



Excellence in Service Providing



Company Overview

June 2011

✓ Vitrociset at a glance

✓ Global Service Provider

✓ Business Areas Overview

✓ Research & Development

✓ Contacts

Vitrociset Evolution

The way to Global Service Provider



GLOBAL SERVICE PROVIDER

2011

Acquisition of Enterprise Digital Architects, a New-Co founded in 2000 as a spin-off of Ericsson TLC and with solid specialization in ICT solution and services for Public Administration, Health Care and Homeland Security

2008

Foundation of Abroad Participated Companies
(Mid-East, Europe, French Guyana)

2007

2006

Sale to ENAV of the Company Branch which was operating in the Air Traffic Control national systems management and maintenance business

1992

Fusion of Ciset (electronic and information complex systems in the civil sector) **and Vitroselenia** (logistic services for the military sector), both founded around 1960.

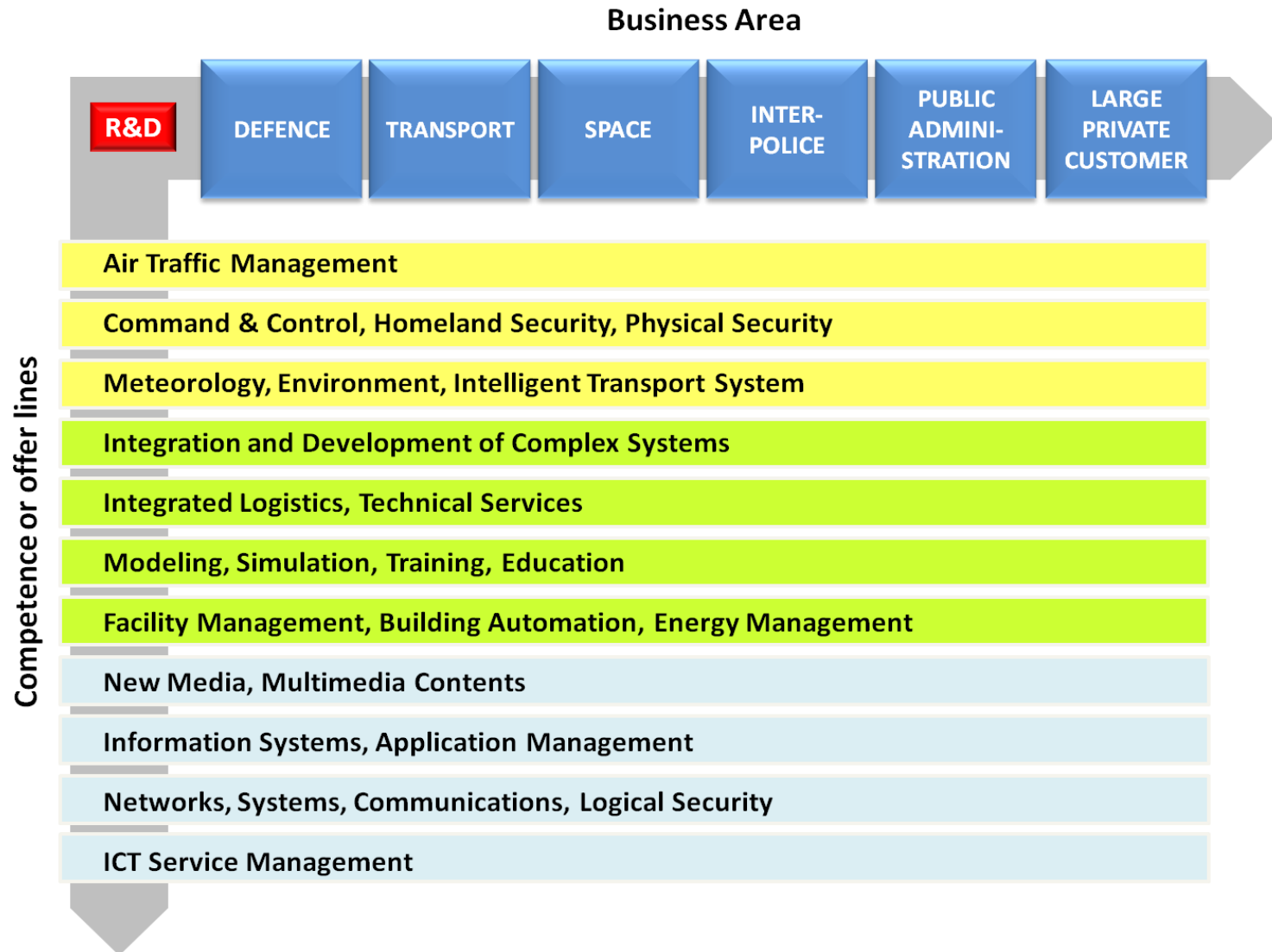
MISSION

Becoming an excellence “customer-first” company in global service providing for private and public large customers

In more than 40 years of presence on the market, Vitrociset has acquired a solid knowledge in the field of **Integrated Logistics**, providing all the typical technical services of management and assistance of Operations and Logistic Support. These services have been associated to a full set of complementary and support cross-domain services, which span from systems integration and development to assistance, maintenance and Facility Management. This role consequently identifies **Vitrociset as a Global Service Provider**.



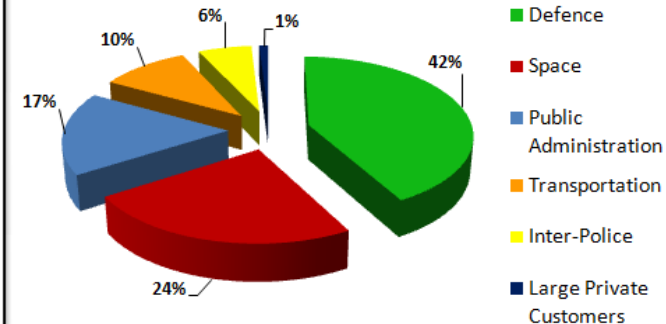
Vitrociset – Business Matrix



Revenues

- ~ 200 mln€ net proceeds
- 266 mln€ new acquisitions
- % EBITDA doubled respect to 2009

Business Areas



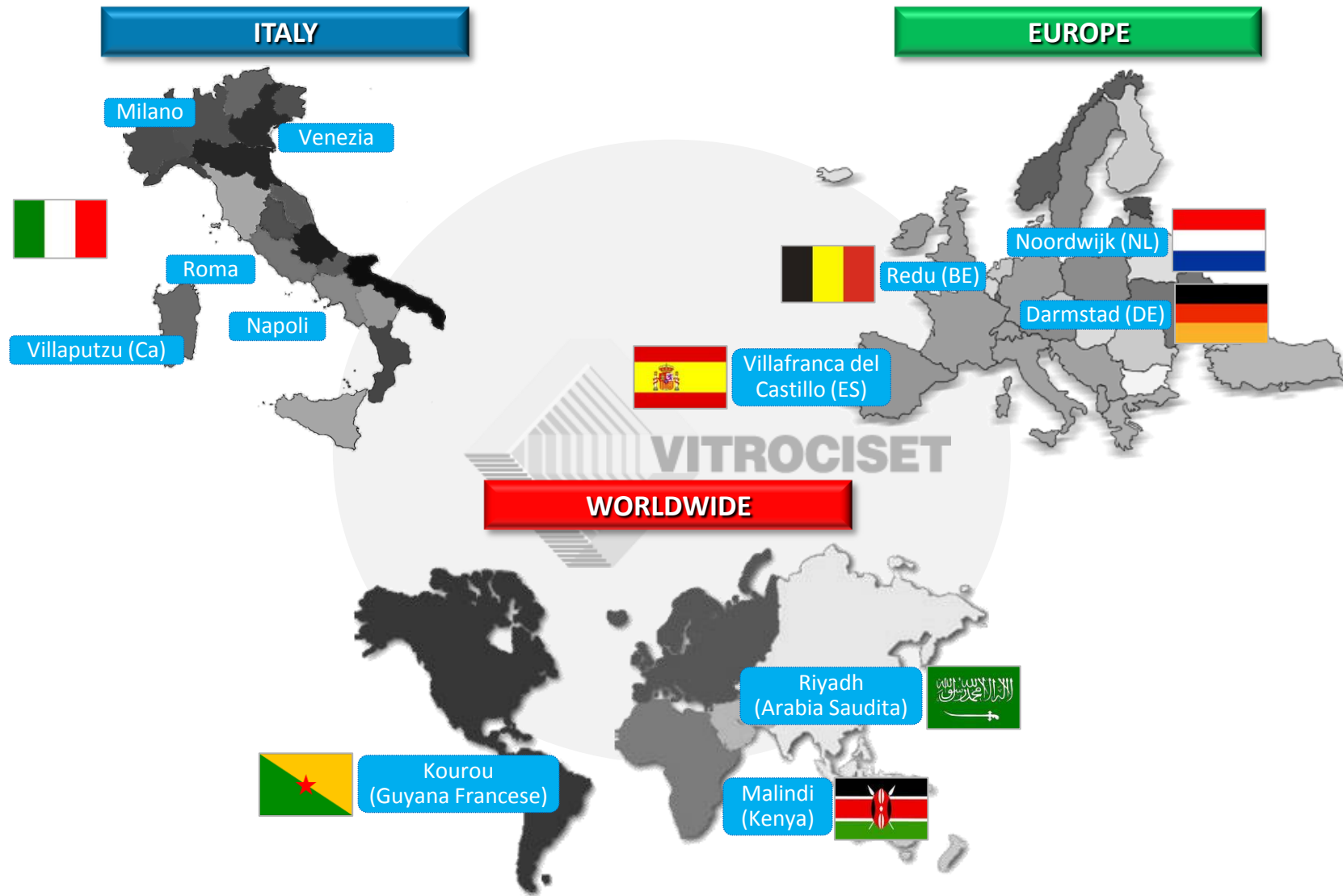
Employees

- 750 in Italy and 280 worldwide (including about 200 in Malindi)
- 62 % university graduates (of which 63% engineers)
- 55% younger than 40

Facilities

- 12 production sites
- 2 software development centers
- 1 R&D center
- 2 high connectivity and availability datacenters

Vitrociset National and International Premises



UNI EN ISO 9001:2008 EA 19, 28,33, 35, 37 - QUALITY MANAGEMENT SYSTEM

Design, installation, maintenance, technical support for installations and complex electronic systems and software; development, management and maintenance services of information systems; design, construction, installation, operation and maintenance of civil and industrial plants and related.

Design, modification and installation of electro-avionics systems; maintenance of ground electronic systems for telecommunications and electronics/mechanical equipment; hardware and software distribution; design, development, supply and distribution of solutions and services in the areas of communication, information technology, multimedia, security and environmental protection; planning and provision of project management, research and development, installation, testing, commissioning, maintenance, operation, management and assistance services; planning and delivery of application and outsourcing services, management of multimedia platforms and related content, Contact Center services, management Consulting. Design and delivery of traditional and distance learning services.

INFORMATION SECURITY MANAGEMENT SYSTEM ISO 27001:2005

Design, development, delivery and maintenance of multimedia information and communication product/system. Management services of information system/product, server farm, workstation, LAN, WAN and logic security system. Information and customer assistance services as Contact Center/Help Desk/Service Desk.

ENVIRONMENTAL MANAGEMENT SYSTEM - UNI EN ISO 14001:2004 EA 19, 28, 33, 35, 37

QUALITY AND MANAGEMENT SYSTEMS - BS OHSAS18001:2007

NATO AQAP 2110/160 QUALITY MANAGEMENT SYSTEM

Design, installation, development, engineering support, and maintenance, overhaul and technical assistance activities for HW and SW of complex electronic systems and equipment intended for information technology and military air traffic control applications.

FIRST-DEGREE AUTHORIZATION BY MINISTRY OF COMMUNICATIONS (RM 821 DEL 1°-7-2009)

Authorization to carry out installation, testing, connecting and maintenance activities for first-degree internal telecommunications systems in accordance with art. 2 annex 13 DM n. 314 23/05/1992 requirements.

SOA NORD ALPI Certificate of Qualification

SOA NORD ALPI Certificate of Qualification for carrying out the design and execution of public works up to classification VIII cat. OG 1/3/9/10/11/12 OS 1/4/5/9/17/19/21/23/26/30.

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Global Service Provider

Positive synergies between the experience and logistics competencies



Industrial Logistics



Support Logistics



Project Logistics



Infrastructure Logistics



Means Logistics



Human Resources Logistics



+ efficiency

Integrated Logistics

functional process that arises as a means of achieving higher levels of performance of the company's business

Core competencies

+ effectiveness

Air Traffic Management

Command & Control, Homeland Security, Physical Security

Meteorology, Environmental, Intelligent Transport System

Integration and Development of Complex Systems

Modeling, Simulation, Training, Education

Facility Management, Building Automation, Energy Management

New Media, Multimedia Contents

Information Systems, Application Management

Networks, Systems, Communications, Logical Security

ICT Service Management

Scenario: find the efficiency and effectiveness



Large customers and large organizations, particularly those operating in multiple business and on national and international markets, have often diseconomies and inefficiencies in the processes considered no-core to the business.

In an increasingly globalized and aggressive market, main sources of competitive advantage over its competitors are more **efficiency, superior quality, ability to respond quickly to customer and the ability to innovate.**

Continuous efforts are being implemented by organizations to develop this advantage, but vertically, into business units, in divisions or functions themselves, without looking, (often due to problems of time to market) in typically support activities, or secondary, **new factors on which action to create that efficiency and that effectiveness could be the real differential.**

These activities, by their nature typically character-interfunctional, interdivisional, or in the case of Groups, between farms, as part of an ancillary business that is instead perceived and developed vertically, typically remain confined in domains where they were born **without them even has a vision system, transverse and pervasive,** creating, in fact, diseconomies and inefficiencies

Vitrociset, strong forty years of experience in logistics for complex organizations and with mission critical objectives such as military, space programs, homeland security, provides itself as a **Global Service Provider** for large customers or large organizations, core processes and/or no-core to guarantee efficiency, high availability, continuous innovation and development in harmony with the needs of business, regulatory and organizational

With Vitrociset, companies will first focus their efforts on what they do best, in line with their mission and its goals, the other to have more **efficiency** (lower costs in particular) and a higher **effectiveness** (in particular the availability and continuous adjustment) to assert their leadership in the market in which they compete for their operations.

Vitrociset, in other words, wants to be the "**partner for the achievement of higher levels performance of business and operations of its customers**".



Industrial or Business Logistics

The set of organizational, managerial and policy activities, governing the holding material flows and related information from sources at suppliers through to delivery of finished products to customers and after-sales service



Support Operations Logistics

All the activities concerning the management of high technology products that require high reliability, availability and maintainability, such as aircraft, weapon systems, satellites, ground segment of space missions or other complex systems



Project Logistics and Technology Services

All the activities of management, coordination, planning and implementation of complex heterogeneous systems involving ICT, electrical and infrastructure systems



Infrastructure Logistics

All the activities of Facility Management, which belong to the buildings and facilities management, or air conditioning systems, electrical systems, plumbing, lighting, communications, security and services cleaning, catering, gardening



Means Logistics

All the activities of Fleet Management, organizational and management involving:

- employment, transportation, allocation, maintenance and tracking services
- financial services: purchasing, renting, leasing management
- services to mission planning : planning deliveries, planning interventions



Human Resources Logistics

The set of organizational and management activities related to human resources in terms of , for example, wages and salaries, access control, education and training, travel office

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Experience and skills in development of complex systems have enabled Vitrociset to partner for over forty years with governmental bodies in the Defence sector.

Vitrociset provides the Italian Ministry of Defence with products and services specifically developed to meet technical, operational, logistics and administrative requirements that are peculiar to all Armed Forces. Among its major customers, it is worth mentioning: Italian Air Force, Italian Army, Nato Agencies (Namsa, Netma, NC3A), Royal Saudi Air Force and Eurofighter Consortium.

Over recent decades, Vitrociset has gained experience and skills in this segment by supplying turn-key maintenance and logistics activities for weapons systems (i.e., aircraft, missiles, radars, etc.), as well as telecommunications and IT systems, by also providing full management support for complex “mission-critical” systems, even as an outsourced service.

The most significant example is the Fire Test Range at Salto di Quirra (PISQ) in Sardinia, Italy, which is used by the Italian Ministry of Defence for training purposes and experimental trials on Missile, Aircraft, Weapons and Electronic Warfare Systems.

Furthermore Vitrociset, along with Selex Integrated Systems, formed the S3LOG Consortium that puts itself in as the outstanding Italian leader in the provision of info-logistics systems and services for defence, able to compete with the major international players in this segment.



Italian Air Force

Implementation, operations, operative technical support and maintenance of the Integrated Logistic Information System for the management and support full spectrum of logistics for all the aspects related to operations and ancillary services of Italian Air Force .



Italian Ministry of Defence

Operations, operative technical support, engineering support, management, evolution and logistics of the Inter-Forces Integrated Test Range at Salto di Quirra (Sardinia), which represents the most significant example of the military range used by the Ministry of Defence for the testing and training on missile systems, aircraft, electronic warfare systems and weapons.



Italian Army

Constructive and Live simulation systems to support the Ce.Si.Va. (CEntro di Simulazione e Validazione – Simulation and Validation Center) in Civitavecchia for the tactical and combat training up to Division level for Commanders (Constructive simulation) and multi-level Units deployed on the field (Live simulation in supported ranges).



Lockheed Martin

Feasibility study for the interoperability between the major infologistics national systems and ALIS realized by Lockheed Martin; definition of the CONOPS for decentralized maintenance and related requirements; design and implementation of the carts for the Ground Segment of the flight line of the Joint Strike Fighter.

Defence & Homeland Security Business Area

Skills and technologies



COMMAND & CONTROL



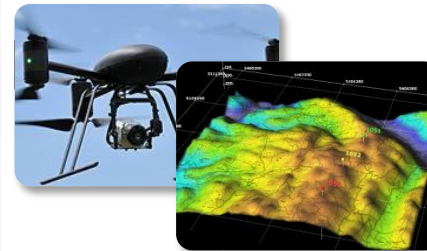
- Network Centric
- Crisis Management
- Data Fusion, Mashup, Ontology
- Hyper & Augmented Reality
- Situation Awareness / Common Operational Picture
- Predictive Analytics, Decision Support
- Experimental and training test range systems

SECURE COMMUNICATION



- Multiservice networks (fibre optics, copper, radio and satellite)
- Unified Communications Network
- Mission Critical Network
- Fast Deployed Network
- Sensor/Object Network
- Adaptive Network
- Muni-Wireless Network
- IMS – NGN Network

NET-CENTRIC LOGISTICS



- System of Systems
- Integrated Logistics
- UAV
- Deployable control towers
- Secure SOA
- Position reporting systems (2D/3D cartography)
- Knowledge Discovery & Inforetrieve
- ...

MODELING & SIMULATION



- Combat training systems – LVC (Live, Virtual and Constructive) federated simulation, education and training
- Weapon system test and simulation
- Network, TLC and security modeling and simulation

MODELING & SIMULATION

COMPETENCE CENTER, LAB.

NOC, SOC CERT

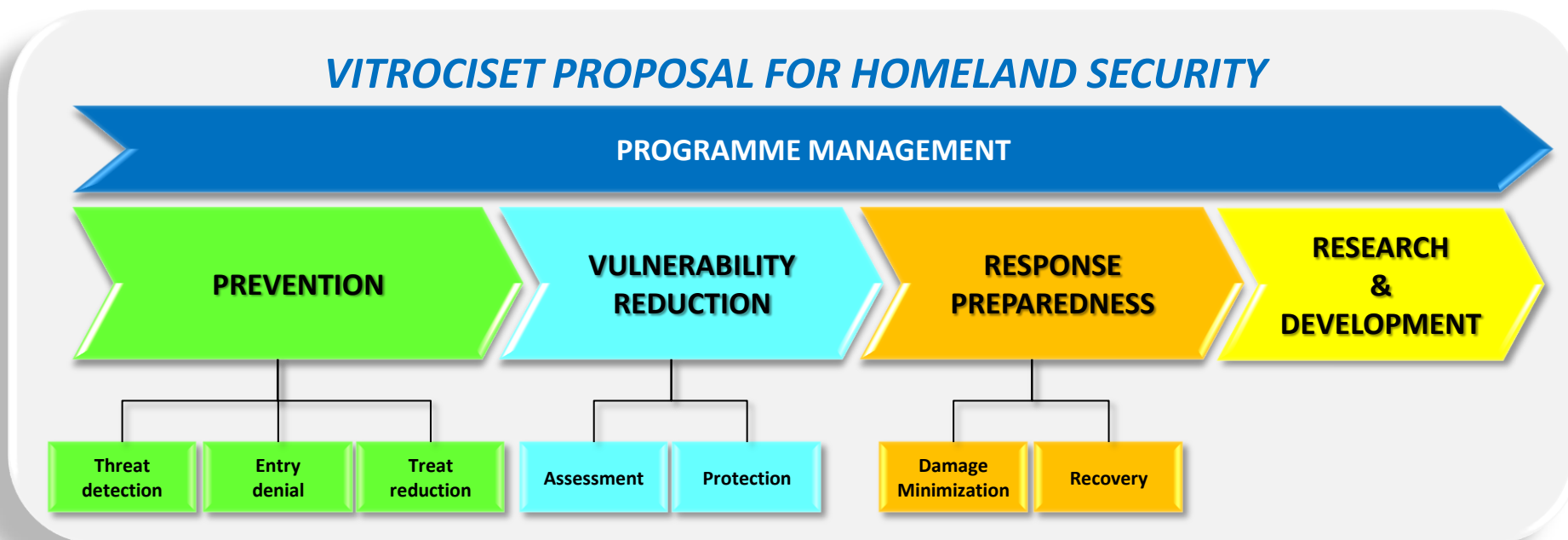
NET-CENTRIC

PROGRAM & PROJECT MANAGEMENT

CD&E

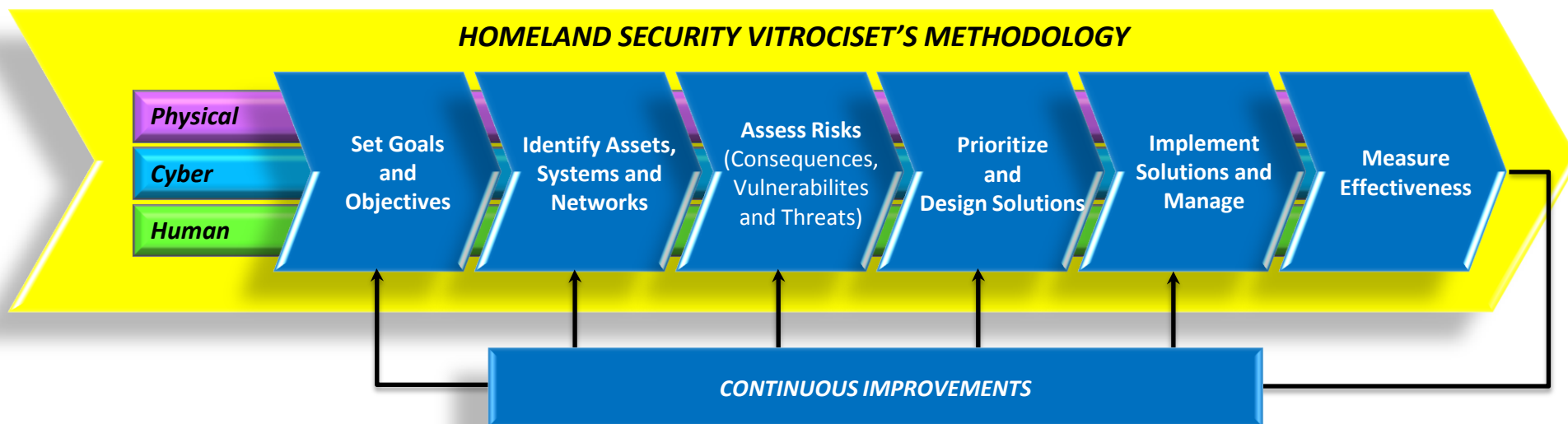
Vitrociset is a leading Italian system integrator to work in Homeland Security at national and international level

Ten years of experience in the fields "mission critical" such as air traffic control, integrated logistics for defense and NATO and management of telecommunications networks to national security policy, combined with the expertise on the latest IT technologies, TLC, SCADA and cybersecurity are assets on which Vitrociset designing and building large integrated systems aimed at safeguarding the vulnerability of the human element physical and electronic



For Vitrociset, analysis and sharing of mission safety with the authorities of jurisdiction, harmonization of business processes, the choice of technology and state of the art communications platforms, ensure the integration of solutions based on established patterns that ensure the continued fulfillment of the requirements of security with solutions "cost effective" future-proof

An established and rigorous methodology , based on a "lean"; approach and on international standards, and skills in engineering of complex systems, allow Vitrociset to define the most suitable solution to the objectives and the budget available



Vitrociset is involved in Defence projects through its organized structure meeting all requirements in terms of security of information and implemented technologies and with solutions offering the highest level efficiency and reliability.

Vitrociset has become an important partner of the Italian Ministry of the Interior with projects for the control of migration flows by air and sea and has extended its activity in the sector of Citizens' Security by completing the conclusion of PON contracts (2000 to 2006) on the "Digital Radio Link Network for South Italian Regions". Vitrociset's security offer covers all of the areas associated with the telecommunications sector. The Inter-Police Network, developed and managed by Vitrociset, provides the full national territory with voice, data and image transmission services for all Italian police corps (Polizia di Stato, Carabinieri and Guardia di Finanza).

Vitrociset is also active in Citizens' Security as well as in Major Infrastructures with technical solutions integrating various components such as: Cameras and monitoring/control sensors; Intrusion detection systems; Access control systems; Wireless or fiber connection networks, depending on the conditions of the environment; Control room and management software.

Vitrociset develops solutions befitting various requirements, such as the Defence of precincts, public urban safety, land control or critical-area control, and security of high quality, reliable networks able to be also used for communication and environmental monitoring services.

Inter-Police Business Area

Some important programs



Interforces

Implementation, management and evolution of the radio link digital multiservice national network. The Inter-Police Network is composed of three networks - functionally and, to some extent, physically separated – which provide the full national territory with voice, data and image transmission services for all Italian Police corps (Polizia di Stato, Carabinieri and Guardia di Finanza).



Italian Ministry of Interior

Information system to support the contrasting operations to illegal immigration. The SIA (Anti-Illegal-Immigration Information System) is the Ministry of Interior's information system which, through integrated and advanced procedures, is specifically dedicated to the management of all its provisions and activities for deterring illegal immigration by sea.



Carabinieri Force

Information system for environmental protection. The Environmental Protection Information System has been designed for the Carabinieri Military Police Force in Italy to create an automated information system for the acquisition and processing of geographical data and land images originated from airborne and satellite sources.



Polaria

Border Control System of Italian Airspace and Civil Air Traffic Management. On behalf of State Police, the Border Control System is integral part of the Italian Government's efforts to create a "virtual border" for the Italian airspace, thereby removing the necessity of inspection at territorial boundaries and making borders increasingly exist "de facto" in cyberspace.

Inter-Police Business Area

Skills and technologies



COMMAND & CONTROL



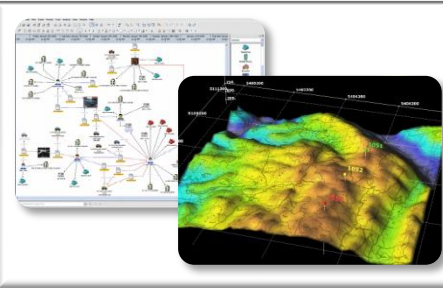
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- Crisis Management
- Data Fusion, Mashup, Ontology
- Hyper & Augmented Reality
- Situation Awareness/Common Operational Picture
- Predictive Analytics, Decision Support, Real Time Simulation
- Air Traffic Control
- ...

COMMUNICATION



- Multiservice networks (fiber optic, copper, radio, satellite)
- Unified Comm. Network
- Mission Critical Network
- Fast Deployed Network
- Sensor/Object Network
- Adaptive Network
- Muni-Wireless Network
- IMS – NGN Network
- ...

INFORMATION SYSTEM INTELLIGENCE



- System of Systems
- Secure SOA
- Interoperability and cooperation
- Multichannel / Multimodality
- GIS 2D/3D/4D
- Knowledge Discovery & Inforetrieve
- Intelligent Software Tech.
- Investigative Analysis Support
- ...

SURVEILLANCE RECONNAISSANCE



- Video surveillance / intelligence analysis / recognition
- Unmanned Aerial Vehicle
- Intrusion
- Gates and access control
- Millimetric radar, Laser, Optical
- Sonar, Lidar, ...
- Gas detectors, explosives, ...
- Crowds Monitoring
- Sensitive Areas Monitoring
- Environmental sensors...

MODELING & SIMULATION

COMPETENCE CENTER, LAB.

NOC, SOC CERT

PROGRAM & PROJECT MANAGEMENT

BUSINESS CONTINUITY

PARTNERS NETWORK

Vitrociset's activity in the space market dates back to 1982 with the awarding of a turnkey contract for the ESA (European Space Agency) Redu TTT (Telemetry, Tracking, Telecommand) station during its process of corporate diversification designed to extend its core business to new emerging sectors.

The gradual and constant expansion of its offer to the key players of the sector (ASI, CNES, Arianespace, MOD and Satellite Operators) has required the diversification of its products and services, such as the design and development of mission-critical systems - an example of which is the development of essential components of the User Segment in the HELIOS mission, as well as of the SICRAL satellite communication system and the ESA Simulators and Control Centers.

Since the early 1990s, the company has been active: in the launch site of French Guyana ; in all operating centers of the ESA (ESOC, ESTEC, ESRIN, ESAC); in the ground segment of the HELIOS and subsequently SICRAL missions; at the CNES, in Toulouse, for the control of ATV missions (now in the start-up phase).

The reliability and quality demonstrated by Vitrociset in this market have entailed a further and important growth of its role in the design and integration of Major Systems, with the acceptance of full responsibilities in the deployment of the VEGA ground segment in Kourou, French Guyana, as well as of significant components of the Soyouz launch site.

As a Global Service Provider Vitrociset also has the integrated management of the Broglio Space Centre in Malindi (Kenya). Currently the base and its infrastructure provide the necessary assistance for the first phase of the flight of Ariane, and prospective carriers Sojouz and Vega, launched from Kourou.

Space Business Area

Some important programs



European Space Agency

Ground Segment integration of the VEGA expendable launch system. VEGA is a European program to develop a new innovative low-cost launcher for small satellites. Around the design of the Vega launcher, Vitrociset has done in the Ground Segment French Guyana with the aim of launching a campaign to allow flexible and cost effective.



European Space Agency

Infrastructure deployment and logistics engineering for the GALILEO program: GMS integrated logistics support; integrated logistics support for both GCS and logistics tools used for the ground segment of the Galileo system; deployment of receiving stations; setting up and deployment of the GMS telecommunication MDDD.



CNES

Development and logistics engineering of the CFS Ground Segment of Soyuz launch system: realization of the electrical infrastructure and distribution of fluids in the launch site, under construction at the spaceport of Kourou (French Guyana) for the benefit of the business operator Arianespace.



EUTELSAT

Realization of one of sites controlling the Eutelsat fleet satellites, the site in Redu (Belgium). The site consists of 7 ground terminals. These terminals perform the ordinary in-orbit maintenance of satellites and also operate in emergency mode – e.g. in any recovery circumstances.

Space Business Area

Skills and technologies

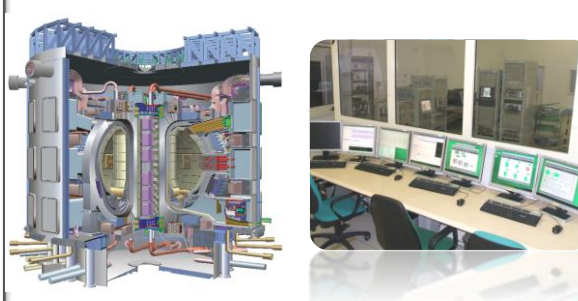


DEVELOPMENT, INTEGRATION AND MANAGEMENT OF LARGE SYSTEMS



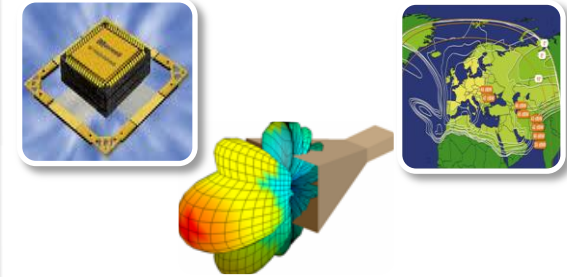
- Implementation, integration and qualification system
- Launch bases Implementation (Vega, Soyuz)
- TLC Satellite Ground Segment
- Terminals & back-end System Integration
- Monitoring, Control and Workflow Management System implementation
- Earth Stations and Ground Segment Operator

VALUE-ADDED ENGINEERING SERVICES (SW, ILS,...)



- Integrated Logistics Engineering
- Engineering operations and training
- Technical assistance and remote sites Management
- SW tools for logistics
- Assembly Integration Verification
- Satellite ATC Control
- Earth Observation
- Positioning / Satellite Navigation
- Control Centers, Simulator, EGSE and Check-Out System

TECHNICAL SUPPORT AND ICT SERVICES



- Microgravity experiments
- Spaceflight
- Modelling and Simulation , On-Board Software and Data Systems, Concurrent Design Facility
- Eletromagnetic Domain
- Power System, Control System Domain
- Spacecraft Operations
- SW Assistance for Mission Operation System
- Acquisition Facility
- Network Managed Services
- Data Dissemination System

System Engineering

Performance Analysis

Design

Operation

Testing

Service Management

Vitrociset provides technical support in various Transport sectors, with automated flight assistance and information systems as well as “ad hoc” equipment for the control of road and rail transport carriages.

The broad span of Vitrociset offer encompasses “end-to-end” solutions and value-added services, ranging from technical consulting to design and development of new solutions, which greatly enable the Company to considerably penetrate both domestic and international markets.

Air Transport is the most significant sector. In particular, Vitrociset has acquired high-level skills and more than forty years of proven experience in the Air Traffic Control field (ATC). The company’s production and implementation ability is the outcome of continuous specialization and follow-up training courses, periodically attended by its personnel, and of advanced technologies the company uses to provide “state of the art” solutions at all times.

Vitrociset’s major customers include national and foreign air navigation service providers, central and local government bodies, as well as European and International Agencies (Eurocontrol, ICAO).

Even relevant is the experience in implementing comprehensive ITS (Intelligent Transport System), IIS (Intelligent Information Systems) and Monitoring Systems for dangerous goods transportation to improve transport security.

Transport Business Area

Some important programs



ENAV

Systems, installations and services for national Air Traffic Control: systems for air navigation services and area/airport ATC centers; Communication systems ; Mobile Air Traffic Control towers; Mobile runway lighting systems; Airport meteorological systems and regional/national forecasting centers; Airport ground-traffic management systems



Selex Sistemi Integrati

Long term collaboration in the design and implementation of complex systems, installations and services for national and international Air Traffic Control. Deep collaboration in European programs, such as Coflight which has enforced the design and implementation of the new European FDP system.



Italian Ministry of Infrastructures and Transportation

Implementation of a network information platform for the Albo of Transporters for the providing of services in the advanced infomobility domain. Development and implementation of a platform which provides monitoring for dangerous goods transportation.



Autostrada del Brennero

Radio links and safety support systems management and maintenance activities: the remote command and control of devices along motorway sections and specifically single-frequency radio broadcasting installations.

Transport Business Area

Skills and technologies



AIR TRAFFIC CONTROL



- Flight Data Processing
- Aeronautical Information System
- Aeronautical Fixed Telecommunication Network System
- Automatic Message Handling System
- Electronic Strip Bay Position
- Mobile Control Tower
- Meteorological System and Wind Shear determination
- Airport ground-traffic management systems

SEA TRANSPORT RAIL TRANSPORT



- Complex on-board communication management systems
- Remote on-board surveillance systems
- Computer-based train management systems interfacing with automatic train-control equipment
- Maritime telecommunications systems as aids to marine and port navigation
- Port security and video surveillance systems
- Intermodal Logistics Systems

ROAD TRANSPORT



- Intelligent Transport and Information Systems
- Telematic platform for monitoring and safety of dangerous goods transportation
- Sensors network and intelligent traffic supervisor system in urban and extra urban roads
- Multimodal infologistics
- Meteorological and environmental parameter monitoring
- Situational control rooms

TECHNICAL SUPPORT AND ICT SERVICES



- Multiservices and multipurpose telecommunication networks
- Application development and management
- Multimedia communication (Web, TV, Radio TMC, Mobile, Variable Message Panel)
- Telecommand and telecontrol with SCADA technologies
- Maintenance and evolution of complex solutions

**MODELS &
SIMULATION**

**ADVANCED
COMMUNICATIONS**

**INTEGRATED
LOGISTICS**

**PROGRAM &
PROJECT
MANAGEMENT**

**SYSTEM
ENGINEERING**

Vitrociset operates in the Central Public Administration sector and – through its provided services – has improved the security, savings and efficiency of public institutions. Its corporate mission is helping the Government, institutions and public authorities to play a key role in their changes and modernization efforts.

Vitrociset has therefore diversified its offer into the following subclasses of services and systems: Advanced connectivity implementation models and systems; E-government systems and applications; Administration Governance models, systems and services; IT services and infrastructure design, construction and operation; Design, construction and operation of complex and multimedia communication networks; IT/TLC outsourced services.

Vitrociset has implemented innovation projects nationwide, by developing skills and assets, more often based on Open Source technologies, consistently with national and international standards. The company is active in the “2.0” evolution of the model for managing PA technologies and services through the design and construction of integrated frameworks – built in accordance with interoperable logics.

Many institutions such as Ministries, Public Bodies, Publicly Owned Companies, Social Security and Welfare Institutions and Tax Agencies have chosen Vitrociset as their partner and supplier. At territorial level, in stead, various types of institutions and jurisdictions have opted for Vitrociset’s systems: Regional Governments, Provincial Governments, Mountain Communities, Regional Agencies, Local Health Corporations, Hospital Corporations, Basin Authorities and National or Regional Park-Managing Authorities.



Italian Ministry of Environment, Land and Sea Protection

Services for environmental impact monitoring caused by environmental crimes. The project implements systems and methodologies to identify and remove the effects of crimes committed with damage to environment, and specifically those ones related to the increase in hydraulic risk.



Consip

Provision, implementation and maintenance of private VOIP system and products/services (Convention CT5 - Lot 1): systems / telephone stations, terminals and related equipment, provision of installation services, technical assistance and training dedicated new delivery systems.



Veneto Regional Council

Development and evolutionary maintenance for the Legislative Assembly Information System: supply, installation and management of the hardware and software required for the automation of the Regional Cabinet, in order to improve its accounting and administrative management systems, its overall document management system, web-TV and collaboration systems for all system users.



Naples Court

The Integrated Security System created for the Court of Naples collects data, sends them over a secure IP network, distributed in the structure, presents them to operators of Police Forces in immediate and concise and the active management procedures of emergency, while ensuring all standards of confidentiality, while fully respecting the privacy of the operators and users of justice.

Public Administration Business Area

Skills and technologies



ENVIRONMENT & TERRITORY	E-GOVERNMENT	HEALTH	TOURISM & INFO-MOBILITY	NETWORK & SECURITY
				
<ul style="list-style-type: none"> • Food Traceability • Products Traceability • Prevention and Risk Management • Environmental Safety and Protection • Territory Enhancement and Promotion • Protected Areas Surveillance • Georeferencing • Mapping Systems for interoperability 	<ul style="list-style-type: none"> • BSC Business Intelligence • Document Management Control and Protocol • Replacement Storage • Identity and Access Management • Enterprise Resource Planning ICT Service Management • Application Lifecycle Management • Web-TV, IP TV, MAM 	<ul style="list-style-type: none"> • Electronic Health Record (ESF) • Clinical Business Intelligence • RIS and PACS Systems • Image Diagnostic 3D • Medical Devices Asset Management • Unique Booking Centre • Health Registry • Case Ticket • Drug Logistics 	<ul style="list-style-type: none"> • Territorial Marketing • Interoperability accommodation • Georeferencing points of interest, defining the pathways • Interactive Entertainment Systems and Mobile • Fleet monitoring loads • Reservation of transport services 	<ul style="list-style-type: none"> • Wireless Mesh Network, • Wi-Max implementation • On radio networks • Satellite Networks • Video Surveillance • Risk Assessment • Vulnerability Assessment • Voice Over IP (VOIP) • Control rooms • Call Center, h24, Toll-free Number

ITIL® ICT Service Management



The objective of the Major Private Customer Area is to aid companies in grasping all the opportunities offered by the digital economy and transformations introduced by the new technologies, so they can recover efficiency in their internal processes and effectiveness in their relations with their stakeholders.

The offering ranges from strategic consultancy to the development of innovative ICT solutions through which the IT can be kept in line with the changes brought about by the business dynamics, to increase the company's competitiveness in the market of reference; it also makes it possible to enable new services through the positioning of its offering in new value chains.

The element of true innovation introduced by Vitrociset for this rapidly expanding market area is based on an accurate analysis of our Customers' Business Goals.

The Vitrociset capacity for innovation is based on understanding the "change" of the context in which each single offering is realized, in order to arrive proactively at influencing the change itself.

In the Utilities and Major Private Customer business area, the Company is increasingly involved in the supply of highly specialized professional services in such key strategic areas as Networking & Security, where it invests its capitals and resources and as New Media, through application developments, specialist consulting and innovation.

Large Private Customers Business Area

Some important programs



Terna

Implementation of video surveillance and intrusion detection systems for transformer stations AT-MT e FTV: the system is the final design and implementation of Integrated Security System (CCTV dome and fixed, access control gates and electronic apparatus; perimeter intrusion detection, monitoring of local field devices for fiber optics, etc.).

Posteitaliane

Poste Italiane

Provision of the service of maintenance of corporate security (e-monitoring, CCTV and Video Recording, Intrusion Detection and Fire) located at post offices, office and industrial Italian Post Office, located in Italy.



ANAS

Solutions and services for Unified Communication & Collaboration for compartments: supply and maintenance of telephone exchanges for the Directorate General of Rome and for the inspection and departmental offices located throughout Italy (Bologna, Milan, Catania, Venice, Catanzaro).



RAI

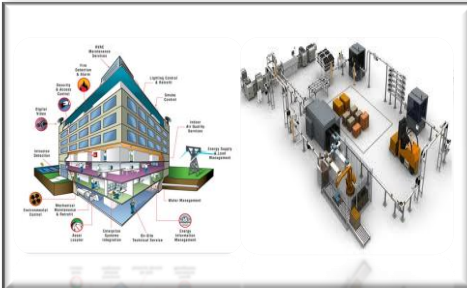
Design & implementation of the On Top TV "RAI 100" platform, with profiling, voice command capabilities and testing of innovative multimedia technologies: RAI100 is an innovative service bringing to TV viewing households the benefits of the convergence between digital terrestrial TV (including High Definition TV), TV broadband and web 2.0 technology.

Large Private Customers Business Area

Skills and Technologies



INTEGRATED LOGISTICS AND TECHNICAL SERVICES



- Logistics Process Analysis
- Logistics Strategy & Optimization
- Logistics Technology
- Facility Management
- Fleet & Transportation Management
- Energy Management
- Building Automation
- Warehouse Management
- Order Management
- Operation & Service Management
- ...

INTEGRATION AND DEVELOPMENT OF COMPLEX SYSTEM



- Application Lifecycle Management
- Service-Oriented Architecture (SOA)
- System of Systems
- ERP, DMS, KMS
- BPM, BRM e BAM
- DWH, Dashboard e BI
- GIS 2D/3D
- Identity and Access Management
- ...

NEW MEDIA AND MULTIMEDIA



- Multichannel, Multimodality and Multimedia
- Extended User Experience
- Social Media & Network
- Social CRM
- Portal 2.0, Web TV, Business TV
- 2D/3D, Voice IPTV, DTTV
- Smart TV
- Mobile App
- Virtual Set, MAM
- Communication strategies
- Format and Content Production
- Media & Infrastructure Management
- ...

NETWORKS, SYSTEMS, SECURITY



- Unified Comm. Network
- Mission Critical Network
- Wireless Mesh Network,
- Wi-Max implementation
- Multiservice networks (fiber optic, copper, radio, satellite)
- IMS – NGN Network
- Video surveillance/situations analysis /recognition
- Gates and access control
- Risk & Vulnerability Assessment
- Control Room
- Call Center, h24, toll-free number
- ...

IT GOVERNANCE

PROGRAM & PROJECT MANAGEMENT

COMPETENCE CENTER & LAB

NOC, SOC CERT

INTEGRATED LOGISTICS

PARTNERS NETWORK

- ✓ Vitrociset at a glance
- ✓ Global Service Provider
- ✓ Business Areas Overview
- ✓ Research & Development
- ✓ Contacts

Research & Development



Vitrociset has long been included in an international network of recognized technical and scientific excellence consisting of Universities, Research Centers and Industries.

Join with many success stories and key roles to the various calls of national and international study groups at NATO as Industrial Advisor



Vitrociset also participates in technology platforms for the establishment of the Strategic National Research (PTNM, ACARE, SERIT, TERIT). The contents of PTN have been included in the key action in the 2007-2013 National Strategic Framework (Part FAS /PAN & PON Research and Competitiveness)

“FROM IDEA TO MARKET”

“KEY-PLAYER OF INNOVATION MARKET”

“RESEARCH-DRIVEN COMPANY”

Research & Development

Major initiatives in progress (1/2)



European Commission - FP7

NI2S3 – Net-centric Information & Integration Services for Security Systems



EDA - European Dairy Association

MEDUSA – Multi sEnsor Data fusion grid for Urban Situational Awareness



Ministero dello Sviluppo Economico

MISE – Ministero dello Sviluppo Economico

IMPULSO – Integrated Multimodal Platform for Urban and extra urban Logistic System Optimization



Ministero dello Sviluppo Economico

MISE – Ministero dello Sviluppo Economico

SLIMPORT – Sicurezza, Logistica, IterModalità PORTuale

Research & Development

Major initiatives in progress (2/2)



European Commission - FP7

TASS – Total Airport Security System



EDA - European Dairy Association

HECTOR – HELicopter fuselage Crack moniTORing and prognosis through on-board sensOR network



European Commission -JLS

THIS – Transport Hub Intelligent video System



EDA - European Dairy Association

APIS – Array Passive ISAR adaptive processing

- ✓ Vitrociset at a glance
- ✓ Global Service Provider
- ✓ Manned Business Areas
- ✓ Research & Development

✓ Contacts

Defence & Homeland

Security Business Area

Phone +39 06 8820 2502

Fax +39 06 8820 2288

difesa@vitrociset.it

Transport Business Area

Phone +39 06 8820 2354

Fax +39 06 8820 2200

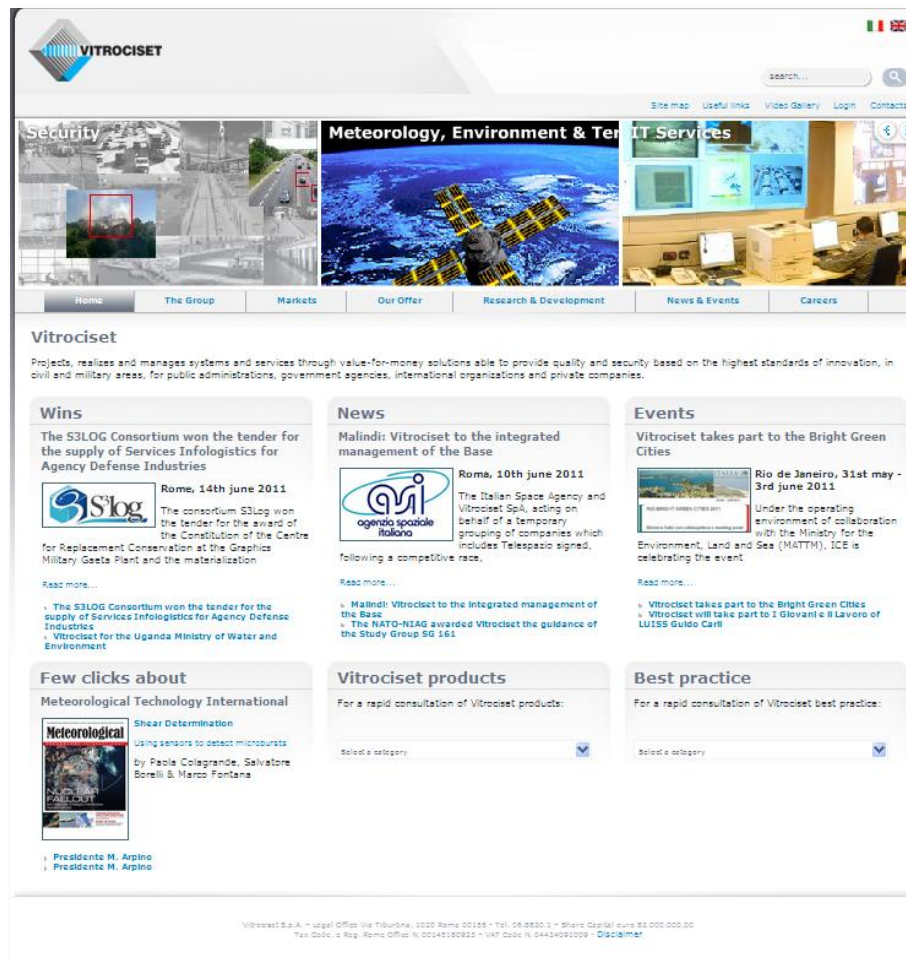
trasporto@vitrociset.it

Large Private Customers Business Area

Phone +39 06 8820 3058

Fax +39 06 8820 3188

clientiprivati@vitrociset.it



The screenshot shows the Vitrociset website homepage. At the top, there is a navigation bar with the Vitrociset logo, a search bar, and links for Site map, Useful links, Video Gallery, Login, and Contacts. Below the navigation bar are three main content areas: Security, Meteorology, Environment & Ter, and IT Services. A horizontal menu below these areas includes Home, The Group, Markets, Our Offer, Research & Development, News & Events, and Careers. The main content area features a 'Vitrociset' section with a brief description of the company's services. Below this are three columns of content: 'Wins' (highlighting the S3LOG Consortium's win for the supply of Services Infologistics for Agency Defense Industries), 'News' (highlighting Malindi: Vitrociset to the integrated management of the Base), and 'Events' (highlighting Vitrociset's participation in the Bright Green Cities event in Rio de Janeiro). At the bottom, there are three more sections: 'Few clicks about' (highlighting Meteorological Technology International), 'Vitrociset products' (a dropdown menu for product categories), and 'Best practice' (a dropdown menu for best practice categories). The footer contains contact information for the company's headquarters in Rome and its regional office in Naples.

Space Business Area

Phone +39 06 8820 2354

Fax +39 06 8820 2483

spazio@vitrociset.it

Inter-Police Business Area

Phone +39 06 8820 3761

Fax +39 06 8820 2277

interpolizie@vitrociset.it

Public Administration Business Area

Phone +39 06 8820 3058

Fax +39 06 3188

dirmpa@vitrociset.it

www.vitrociset.it