DIGITALPA
We develop Innovation and Efficiency

COMPANY
PROFILE

www.digitalpa.net

Reliability and Experience
at the service of Innovation

Summary

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

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

The company 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 a solid company growing globally and currently operating in 5 offices throughout Europe.

The headquarter is in **Cagliari** 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.

2200+ Clients

100+ Employees

98% Loyalty rate

5 Offices in Europe

100K Suppliers managed

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.

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 Desk

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 e 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.

The satisfaction of our customers is a goal we successfully achieve year after year.

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 theirs 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

Our Values

Ethics and Legality
Ethics and legality are our foundations, the starting and ending point of a long-term project featuring a strong commitment to improvement, transparency, sustainability, and personal development.

Excellence
We want to delight our customers by creating extremely innovative, complete, and easy-to-use products, working quickly and efficiently to achieve the goals and objectives of our customers fully meeting their needs.

Simplification and Digital Transformation
We want to guide our Customers in building a more agile business, automating manual processes, and providing them with the tools to measure the results obtained in terms of process efficiency and resources optimization.

Individuality and Professionalism
Intelligence, enthusiasm, and creativity are the key values of DigitalPA's professionalism, aimed at continuous improvement to achieve ambitious individual and collective goals.

"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 mission

Our goal is to contribute to the full realization of Customers' potential, by increasing efficiency, communication, and rationalization of spending.

Certifications

ISO 9001
CERTIFIED

Quality

ISO 27001
CERTIFIED

Information Security

ISO 22301
CERTIFIED

Business Continuity

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

NO. 1 SUPPLIER IN ITALY

ePROCUREMENT

ANTI-BRIBERY AND ETHICAL COMPLIANCE

MANAGEMENT AND COMMUNICATION

CUSTOMIZATIONS

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 Desk
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 Desk
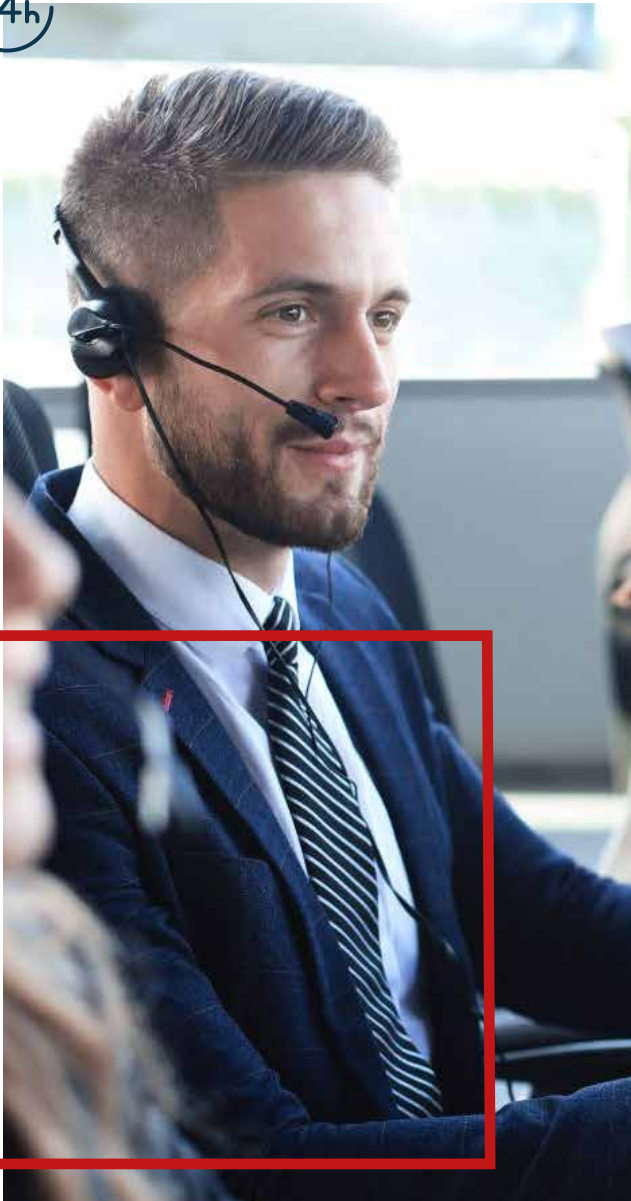
Customer Support and Help Desk services are undoubtedly one of the **main strengths** of the DigitalPA offer.

Our consultants prove excellence in technical and procedural skills, as well as having an extremely positive and empathic human profile, which makes them always available and friendly.

Our Help Desk responds to reports and technical questions such as support in start-up activities, support in carrying out procedures, training in the use of new features, and resolution of any issue.

The **high level of satisfaction** with the service we get back from our Customers is related to the application of an efficient organizational model and the use of cutting-edge technologies, in line with international and local scenarios.

Specifically, the organizational model allows the resolution of requests in a short time and excellent compliance with the SLAs.

Support channels

Help Desk Portal
Tickets are managed using different levels of priority based on the severity of the issue reported.
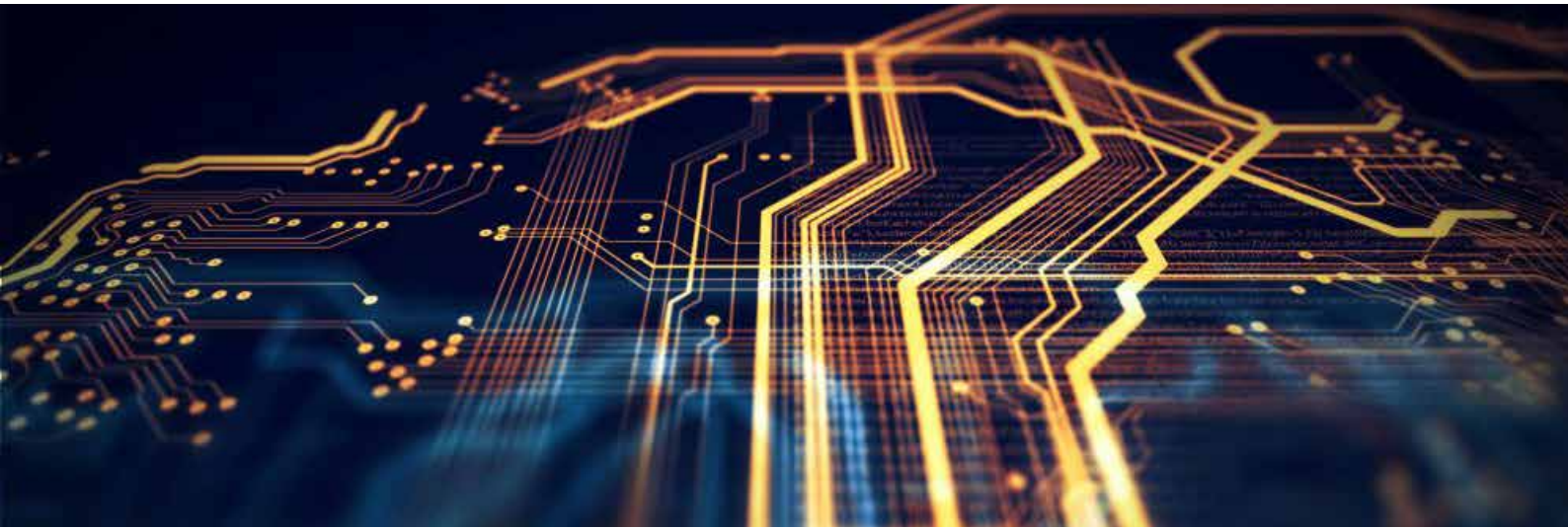
E-mail
A direct priority channel open for the Customer right after the contract starts.

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.

UPTIME
99,996%
average activity time of the last 3 years

3 Data Centers
150 servers and a total of over 1.000 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

PARTNER

ORACLE   aruba.it   aws   CSA cloud security alliance℠