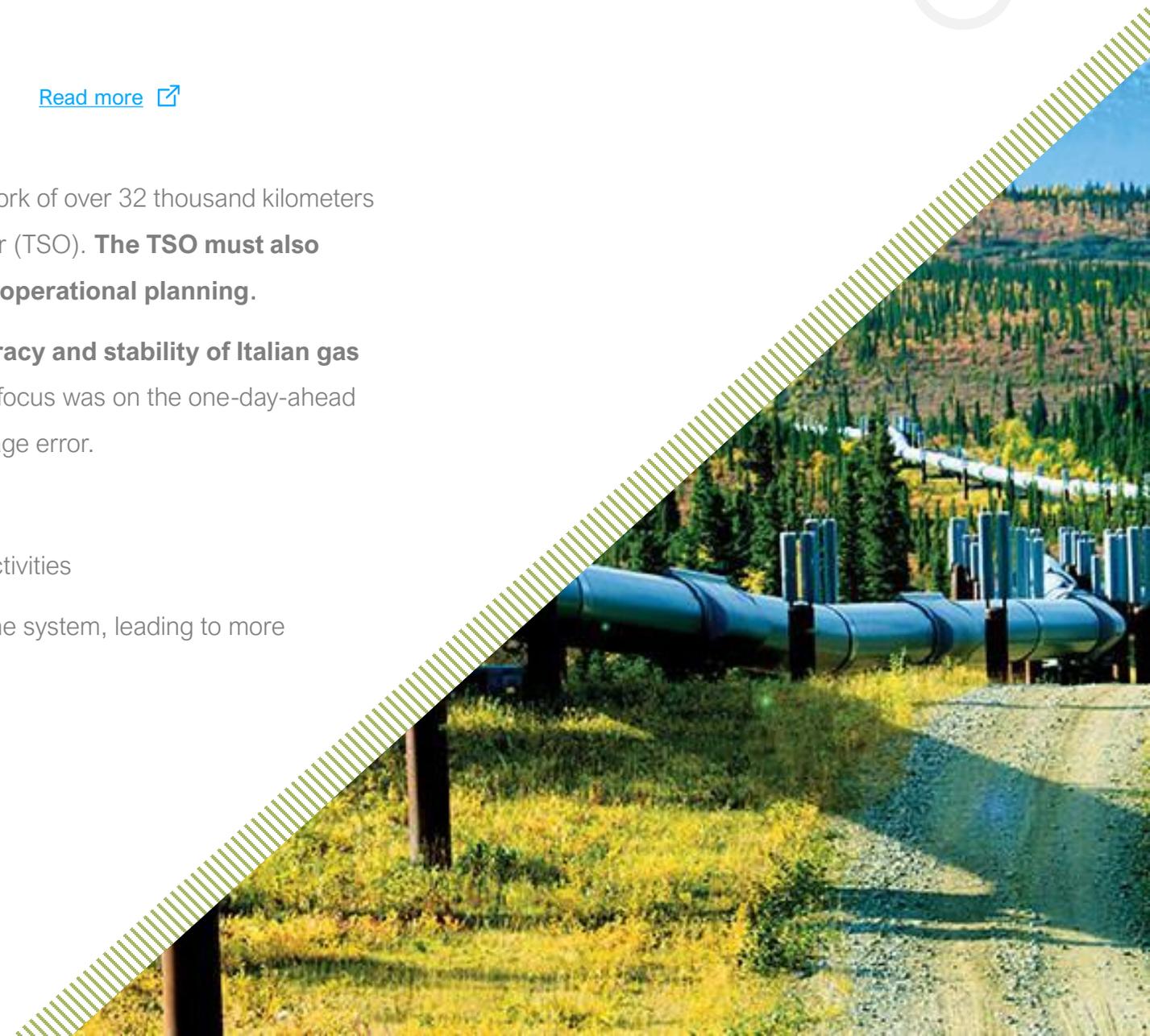
Data Science on Road operations

Background: Jointly with a Southern Europe road construction and maintenance enterprise, we developed a methodology for driving its transformation program into a data-driven Company. More than 50 use cases were identified with a comprehensive approach across the operations department, leveraging on cutting-edge Big Data & AI technologies to exploit the heterogenous and valuable data asset of the Company.

Our actions: Organization: In 2018 a series Big Data & Artificial Intelligence workshops were conducted. **Technology**: In July 2018 a Big Data Platform has been implemented on Cloud; in 2019 AIOps methodology has been put in place for Artificial Intelligence development and deploy. **Advanced analytics**: In two years, several Advanced analytics use cases have been tested and deployed into production.

Results:

- Development of a management system for programming road asset maintenance based on structural engineering analytics

- A Big Data Platform on Cloud is available to store all relevant mobility data, to support the development of future AI application

- **78.000** road segment **with low error traffic estimations** all over the country

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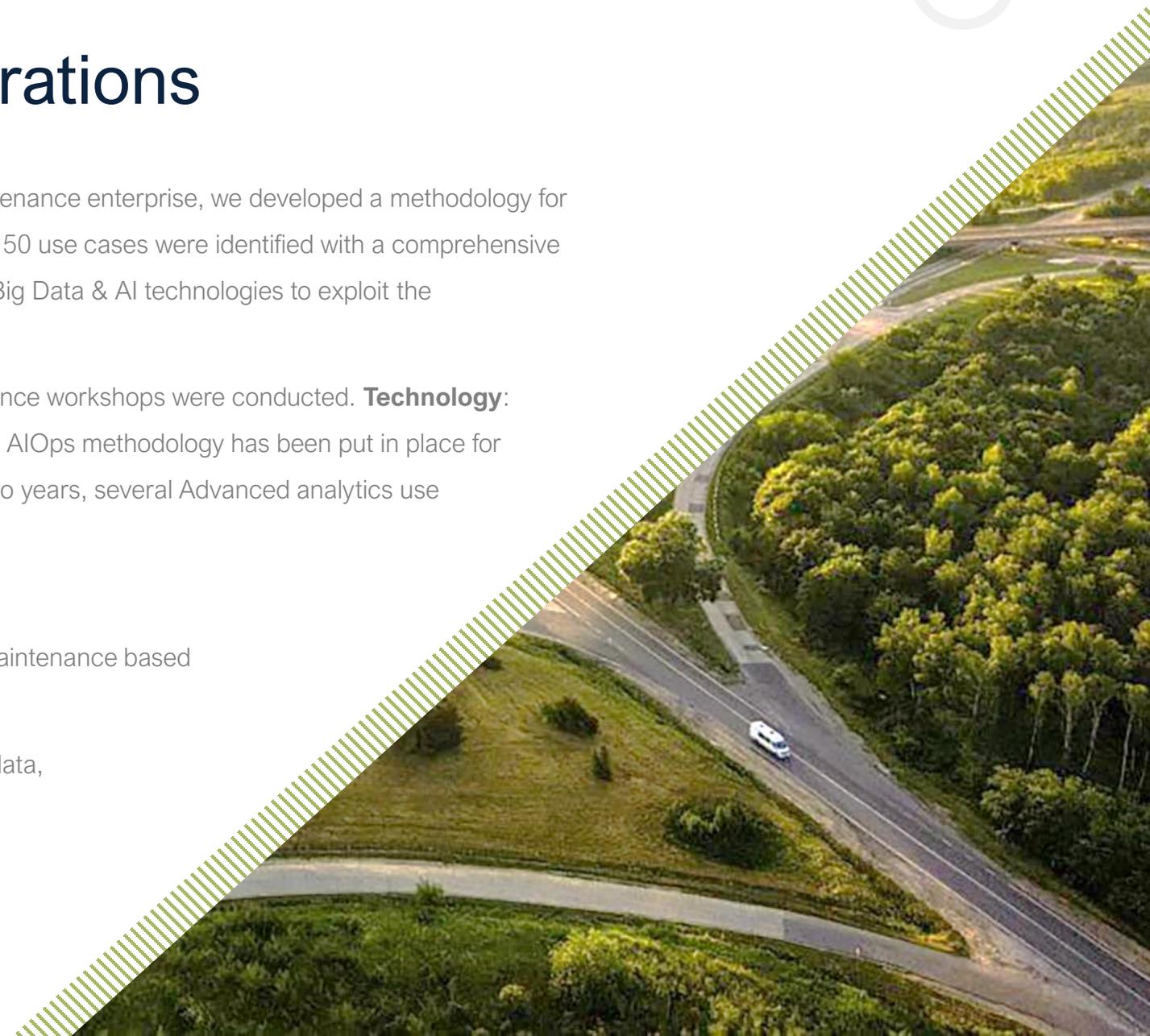
Cloud

Re-factoring data platforms in the cloud

Background: Within a cloud transformation program aimed at moving the on-prem Big Data Platform and related applications to a Cloud Platform, Client was looking for technical advisory to design and to prototype a cloud-native scalable and portable core-solution that takes full advantage of cloud native capabilities and optimize operational costs.

Our decisions: Bip xTech partnered the Client on a transformation journey of all the data platform through a re-platforming and re-factorying approach.

Results:

▪ Blending of the **best of breed open source** technologies for data processing with cloud-native functions and capabilities

▪ Full **automation of resource provisioning and decommissioning** based on data storage and consumption needs

▪ **35%** reduction of running costs for the data hub

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Modernizing the Data Warehouse

Read more 🡕

Background: Our global Client wanted to tackle the unbearable TCO of its Data Warehouse platforms – over x00m€ per year – that was weighting down all Countries IT budgets. The existing on-premise solutions were hardly scalable offered a low quality of business intelligence varying a lot from one Country to the other, and suffered from a non-standardized way of working resulting in a high cost/slow pace for change.

Our decisions: The Client signed a global deal with a public cloud hyperscaler to modernize all the Data Warehouses. Bip xTech is supporting the Client on the global modernization program, since the first pilot Country which migrated to the cloud through a project organized in 9 Releases and 18 Epics focusing on different subject domains.

Results:

- A **complete Data Warehouse** solution on cloud-native products, making the most of **serverless and managed functions** (PaaS & FaaS)

- **Low code approach** to data ingestion, transformation and visualization to **reduce TTM** and ultimately to enable **AI ready-to-wear**

- **35%** reduction of TCO for the DWH globally

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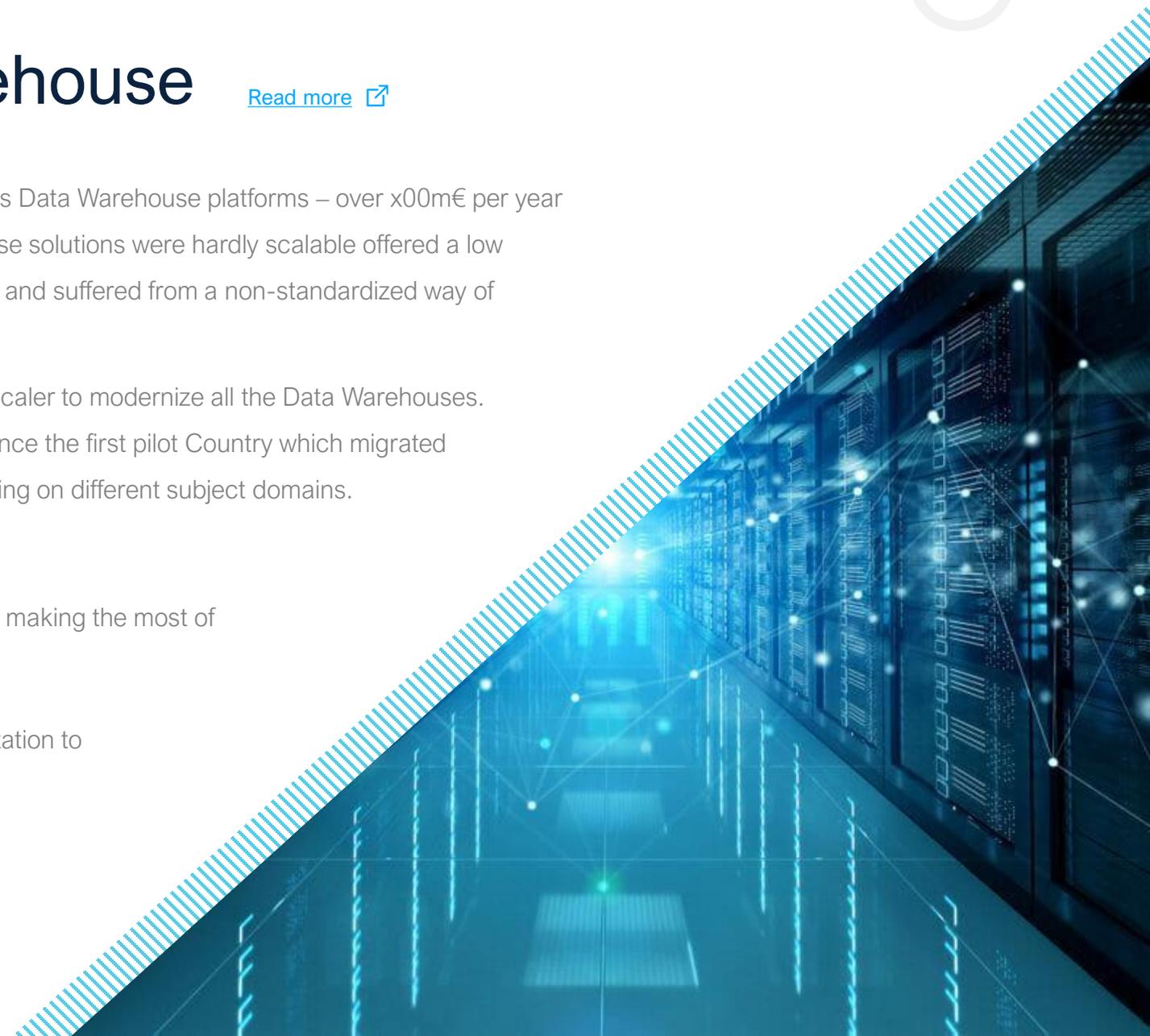
A Blockchain accessible to the entire production chain

Background: Our client in the Food & Beverage sector has decided to strengthen their loyalty initiative aimed at producers and intermediaries, spread a culture of quality-based segregation of raw materials and goods, and promote best practices through a digital solution that aims to: increase product traceability, increase stakeholder accountability, encourage and improve stakeholder loyalty.

Our decisions: The company has decided to develop and implement, with our help, a solution developed on Blockchain technology that is accessible to all stakeholders. Studying the business processes and behaviors along the production chain, an easily manageable and implementable solution was identified. We have ideated, conceptualized and developed a web app that interacts with the blockchain to collect and store information concerning the production flows and transactions between stakeholders of both a physical and digital nature.

Results:

- Deep visibility of the supply chain without affecting the **privacy of stakeholders**

- increase in efficiency in the production chain and reduction of information asymmetry

- Easy, impartial and **automated reward disbursements** to stakeholders who adhere to the parameters set forth in the initiative

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Renewing Global Data and Voice network

Background: Manfacturing Company is going through the renewal process for its **Global data and Voice network**. Security, increasing availability and cost reduction are key goals. Customer is looking for the introduction of breaking-through solutions such as **SD-WAN** and **Cloud-based Voice**.

Our decisions and actions: Bip xTech has supported the Customer in the full sourcing journey from market scouting and technology decisions to the contract negotiation: International Players Scouting for Technology supplier and Connectivity Services, As-Is analysis, RFI tender preparation to best define SD-WAN technology requirements, Pre-RFP tender preparation to identify needs: as-is services and to-be scenario, Global WAN infrastructure Assessment, Market benchmarking analysis based on requirements, Support to architecture and strategy definition, Support to tender RFP preparation, Support to vendor selection: evaluation criteria, KPIs, SLAs, gates, Support to contract negotiation.

Results:

- **16 M€** Value of 5-years contract

- Coverage of **60 sites** in **16 Countries**

- **25%** Estimated savings on a yearly basis thanks to new technologies and negotiation process

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Risk Management Power

Background: As part of the management of positions deriving from the power generation availability of the power plants, the Portfolio Power unit needs to equip itself with a dedicated system to support its operational activities to cover the Risk Management process.

Our decisions and actions: Bip xTech has designed and developed a software solution with a microservice design that suggest to traders the strategies aimed at "hedging" (financial) the exposure risks related to the availability of energy from production plants. The opportunity for these actions arises from a comparison between the value of production calculated on a forward basis and the objectives defined by the Power Business Unit.

Results:

- **Securing** the risk management process by replacing a shared excel

- **Improvement** of the entire process through the automation of manual activities and the extension of the functional perimeter constrained by the limits of the excel

- **Capitalization of information** through the acquisition of the history of hedging events

- **Tracking** traders' actions in relation to risk hedging

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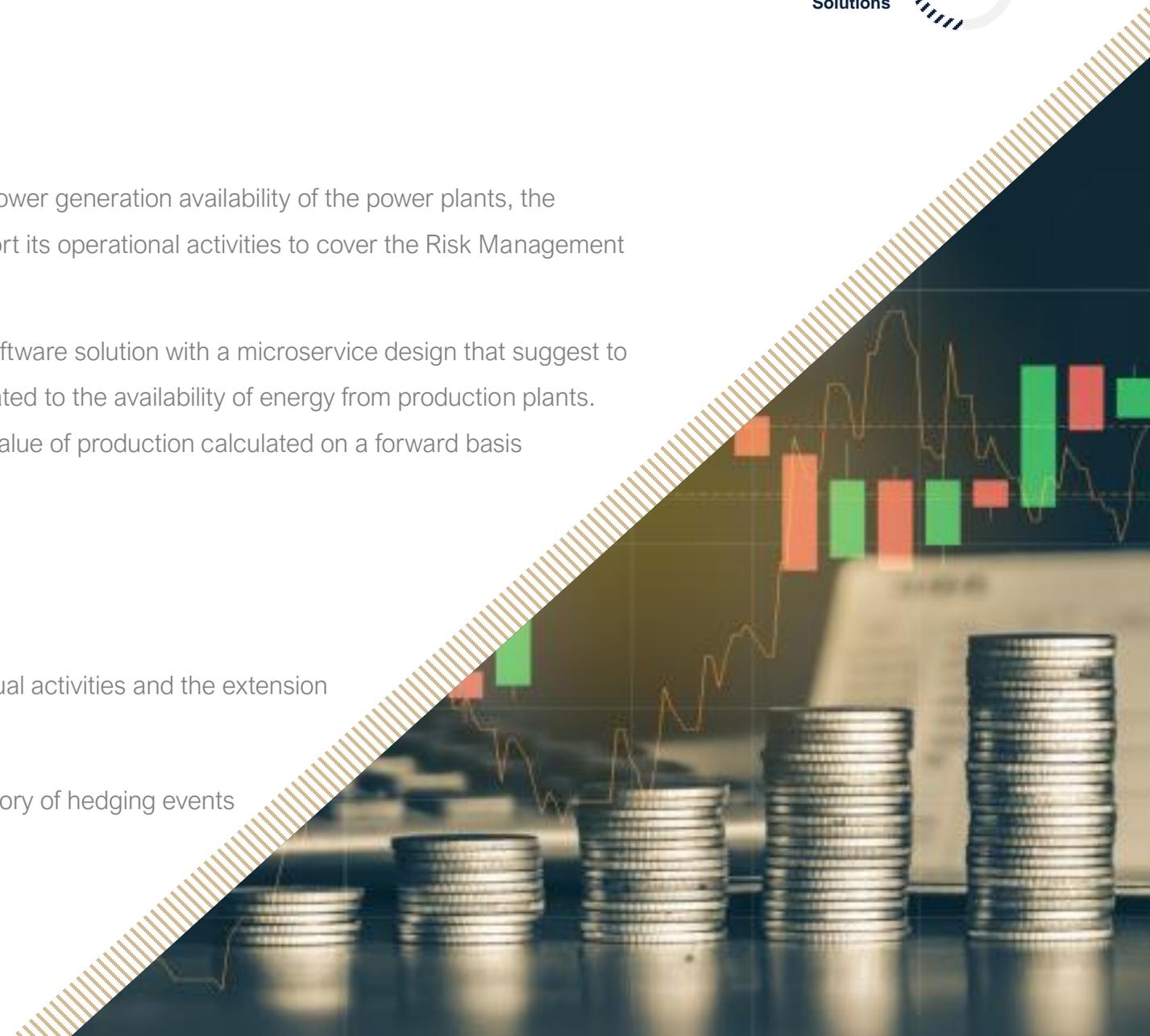
Scaling up Robotic Process Automation

Background: After a number of piloting experiences, the Company Board of Directors launched a Robotic Process Automations program whose purpose was to identify at least 30 best candidate processes for automation to implement at least 15 bots within 12 months.

Our decisions and actions: Bip xTech has been selected as partner for automation, supporting the client on the end-to-end project scope, from business analysis to bot development and deployment.

Results:

- **150+** target processes for automation in a large insurance company

- The full roadmap and the deployment to operations of **21 bots delivered in 9 months**

- **720 k€** Estimated savings on a yearly basis thanks to reduced effort and errors

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