



Next Generation Customer Support

Digital Solutions for Traditional Processes



ENNOVA: the mission



Ranked 15th worldwide
and 5th in Europe
by UBI Index 2014



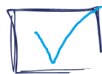
Ennova was established within I3P (Incubator of Innovative Enterprises) at **Politecnico di Torino**, the best place in Italy for **process and technological innovation**



Ennova creates **mobile technology** using it as a **simplification lever of the processes and services to the Client**



ENNOVA: the eco-system



For over 150 years, **Politecnico di Torino** is one of the most prestigious public institutions at Italian and international level in training, research, technology transfer and services in all fields of Engineering.



I3P - Innovative Companies Incubator of the Politecnico di Torino - is the leading Italian university incubator and one of the largest in Europe. In 2014 I3P ranked **5th in Europe and 15th in the world** rankings UBI Index, (the ranking of university incubators Ubi Index (University Business Incubator)).



Ennova has been operating in this environment of excellence since October 2010, differentiated by the **innovative nature of its business model and its solutions**. Here are some of the acknowledgements we have been awarded



Startup dell'anno I3P 2013



Smau Mob App Award 2014



Start-up dell'anno PNI Cube 2014



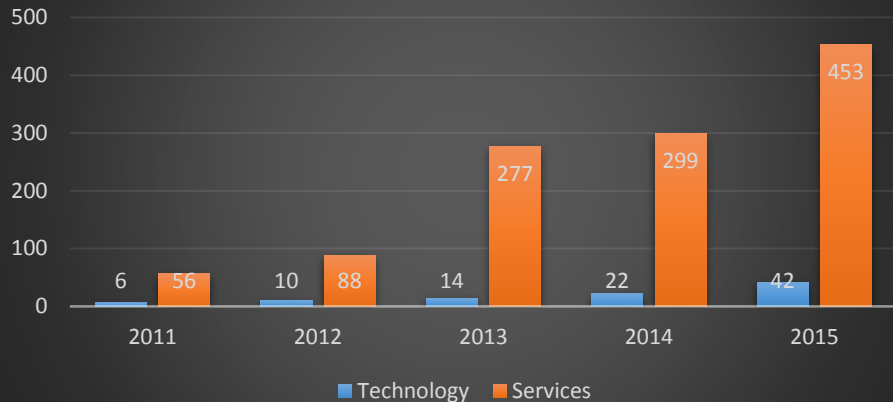
UK Italy Innovation Award 2015



Leonardo Start-up 2015

Ennova Group

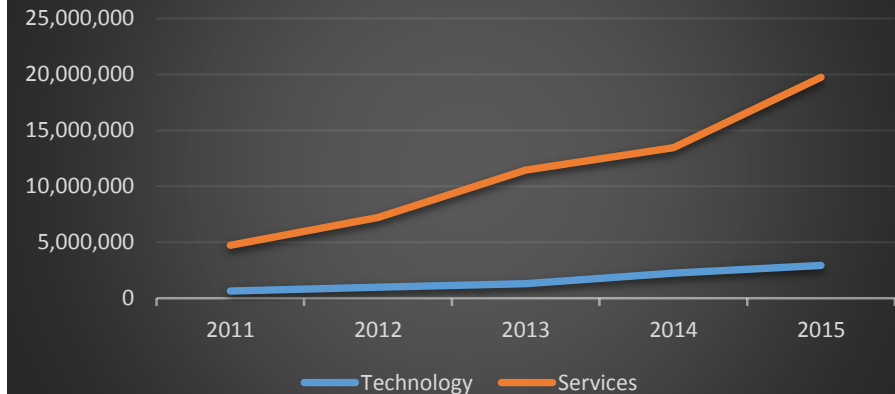
Employee



From 0 to 500 people

24 M EURO Revenue

Revenue



Ennova Offerings

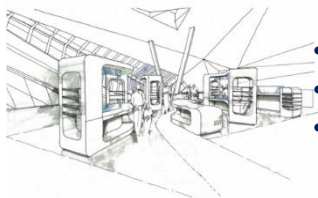
Innovative service models for every phase of Customer lifecycle

Next Generation Support



Assistance to new generation fixed and mobile digital devices

Store



- Digital Store
- Smart Services
- Social Location Marketing

Mobile Channel



- Mult-channel
- OTA Assistance
- Mobile Device Management
- Security

Digital Caring

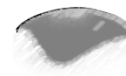


E2E Digital management of legacy corporate processes



Customer

M2M



- IOT
- Smart Tech
- Smart Home
- Tracker



Impresa Semplice



tele tu

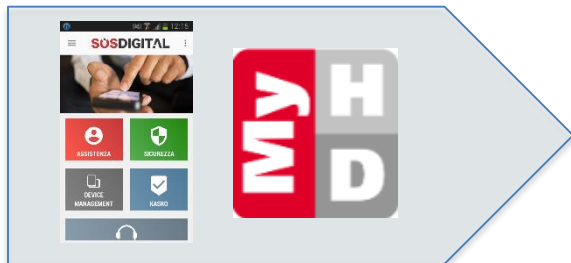
Chi risparmia sei Tu



L'ENERGIA CHE TI ASCOLTA.



Main Achievements 2015



Interforze



One App, SOS Enel



- **SOS Digital** : remote technical assistance services on smartphine, Smart TV, PC for consumer and Business customers
- **Wireline Technical Assistance**: consumer and business fixed line assistance, ADSL and fiber, with differentiated initial caring and remote support of the test
- **Digital Caring Platforms** (digital cross channel transformation of traditional caring processes) for TeleTu, Vodafone, Enel and IREN
- **E2E caring of the logistics**: management of **full device lifecycle** (logistics, assistance, installation, test, basbysitting, reverse logistics)
- **Expo 2015: Tablet fleet Management**



NUTRIRE IL PIANETA
ENERGIA PER LA VITA
NOURRIR LA PLANETE
ENERGIE POUR LA VIE
FEEDING THE PLANET
ENERGY FOR LIFE



The value of Ennova Approach



Single Player

Ennova is capable of deploying the full set of capabilities to deliver an **E2E process as a service**:

1. **Technology**
2. **Competence Centers for remote support**
3. **Innovation**
4. **Process know-how**

Ennova model minimizes the time and cost required to manage full processes in an “As a Service” mode

One Support



*An integrated offer to carry out a single point of development, support and assistance in the **digital transformation***

ONESUPPORT

Our Digital Customer Journey model

Management & Support



- Remote support
- On site support



Installation

- On site Specialists
- Remote installation
- Configurations



Repair / Substitution

- Remote diagnostics
- Repair
- Substitution



Logistics

- Warehouse
- Shipping



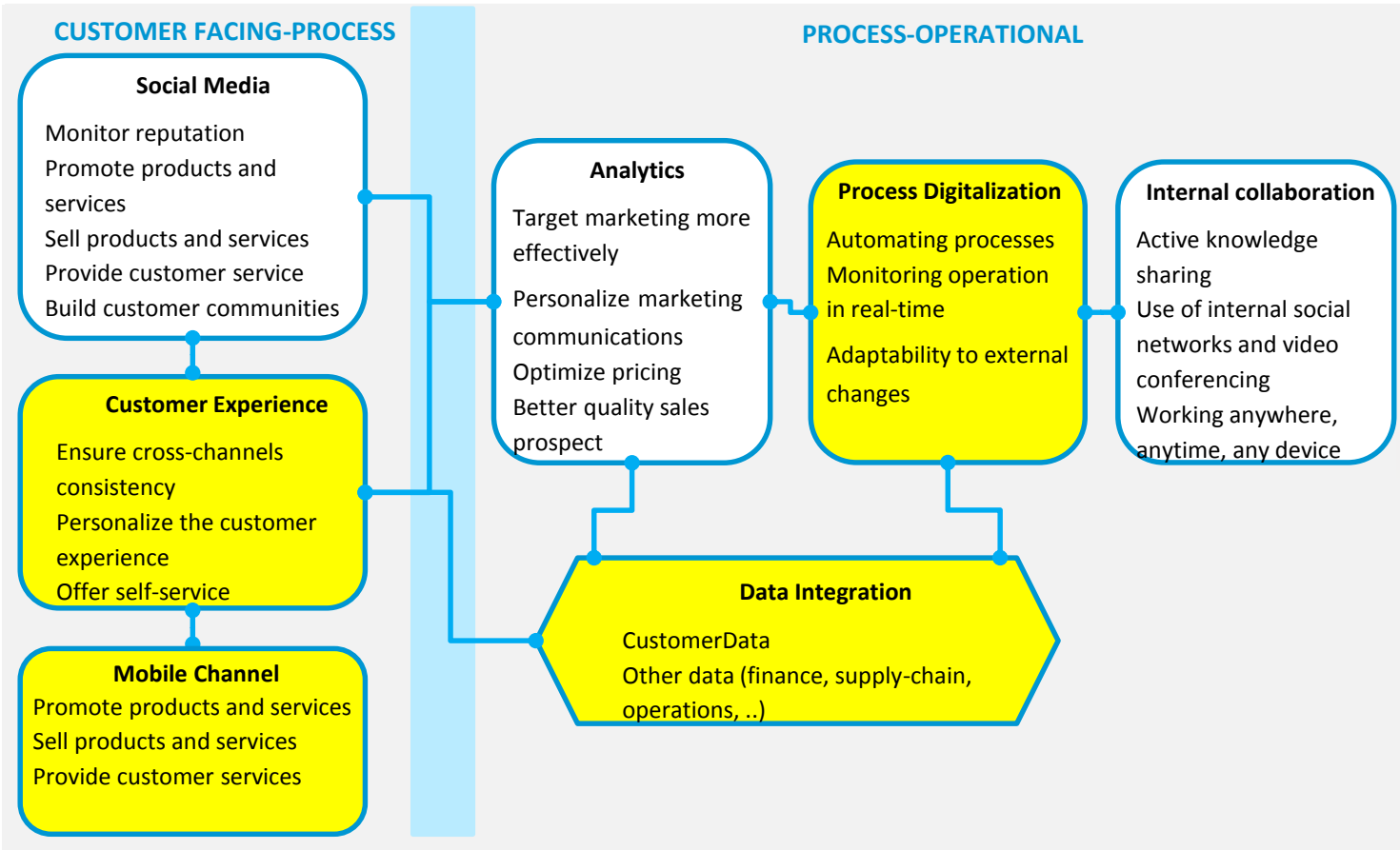
Security

- Solution Design
- Security services



A complete solution to manage the full Digital Customer Journey

Ennova specialization within the digital customer journey



Digital
Customer
Journey

Premium Support

Next Generation Premium Support
SOS Digital - Skillo

SOSDIGITAL



Fill in the gap: Ennova's offer SOS Digital

- Carriers still focus almost exclusively on connectivity
- Manufacturers and distributors (eg. Electronics retailers) focus mainly on equipment sales
- Both provide services but no one (in Italy) is thinking - systematically and at country level - about support services

Opportunity

- Additional revenues
- Increased store attractivity
- Creating a culture of premium services

SOSDIGITAL

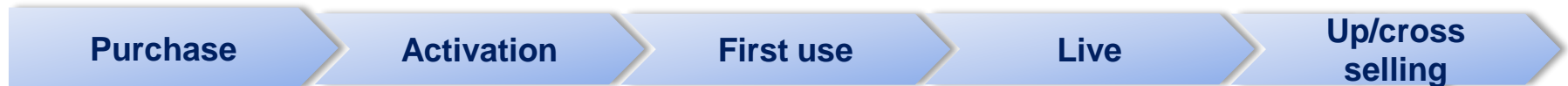
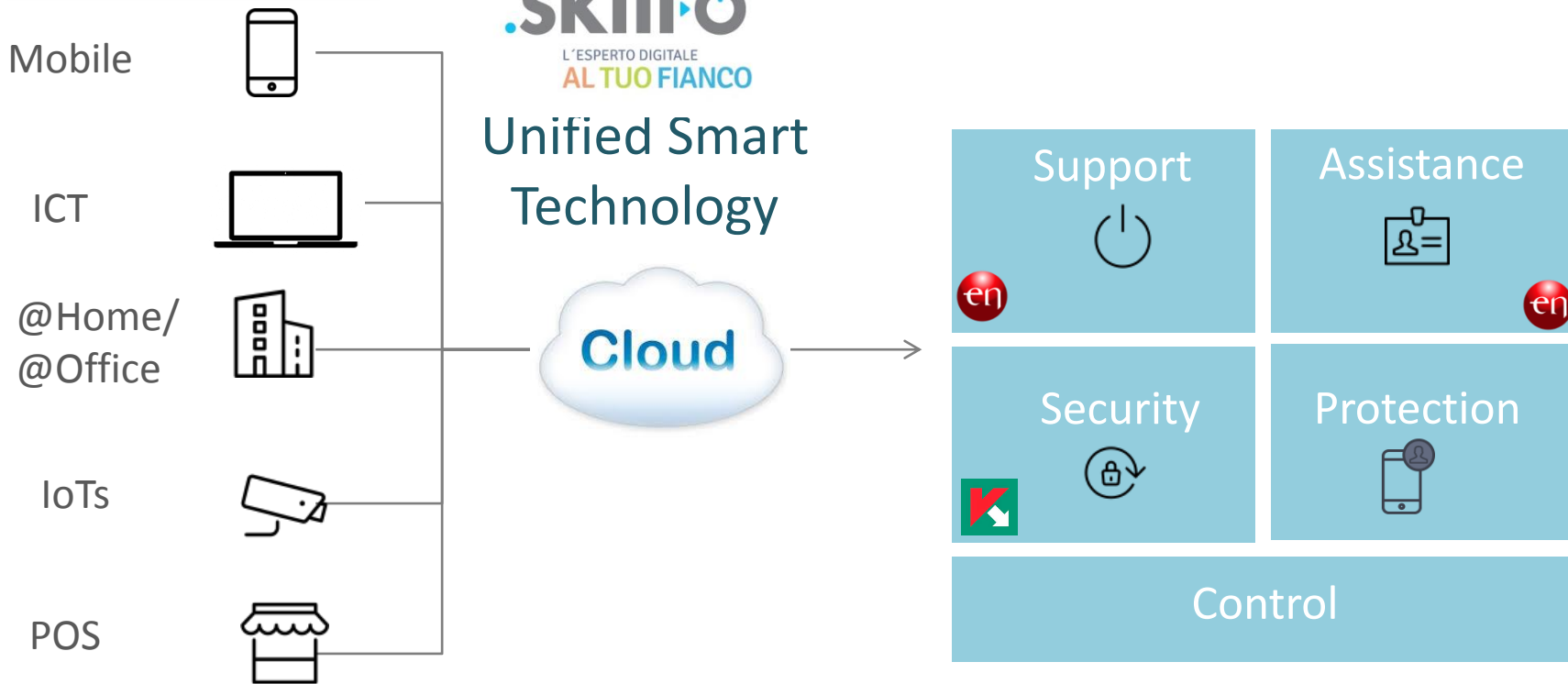
A new generation of services that provide everything you need in terms of support and assistance through a **combination of processes and services** available on multiple contact channels via a **single platform providing 360° support to the whole Premium model.**

The next generation premium support



A complete assistance model to support Customer to manage and use the digital equipment

Unified Smart Technology





Our new services for the **Assistance** of customers with many **devices** accessible from the Web from **November 2015**

The screenshot shows the Skillo website interface. At the top left is the Skillo logo with the tagline "L'ESPERTO DIGITALE AL TUO FIANCO". To the right of the logo are icons for "FISSO" (landline), "MOBILE", and "PC". Further right are navigation links: "CONTATTACI", "UTENTE PRIVATO", and "UTENTE AZIENDA". The main content area features a photograph of a smiling man and woman sitting on a couch, looking at a laptop. Overlaid on the image is a colorful speech bubble containing the text "LA COMODITÀ DI UN ESPERTO SEMPRE AL TUO FIANCO". To the right of the couple is a cartoon character in a blue suit and glasses, holding a stack of three devices: a smartphone with an @ symbol, a tablet, and a laptop. On the far right, there is a vertical "Supporto" (Support) menu with icons for a headset, a refresh symbol, a padlock, and a wrench. At the bottom right, the text "INFORMATI SUBITO! >>" is displayed. In the bottom left corner, there is a red circular logo with the letters "en".

