



PRESS RELEASE

AMERICAN COLOSSUS UNISYS CHOOSES ITALIAN ALMAWAVE TECHNOLOGY

The Audioma language comprehension solutions, developed by PerVoice, at the service of an increasingly more efficient help desk model in 10 languages

Rome - New York, 25 March 2021 – Almawave (Ticker: AIW), an Italian company listed on AIM Italia and a leader in Artificial Intelligence (AI), natural language analysis and Big Data services, announces that they have implemented their collaboration with Unisys Corporation, one of the largest American IT (Information Technology) services companies that operates worldwide.

Unisys confirmed its confidence in the innovative Audioma technologies from the Italian group which it had already used since 2019 to implement - going from 4 to 10 languages served - one of its spearhead platforms (InteliServe) used to manage help desks supplied to companies on every continent. This is a solution that allows interaction with a virtual assistant simply by speaking in order to solve the most common problems.

Developed by PerVoice, an Almawave group company, Audioma is a suite of integrated products for spoken language comprehension in more than 30 languages that provides services of transcription, subtitling, automatic translation and command and control systems.

The latter features, applied to the virtual assistant on the Unisys platform, guarantee comprehension of spoken English (US and international), Mandarin Chinese and Japanese, as well as Portuguese, Italian, German and Spanish (Colombian and international-Castilian), in addition to French since the month of April. This vast range of languages allows the American company to meet the needs of customers in most worldwide nations.

Besides reducing in-house problem solving times, the platform improves the employee experience, no matter where they are: in the office, working remotely or traveling, and it optimizes the efforts of help desk technical personnel at the same time, allowing them to focus on resolving more relevant issues.

Unisys, listed on the New York stock exchange, is a global Information Technology company specialized in providing cutting-edge integrated solutions for security, cloud service and infrastructures, but also enterprise server application services and technologies. It employs more than 20 thousand people.

“We are proud and pleased to be able to support a global organization like Unisys with our Made-In-Italy technologies”, said Valeria Sandei, Almawave Chief Executive Officer and Chairperson of PerVoice. “Artificial Intelligence proves once again capable of contributing to improving daily operations for everyone in every field, performing a key function in optimizing processes and services. Audioma, which has proved to be a fundamental instrument for many companies, especially in light of the recent changes in working

Methods due to the pandemic emergency, is a concrete example of this. I wish to thank the entire team that has contributed to increasing our fruitful collaboration with Unisys.”

Franco Martino, Almaxwave Client Management and Solutions Manager and PerVoice International Business Manager, had this to say: *“We conceived Acoustic Models with Unisys based on the specific company needs: a tailor-made solution to guarantee more efficient and accurate automatic voice recognition for the sector. We also developed the Linguistic and Grammar Models to provide comprehension of the user’s intent and the correspondence with the code on the Unisys platform.”*

“Thanks to this collaboration, we were able to rapidly expand the number of languages and dialects that we can offer our users all over the world”, said Leon Gilbert, Unisys SVP & Digital Workplace Services General Manager. “For many of our customers, contacting the service desk is still the preferred method. Having our virtual assistant answer every call is the keystone of our automation strategy. This way, we can manage the widest possible range of requests, offering an outstanding experience to the end user. The technology developed by Almaxwave and PerVoice provides accurate speech-to-text transcription and ensures the best possible comprehension of the requests for our virtual assistant so that we can then provide the correct solution.”

Almaxwave Profile

Almaxwave S.p.A. is a leading Italian company in Artificial Intelligence and natural written and spoken language analysis. Almaxwave has cutting-edge proprietary technologies and applied services to substantiate the potential of AI in the digital evolution of companies and local government. It has an international presence with the companies Almaxwave do Brasil, Almaxwave USA and PerVoice, dedicated technological laboratories and more than 220 professionals who are highly competent in enabling technologies and major frameworks - Big Data, Data Science, Machine Learning, AI Architecture and Integration - as well as a profound knowledge of business processes.

Almaxwave’s technological assets, conceived and created as models of natural experience in the interaction between man and machine, allow text and voice to be interpreted in over 30 languages, as well as multichannel interaction, analyzing data and information with a view to enhancing knowledge and automation. The company, part of the Almaxviva group, began as Almaxviva Consulting S.r.l., taking on the name Almaxwave in 2010, the year in which it also launched its Brazilian subsidiary (Almaxwave do Brasil). In 2013, it acquired control of the company PerVoice S.p.A., created as a spin-off of the Bruno Kessler Foundation. In 2017, along with Almaxviva and other partners, it was awarded 2 lots of the Consip tender for the public connectivity system. The company can count on more than 100 customers and more than 30 thousand users of its platforms.

Almaxwave finished the first 9 months of 2020 with proceeds equal to €18 million, up 32.8% compared to the same period the previous year, an Ebitda of €4 million (+17.3%), an operating Free Cash Flow prior to investments of €5.2 million and a generation of cash flow net of investments of €2.3 million. The results fall within a growth trend of the last accounting periods: between 2017 and 2019, proceeds went from €13.9 million to €21.3 million with a compound annual growth rate (CAGR) of 24%. In the same three-year period, the Ebitda increased in line with the turnover.



The strong generation of cash flow, despite the robust investments in Research & Development, is a further testament of solidity and sustainability in the company's growth path.

For information

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