



PRESS RELEASE

RELATECH: collaboration with a leading Group in the finance&banking sector for the development of a web and mobile solution for the customer journey

Milan, 27 April 2021

Relatech S.p.A., *Digital Enabler Solution Knowledge (D.E.S.K.) Company* and innovative SME listed on AIM Italia market (Ticker: RLT), announces that, it has extended the collaboration with a Group of primary standing in the finance&banking sector for the development of web and mobile digital services for online authentication of users.

The company, leader in end-to-end solutions for the management of the Customer Journey in the finance&banking sector, has expanded the collaboration with Relatech in order to optimize the performance of their multi-channel customer engagement solution, able to engage and identify the final customer and guarantee a personalized offer.

Relatech, thanks to its **digital** and **cloud-based** platform **RePlatform**, to its expertise in **customer engagement** and **user experience** and thanks to its high skills in the **mobile** field, takes care not only of the development of the web platform but also of re-engineering all the touchpoints in multichannel way.

The platform not only guarantees user recognition and authentication in the log-in phase by simplifying and digitizing customer on-boarding, but also facilitates the sale of complex online products such as insurance policies and banking products (mortgages or loans).

Through **RePlatform**, Relatech is able to integrate **Machine Learning** techniques for image processing (face recognition and document analysis) thanks to which it is possible to improve the digital identification process of the user and speed up the online form compilation process. Finally, Relatech contributes to the integration of **Artificial intelligence** solutions to support the sale of products by combining traditional assistance with both a physical (videochat) and virtual (chatbot) operator in order to increase customer satisfaction.

Silvio Cosoleto, Chief Operating Officer, states: "*We are very happy to collaborate with a Group of primary standing in the banking and financial sector and above all to deal with a customer who is very attentive to the technological evolutions that this market requires to*



innovate and improve the suite of services. offered to its customers. Through the RePlatform platform, Relatech is supporting the customer in its digitalization and continuous innovation process with the development of the mobile version of the project, which improves user engagement and interaction, increasing multi-tenancy functions and service scalability. offered. This project is very important for Relatech, as it allows us to confirm the effectiveness of the Group's integrated offer."

This press release is online at www.relatech.com (Investor Relations/Press Release section).

Relatech (ticker RLT ISINIT0005433740), Digital Enabler Solution Knowledge (D.E.S.K.) Company, listed on AIM Italia since June 2019, is present on the market with innovative solutions dedicated to the digital transformation of companies. Relatech is an innovative SME focused on customers looking for the most innovative solutions, becoming a strategic partner for digitization and ICT services. Relatech constantly invests in Open innovation with an extensive R&D activity carried out internally and numerous partnerships with the main Italian Universities and research centers. Thanks to its digital platform and cloud based RePlatform, it provides services and develops innovative digital solutions in frontier technologies of Digital Enabler, such as Cloud, Cybersecurity, Blockchain, Big Data, Machine Learning, Artificial Intelligence, Internet of Things.

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