



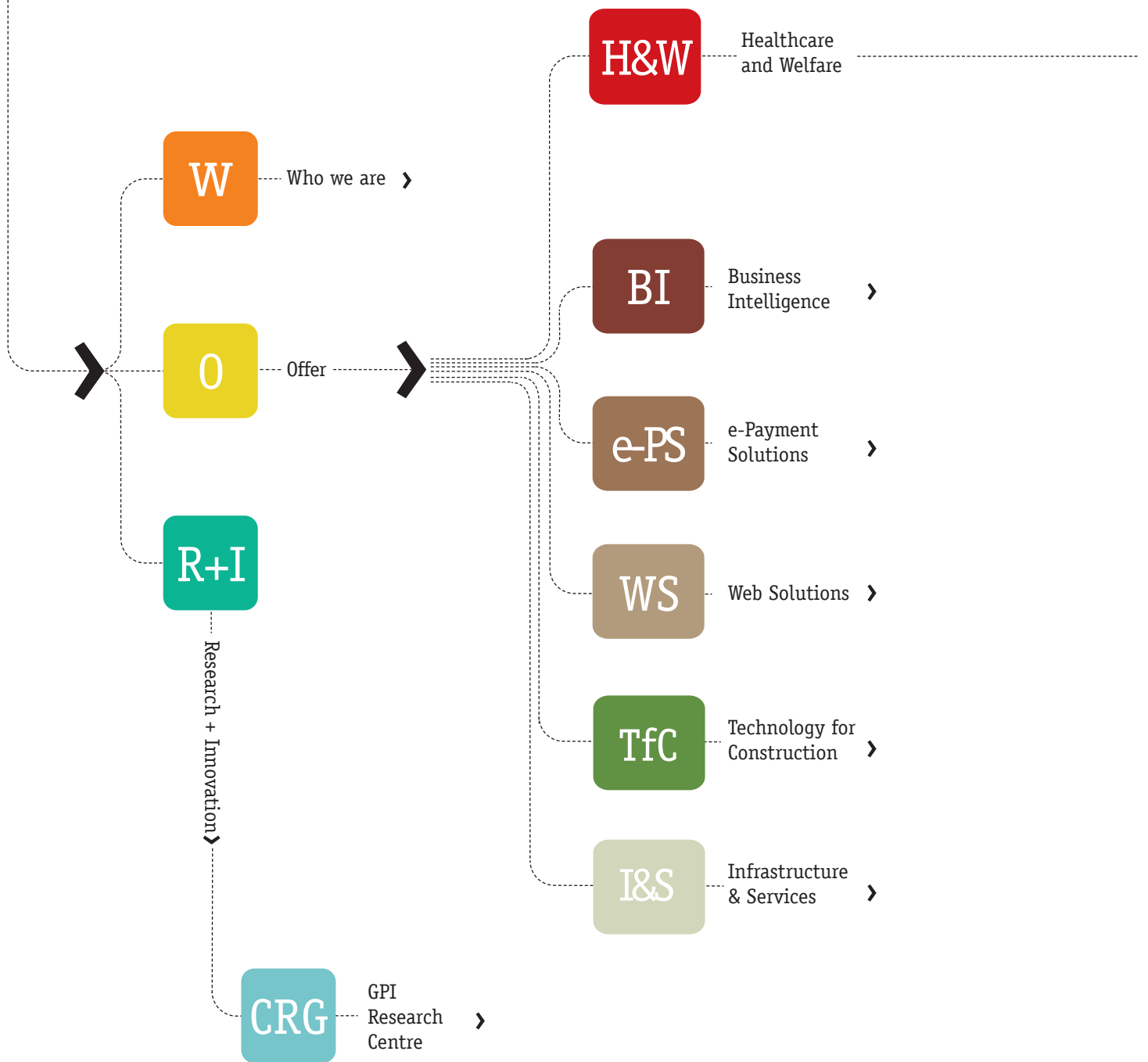
IT FOR
HEALTHCARE
& WELFARE

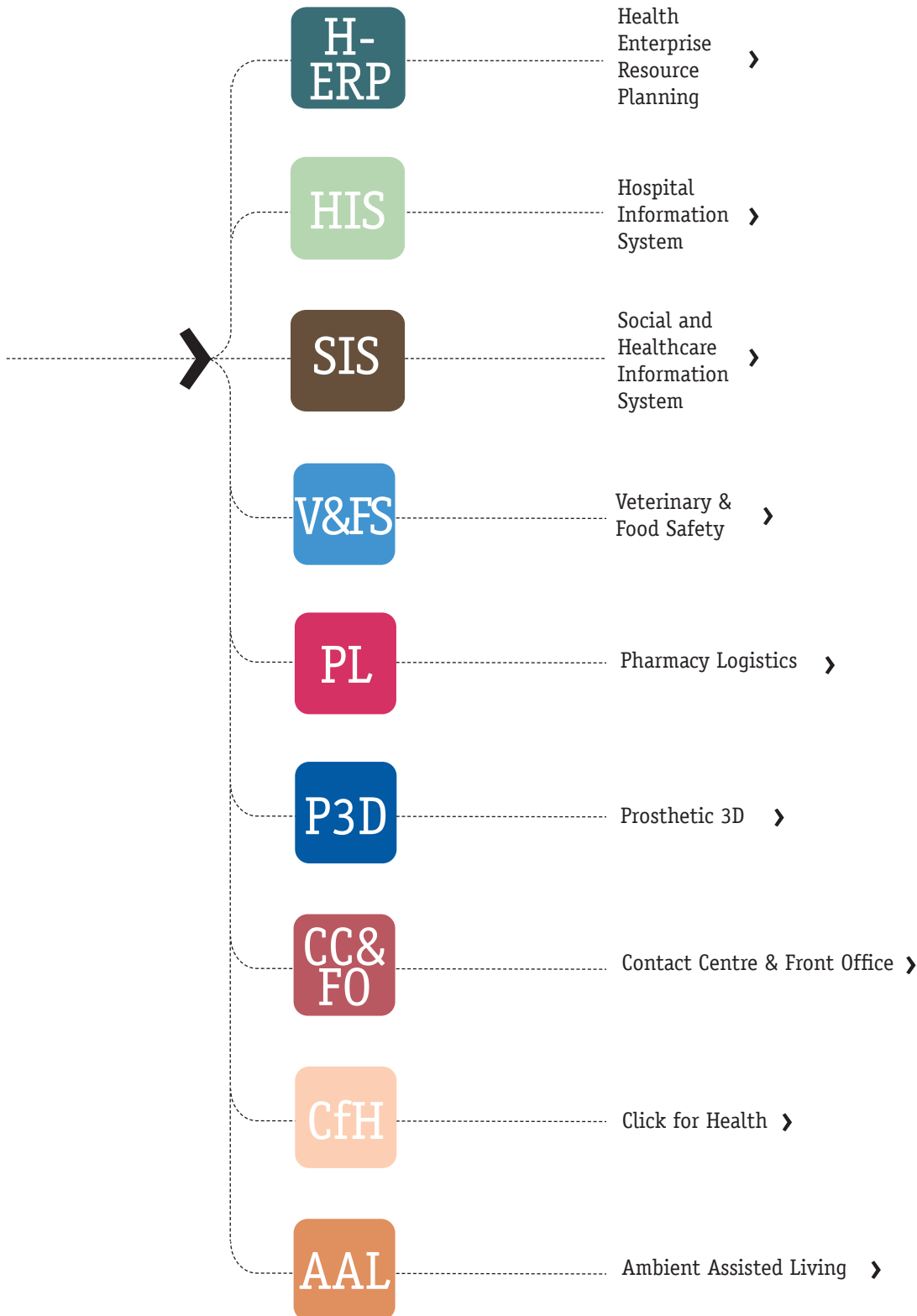
SOLUTIONS AND SERVICES



GPI

Solutions and Services Catalogue





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Solutions and Services Catalogue

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Who we are



who we are



THE GPI GROUP IS A GROUP OF COMPANIES HELD OR CONTROLLED BY PARENT COMPANY GPI SPA, WHICH HAS BEEN OPERATING IN THE HEALTHCARE AND SOCIAL SERVICES MARKET SINCE 1988.

THIS ALLIANCE COMBINES THE RANGE OF SKILLS OF THE COMPANIES INVOLVED WITH THE AIM OF EXTENDING AND IMPROVING THE SERVICES OFFERED.

Our core business is **healthcare and social services and solutions.**

Our products are targeted at both the public and private sector and include **medical supply logistics, home automation and home assistance, in addition to complete and integrated information systems such as Contact Centre and Front Office services.**

We also provide other specialized services, such as: **Business Intelligence and Data Warehousing, Web tools,**

e-payment (POS) and e-commerce systems (POS), infrastructures and technical services.

Our in-depth and articulated knowledge of the world of ICT allows us to extend the services we offer with targeted design, development and consultancy services. The GPI Group is constantly expanding in terms of jobs, turnover and investment in research and training.

Research and innovation is a core value for our Group: we are convinced that a





strong rapport with Higher Education can provide direction and vision to our activities.

The **GPI Research Centre** was set up with precisely this aim, to promote research and the spread of scientific, technological, functional and process knowledge applied mainly in the sectors of e-health, e-welfare and well-being. Through our parent company GPI SpA, we are members of Confindustria and Assinform.

We are among the founders of the Health Innovation Hub a creativity lab in the field of social and healthcare IT services and new hi tech healthcare services.

Our headquarters are in Trento, and we have numerous branches spread out in Italy and abroad.

We have **more than 700 clients** working with GPI Group solutions:

- ▶ Institutions
- ▶ Healthcare Authorities
- ▶ Public and private hospitals
- ▶ Pharmacies
- ▶ Daycare centres
- ▶ Communities
- ▶ Residential healthcare centres
- ▶ Nursing homes
- ▶ Childcare centres
- ▶ Cooperatives
- ▶ Credit institutions
- ▶ Retailers

CONTACT

international@gpi.it



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➤ the group

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GPI GROUP CONSISTS OF DIFFERENT SUBSIDIARIES. THIS STRATEGIC ALLIANCE ALLOWS TO EXTEND COMPETENCIES AND PROVIDES A SIGNIFICANT QUALITY SERVICE ENHANCEMENT. SHOWN BELOW THE MAIN PARTICIPATES COMPANIES.

GPI

The Group parent company - based in Trento - has been creating Healthcare and Social Services solutions for both private and public firms since 1988: integrated IT systems for hospitals, administration and territorial/assistance services; Contact Centres/CUP, Business Intelligence and Data Warehouses, Portals and Websites.

CRG

The GPI Research Centre dedicates itself to the development and promotion of new scientific and technological knowledge, studying innovative solutions and services for the e-health, e-welfare and well-being sectors - based in Trento.

GPI TECHNOLOGY

Desktop Management System complete solutions and services to maintain the efficiency of all HW and SW components of the information system, through specialized interventions particularly for public and private health organizations - based in Reggio Emilia.

GCS

Expertise and high quality services for the management of healthcare facilities - based in Trento.

EVOLVO GPI

Creates innovative "eHealth Care" systems and platforms to support the process automation models focused on tele-monitoring services on the territory - based in Rome.

SPID

Market leader in Italy in the production and marketing of systems for the computerized, robotized, clinic and logistics management of drugs - based in Trento.

SFERACARTA GPI

Develops ICT solutions for Veterinary and Food Safety and Animal identification systems of visual and electronic type - based in Bologna.



GSI

Specialised in consultancy, IT Service Management, design, development and maintenance of IT systems for Public Healthcare and Local Health Authorities - based in Potenza.

CENTO ORIZZONTI

A consortium - located near Treviso - offering new technologies and services in the territory to improve local health authority services for citizens. The firm also promotes the employment of people in difficulty.

LOMBARDIA CONTACT

It is responsible for the complete management of advanced services of Call & Contact CUP Center for the Lombardy region: Reservations, information and healthcare assistance.

SINTAC

Biomedical engineering and new technologies for custom made implantable prosthesis at the service of modern surgery - located in Padova.

ARGENTEA

Operates in the online services sector offering innovative e-payment solutions for the worlds of banking and organised distribution - based in Trento.

NEOCOGITA

The company - located in Trento - dedicates itself to research, develop and sale technological products and services related to the mindfulness and cognitive fitness field.

RIEDL

A German company - based in Plaue - with 20 years of experience in the field of private pharmacies automatic storage systems.

GPI GERMANY

The company - based in Munich - provides solutions and services for the clinical and logistic management of drugs and the relative technical assistance services in Germany, Austria and Switzerland.

GPI DO BRASIL

Based in Blumenau, Santa Caterina, the company provides health solutions and pharmacy logistic systems to Brazilian market.

GPI AFRICA AUSTRAL

Based in Maputo, Mozambique, develops infrastructure, information technology and services for hospitals and healthcare facilities.

GPI MIDDLE EAST

Located in Abu Dhabi, UAE, to better follow the Gulf area and new emerging market in middle east. The company mainly dedicates to Veterinary and Food Security Information System development.

GPI CHILE

Based in Santiago, the company offers products and services efficiently customized to address the reality and needs of the Chilean healthcare sector.



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our offices



The GPI Group is **based in Trento** (North Italy) and has several branches throughout Italy and partner in **Europe, South America, Africa** and **United Arab Emirates**.



our figures







STAFF 2012/2015 (headcount)



In **2014** the Group has recorded a turnover of **73.9 million**, involving **1.477 persons** among informatics, specialists, technicians and employees. For **2015** the Group forecasts **120 million Euro** and **over 2.885 workers**.

INCOME 2012/2015 (in millions EURO)

		EBITDA (ml Euro)	EBITDA (%)	
2015		97.9*	16.0	16.4%
2014		73.9	12.4	16.8%
2013		63.5	10.5	16.6%
2012		58.7	8.8	15.1%

* forecast



› certifications



HIGH LEVEL QUALITY IS ONE OF OUR CORE VALUES AND WE CONSIDER THE IMPROVEMENT OF PRODUCTS, PROCESSES AND SYSTEMS AS A PERMANENT GOAL. THAT'S WHY WE PUT A LOT OF EFFORT INTO PROVIDING QUALIFIED PRODUCTS AND SERVICES, TO INCREASE OUR CLIENT SATISFACTION EVERY SINGLE DAY.



UNI EN ISO 9001:2008

Design, development and provision of IT systems and associated services for public administration, healthcare and social services; maintenance of IT systems, technical assistance with hardware and systems. Design, organisation and management of call centre services, customer services, consolidated service desk and telecare services.

Design, creation, assistance and maintenance of ICT technological infrastructures.

OHSAS 18001:2007

Related to the occupational safety and health.

UNI EN ISO 14001:2004

Related to the company diligence in reducing pollution.

UNI CEI ISO/IEC 27001:2014

Application housing and hosting services and associated management activities. Design, creation, assistance and maintenance of ICT technological infrastructures.

UNI EN ISO 13485:2012

Medical device and related services requirements for quality management systems.



COUNCIL DIRECTIVE 93/42/EEC CONCERNING MEDICAL DEVICES

Devices placed on the market and put into service respect the safety and health of patients, users and other persons, are properly installed, maintained and used in accordance with their intended purpose.



EN 15838:2010

Issued for the provision of the Call Centre service for Trentino A.P.S.S., in compliance with the relevant requirements set down in UNI 11200:2010 "Services for relations with clients, consumers or citizens, performed through contact centres".

COGEBAN 405010

"Terminal and acquiring POS management service" registered with the Bancomat Consortium (ATMs) since 2006, in compliance with Protocol CB2.

FAMILY AUDIT: A CERTIFICATION THAT LEAVES ROOM FOR LIFE

GPI is one of the first company in Italy that has been awarded the "Family Audit" certificate, granted by the Independent Province of Trento to organizations which promote initiatives to improve the work-life balance within their companies, thereby contributing to improving employees' quality of life.

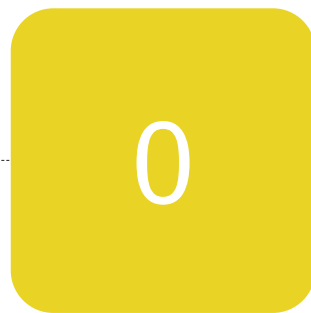
GPI Group is deeply involved in this project, convinced that the well-being of individuals results in a competitive advantage for the whole company.





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Offer

H&W

Healthcare and Welfare

BI

Business Intelligence

e-PS

e-Payment Solutions

WS

Web Solutions

TfC

Technology for
Construction

I&S

Infrastructure &
Services





➤ Health ERP



THE STRENGTH OF AN ADMINISTRATIVE INFORMATION SYSTEM MOSTLY LIES IN ITS CAPACITY TO PROVIDE AN ADEQUATE RESPONSE TO THE TYPICAL OPERATING NEEDS OF AN ORGANIZATION, WHILE ALSO INTERACTING WITH OTHER "UNIVERSES" TO EXCHANGE INFORMATION AND DATA IN ORDER TO IMPROVE ITS OWN EFFICIENCY.

IT systems play a universally recognized and fundamental role in the administration and government of healthcare and social services organizations. The advanced computer technology accelerates the evolution of these services, improving efficiency and raising the standards of services provided to citizens/patients. In this context, the administration, accounting and management system is particularly strategic, forming the hub where the data, information and models are used to support decision-making and help to limit the range of expenses included under healthcare spending - issues which are becoming ever more important among the political and strategic priorities of public and regional authorities.

Many areas of spending can be reduced thanks to ICT: "just" by digitalizing the supply chain, it is possible to save up to €1.5 billion per year.

The potential benefits of a good Administrative System were confirmed in a study by the Milan Polytechnic University School of Management, which estimated

that the adoption of a paperless approach in the supply chain would lead to savings of between 2 and 4% of GDP. Spain has also seen some significant results in recent years, demonstrating how a completely digitalized management of the supply chain in a hospital can cut overall spending on these operations by 15% (warehouse, order and purchase management, logistics, supplier accounts, etc.).

A particularly important element is Business Intelligence (BI), one of the basic monitoring tools used to prevent waste and identify areas for improvement. In addition to controlling spending, Business Intelligence can also be applied in other fields, such as epidemiology and distributing services in the territory, becoming a tool used to support decision-making, planning and prevention.

In a current scenario, which is undergoing a gradual reorganization of Health Services as part of a drive for unification and efficiency, the Administrative Information System must be capable of meeting the requirements of the new organizational



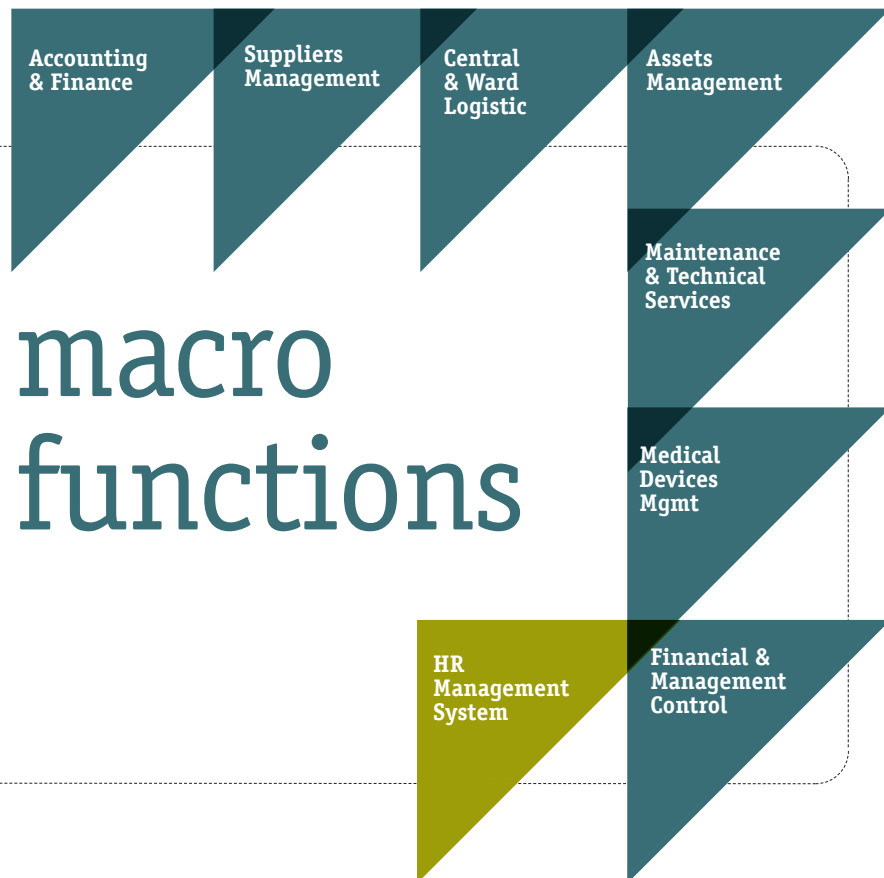
and operative situation, i.e.:

- ▶ the territorial distribution of users, with a strong emphasis on governance and control functions (especially financial control);
- ▶ the reduction of activities with low added value by implementing automatic data entry procedures for the information system.

OUR PROPOSAL

EUSIS is the name of the administrative process management system proposed by the GPI Group. It provides integrated management of both administrative-accounting information (including treasury, financial analysis, budget operations, etc.) and governance, introducing management control using Business Intelligence and Data Warehousing tools.

EUSIS has been developed using **ERP** (Enterprise Resource Planning) logic, a methodology which has taken on an essential role for creating an integrated healthcare system in the health and social services sector.



➔ DOCUMENT FLOW MANAGEMENT



➤ Hospital Information System



SPECIFIC APPLICATIONS ENGINEERED FOR THE SIMPLE MANAGEMENT OF CLINICAL AND ASSISTANCE PROCESSES. A MODULAR AND PERFECTLY INTEGRATED SYSTEM SPECIFICALLY DEVELOPED FOR HOSPITALS AND OUTPATIENT CLINICS.

Over the years, Hospitals have become ever more complex organizations and the financing of clinical activities is subject to ever more attentive management control, in order to limit spending.

In this context, the **detailed management of specific issues** is becoming an ever more crucial factor of success for sector operators. Until recently, IT systems were used as a tool to manage the various operating units (administrative or clinical); they were therefore considered as a combination of different procedures, each of which was efficient and effective, but with an operating scope limited to its own particular area.

On one hand we have seen an evolution towards different types of hospital for different types of treatment - with the abolition of traditional wards and the staff that revolve virtually around the patient - and on the other, a growing emphasis on patient empowerment, leading to the abandonment of the traditional model of healthcare IT system.

If citizens/patients have become the fulcrum for assistance, the information regarding them - personal, administrative or clinical details - cannot simply be duplicated in the various operating units, but need to come from a single, centrally managed source (also from a security point of view). As a result, integrated solutions that govern the entire hospital are becoming ever more important.

All computer procedures must therefore interact and share not only data, but information and events in order to obtain a single overview of the performance of processes and services.

A cooperative models that go beyond single organization and extend over the entire healthcare network, involving hospitals, users, Authorities, institutions, services in constructing and maintaining an useful Electronic Health Record.

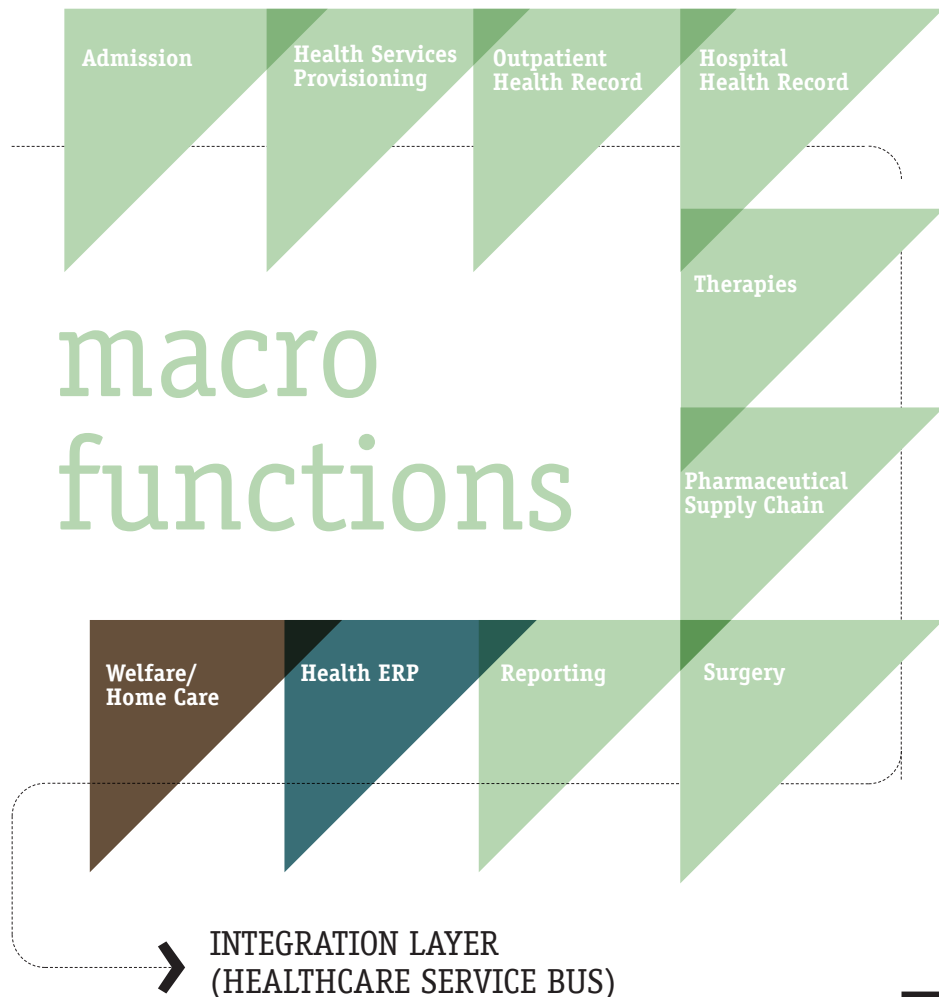


OUR PROPOSAL

The GPI Group's **HIS** is an integrated modular system which covers all the main operating hospital and clinic areas. Designed in a native web architecture, the system is easy to manage in full outsourcing, it's cloud computing oriented and it cooperates with the Administration System and Home Care System.

Hospital Health Record

- ▶ Outpatient Health Record
- ▶ Reporting
- ▶ Therapies
- ▶ Admission, transfer, discharge
- ▶ Health Service Provisioning
- ▶ Surgery





➤ Social & Healthcare Information System



HEALTHCARE POLICIES ARE GRADUALLY EVOLVING TOWARDS A MODEL WHICH SHIFTS ATTENTION FROM THE DISEASE TO THE PATIENT.

H-WELFARE IS THE ANSWER FOR DEALING WITH THE TRANSFORMATION OF THE SOCIAL HEALTHCARE SYSTEM: AN ERP PLATFORM COMPOSED OF INTEGRATED AND SELF-CONSISTENT MODULES FOR THE CARE, SUPPORT AND SAFETY OF ELDERLY AND NEEDY PERSONS, IN THEIR OWN HOME OR IN LOCAL STRUCTURES.

The rigid structure of roles (healthcare, social services) is giving way to a modern, flexible and integrated network system, allowing citizens/patients to access the entire range of disciplines and consultants which the healthcare authority can offer within the territory.

All main players in the public and private healthcare, in both the healthcare and social services sectors, agree that the cost of inpatient care has become too high. Therefore, any application that allows for patients receive care at home or locally will help to reduce costs and must be considered a priority.

An evolved information system allows for patient information to be shared on several levels, involving a network of: structures, family members, doctors and specialists, social care organizations and care centres.

The goal is to ensure continuity, optimize the provision of services and use the resources available in the most appropriate manner.

OUR PROPOSAL

An integrated information system to support case management, multidimensional assessment and admission procedures, designed to implement information flows for the monitoring and assessment of highly integrated medical and social services (with particular reference to home care and residential assistance).

H-WELFARE system allows

- ▶ the combination of all the structures in a network
- ▶ the management of the administration and needs of the patients in care
- ▶ the management of health and welfare data, integrating all the information useful for the care process.

The information concerning the patient can be consulted anywhere and at any time by authorized operators

who can learn how many people are being followed in the territory and with what problems, what facilities are dealing with them, and what progress has been made.

H-WELFARE allows to follow each patient or guest, their diagnosis and treatment,



centralizing their information and making it available to the operators present in the territory, extending the range of information present in the systems and combining control and management of costs and quality with sophisticated planning and reporting techniques. Having access to real time data, sharing models and clinical terminology, and optimising processes encourages greater control and more efficient use of the resources available.

The result is a double advantage, meaning **reduced costs and better care for the patient.**

H-WELFARE is **modular, flexible and secure**, creating a complete and organized database of healthcare data that is constantly updated, useful for medical research and internal planning. All modules allow for an integrated and complete overview of the entire process.

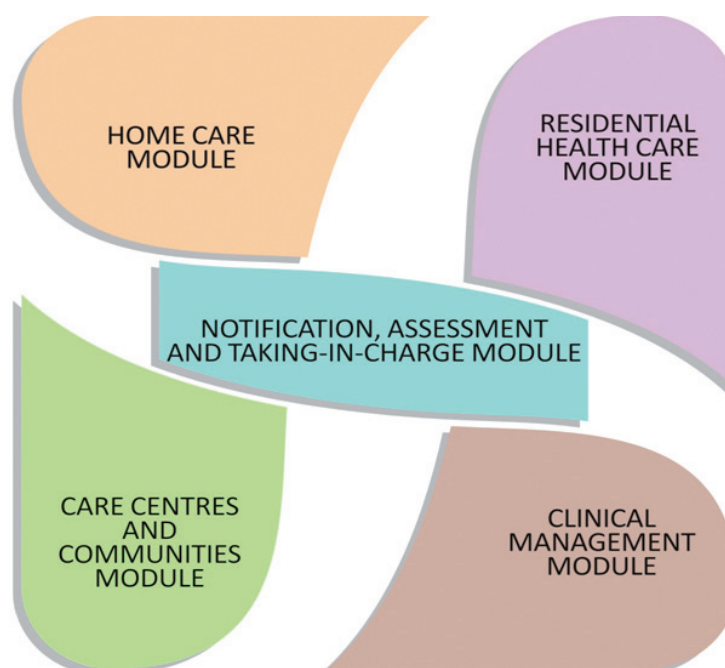
It achieves the aim of providing guest-patients with a service that places them at the centre of the healthcare system, improving the efficacy and efficiency of the services provided while ensuring the necessary guarantees of safety and privacy.

ADVANTAGES

- ▶ Reinforcing home assistance
- ▶ Reducing admissions to hospital
- ▶ Improving the quality of service
- ▶ Checking and rationalizing expenses

DESIGNED FOR

- ▶ Public and private Healthcare Organizations
- ▶ Social Services
- ▶ Day Care Centres and Communities
- ▶ Home Assistance Services





➤ Veterinary & Food Safety



THE VETERINARY & FOOD SAFETY SYSTEM ENABLE OUR CUSTOMERS TO FACE NEW DEVELOPMENTS THROUGH COMMUNICATION STANDARDS CONNECTING DIFFERENT INSTITUTIONAL AND TRADE SEGMENTS, WITH THE COMMON GOAL TO SUPPORT ANIMAL HEALTH, FOOD SAFETY, AND TRACEABILITY.

ALL OUR ICT SOLUTIONS ARE BASED ON THE LATEST TECHNOLOGIES.

A team of experts, with more than 20 year experience, develops improved methods that are tested and validated “on the field” and then released in the production environment. An increasing attention is paid to the development of reporting

systems and strategic programming. We believe that a monitoring system can heavily affect the efficiency in managing veterinarian controls and food safety in a specific territory.

INTERNATIONAL PROJECTS

- ▶ The creation of the Animal National Databank in the Republic of Kosovo
- ▶ The creation of the National Veterinary System in the Hashemite Kingdom of Jordan
- ▶ The development of the AIRS system in Abu Dhabi, UAE

MAIN ICT PRODUCTS

AIRS - (ANIMAL IDENTIFICATION AND REGISTRATION SYSTEM)

The software manage the registration Animal identification for animals and holding registration records for each farm including details of owner/holding details.

The system can register all the information for livestock markets, slaughter houses, border inspection posts, quarantine holdings and laboratories. Through the registration of all kind of movements births, deaths on holding, sale, purchase, slaughter records, imports, exports, the system cater for a complete traceability and management purposes including generating up to date and reconciled lists of animals present on the holding on any particular date. This will include movements on and off the farm holding, destination of animals to other farm / holding, slaughter house. The system allow a complete management of the electronic identification and movents through a mobile platform.

ANIMAL HEALTH

The system is capable to register all the eradication activities and the surveillance programs at national or regional level: dates of tests, surveillance, numbers and identity of animal tested, test results, subsequent control and the resulting eradication action. The system is programmable by administrator to



manage all kind of unspecified control, eradication and surveillance programs. The software registers details of animal (or flock) health incidents using the established international standard coding format of the OIE location, plus laboratory findings, clinical cases/incidents and national vaccination programs too. It allows a complete management of inspections and controls in the field through a synchronized mobile platform.

FOOD SAFETY

The system is made up by a powerful suite of software modules aimed at the management of Public Official Controls and inspections concerning Food Safety. The module enables the System Administrators to plan control activities according to the risks. Control activities can be assigned to a single ADFCA controller, by using a memorandum register for selecting an operator. The different control frequencies and timetable are determined and managed by the administrator. A powerful reports system will support decision makers to choose the most adequate strategies.

ANIMAL HUSBANDRY

The software module for Animal Husbandry can be combined with other products to handle some important aspects of the productive livestock sector, in particular: reproduction & delivery, meat production, milk production, animal evaluation (morphological, genetic, pedigree), animal health (sanitary conditions, accidents, diseases), animal identification and movement.

- ▶ Animal disease surveillance and public health monitoring.
- ▶ Veterinary information system, development, management and integration with the existing system.

ADVANTAGES

- ▶ Conformity with the EU legislative requirements on animal identification and animal movements system.
- ▶ GIS based and web-based approach for holding registrations
- ▶ Full operation of animal identification and registration systems to map out disease, vaccination, treatment as well as sample management
- ▶ Improvement existing animal identification and registration systems including ear tagging

CONTACT

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➤ Pharmacy Logistics



THE REVIEW OF THE MANAGEMENT PROCESSES OF THE PHARMACEUTICAL GOODS IS ONE OF THE PRIMARY ASPECTS OF THE HEALTHCARE FIELD.

WE PROVIDE SOLUTIONS FOR THE CLINICAL AND LOGISTICS MANAGEMENT OF DRUGS, FOR BOTH PUBLIC AND PRIVATE SECTORS.

The adoption of solutions able to guide and monitor the process of drugs - from the doctor's prescription to bedside administration - allows a precise control of pharmaceutical expenditure, one of the most important and influential aspect of the healthcare sector, and the reduction of clinical risk.

This is possible thanks to the integration with systems for pharmacies automation (central or ward) such as robotic warehouses and cabinets, bracelets for the patients identification and single-dose dispensers.

Typically in the process of pharmaceuticals/therapeutic supply, hospitals and health facilities tend to act as "individual agents" with their own purchasing office, pharmacy and internal distribution system based on the classic order-delivery process.

The flows relating to orders and materials is rarely sharing-oriented. As a consequence, there is a high number of transactions aimed at a multitude of suppliers and a low possibility to reduce the purchase price.

All this makes it difficult to plan use and supply and generates unproductive stocks and higher costs.

In addition to the economic and organizational evaluations, there is the important theme of clinical risk. A proper management of drugs significantly reduces the clinical risk related to misadministration, due to many factors: packages of similar drugs that can determine an exchange of products, variability of the prescription registration systems that may cause dosing errors, misinterpretation of prescriptions and abbreviations, incorrect transcription of prescriptions, and so on.



The objectives of a computerized system for the management of drugs can be summarized in three points:

- 1. clinical risk management related to therapies**
- 2. optimization of human and economic resources**
- 3. control and monitoring of the whole process**

To contain hospital pharmaceutical expenditure is therefore necessary to work both on logistics and clinical/organizational aspects.

An innovative management of drugs benefits every kind of healthcare facility.

OUR PROPOSAL

Thanks to the experience of **SPID Spa** and **RIEDL GmbH**, we provide solutions for the clinical and logistics management of drugs, for both public and private sectors:

BUSTER SYSTEM adaptable to hospitals, clinics and rest homes

RIEDL PHASYS and **BUSTERPHARMA** for private pharmacies.

The proposal of the GPI Group for the computerized and robotic management of drugs is complete and autonomous: **our system manages the entire pharmaceutical supply chain and contributes to costs containment and reduction of clinical risk.**

REQUEST OUR INFORMATION MATERIAL

- ▶ Brochure_BUSTER SYSTEM_eng
- ▶ Brochure_RIEDL PHASYS_eng
- ▶ Brochure_BUSTERPHARMA_eng

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Drug automation ➤ system for Hospitals & Clinics



THE COMPLETE SOLUTION FOR THE MANAGEMENT OF DRUGS IN HOSPITAL, THAT REDUCES TREATMENT ERRORS AND PHARMACEUTICAL MANAGEMENT COSTS.

The **BUSTER SYSTEM** is composed of both hardware and software. The computerization of therapies ensures the complete traceability of all operations of prescription and administration, whereas the robotic medicine cabinets in the ward and the automated warehouse for the central pharmacies, ensure the complete traceability of all the pharmaceutical packages.

This solution take in the whole range of processes: from the clinical assessment of inpatients in healthcare structures, through to the logistics of pharmaceutical supplies, guaranteeing traceability and delivery to nursing staff, and lastly the safe administration of pharmaceutical treatment, thereby contributing to cost cutting and reducing clinical risk.

OUR PROPOSAL

BUSTERWEB suite is a complete and modular software application, capable of efficiently and effectively managing all the processes associated with all phases of using pharmaceuticals, from treatments

(prescription and administration) to integration with automated logistics systems in wards and warehouses. The system operates in a secure and integrated manner guaranteeing full traceability, right up to the patient's bedside, of all medicine packs (with details of every dose), with particular attention to high cost medicines or those requiring more accurate monitoring.

The **BUSTERSPID** dispenser is a sophisticated robotized cabinet for the management of drugs in the ward. Combined with BUSTERWEB Suite, it enable the nursing, the administrative and the pharmacy staff to carry out their activities in a computerized, easy and safe environment, where each operation and movement of the drug is strictly tracked and recorded. Through this solution, the information and the data of the drugs are available to the staff in real time and on different levels of accessibility. This ensures both the computerization of the logistic processes and the improvement of their efficiency.

The use of **BUSTER SYSTEM** begins in the Hospital Pharmacy



BUSTERWEB
Software



Automatic Warehouse
BUSTERPICK



BUSTERSPID
Dispenser Cabinet



NURSY ROLLY is a trolley for the computerized management of the administration of drugs in the ward. NURSY ROLLY is equipped with an integrated PC (connected to the LAN and / or WLAN to hospital information system) and with controlled compartments that need an authentication access. In this way the trolley can manage and conserve only the drugs that are needed for the therapy.

BUSTERPICK is the automatic warehouse, a robotic system, technologically advanced, modular, large, precise, and fast. Combined with the BUSTERWEB Suite (integrated with the enterprise information system), manages the whole logistic process of drugs in the Central Pharmacy: from the arrival of the goods until the delivery to the Operating Units. The system manages also the urgent requests 24-hours a day. The system we offer is scalable in order to satisfy every kind of needs in terms of management, storage and precise control of the drugs in the warehouse of the Central Pharmacy, ensuring the traceability of the individual pack not only until the Operating Unit, but also to bedside.

GUARANTEED GOALS

The implementation of the **BUSTER SYSTEM** guarantees the achievement of the following aims:

- ▶ clinical risks reduction of the pharmaceutical therapies
- ▶ optimization of the human and economic resource
- ▶ control and monitoring of the entire logistic processes

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Drug automation systems for Private Pharmacies



RIEDL PHASYS (PHARMACY AUTOMATION SYSTEM) AND BUSTERPHARMA ARE TWO SPECIFIC SOLUTIONS DEDICATED TO FILL PARTICULAR PHARMACIES NEEDS OF DRUGS DISTRIBUTION AND STORAGE.

RIEDL PHASYS

(PHarmacy Automation SYStem) was born from the collaboration between a group of German engineers active for twenty years in the field of pharmacy automation.

The technology represents the best available on the market in terms of **performance, precision and reliability.**

Simplicity and efficiency are the paradigms of the RIEDL PHASYS system. All the technology is concentrated in the gripper, powered directly by the moving axes and connected to the controller

server via a Wi-Fi network. All the rest is just "furniture", which does not need any special maintenance.

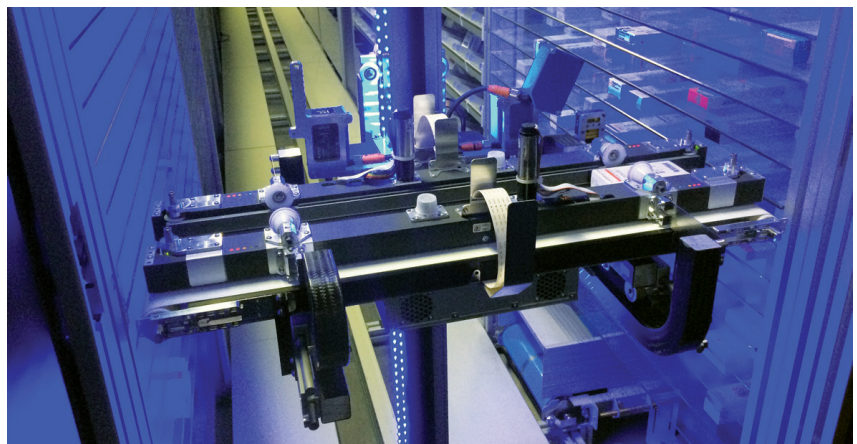
The revolutionary features of automatic alignment of the packs and self-leveling of the shelves ensure the continuity of the service, eliminating inefficiencies and machine frequent stops, typical of all other automation systems.

RIEDL PHASYS is designed and tailored according to the needs, in terms of space and number of packages handled daily.

It is extremely flexible and can adapt to any local, using the full available height in order not to waste useful space.

ADVANTAGES

- ▶ Highly innovative gripper
- ▶ Full wireless, no cables
- ▶ High performance
- ▶ Extremely reliable
- ▶ Simple, modular, flexible and customizable
- ▶ Low start-up and operation costs
- ▶ Gripper of highly innovative technology





- ▶ Self-solve of misalignment packs
- ▶ Low costs of purchase, maintenance and operation
- ▶ Low consumptions
- ▶ Quick ROI

BUSTERPHARMA

is the system for the automation of the entire sales process in the pharmacy. An automatic dispenser equipped with an electromechanical device and a specific software for the management of drugs, designed to offer maximum flexibility and to meet different needs.

With BUSTERPHARMA the pharmacy can manage and trace in a safe and controlled way, the flow of all activities related to the sales, offering an excellent and innovative service to customers.

The BUSTERPHARMA System uses advanced robotic dispenser, that can be placed in a display window or inside the pharmacy. The outward appearance of the dispenser is similar to that of an ATM machine, and the device is equipped with an outer "touch-screen" monitor which

acts as an interface between the user and the system.

The customer can make an autonomous self-service purchase or an assisted purchase through an audio-video conference with the pharmacist. The payment can be made through any of the allowed modalities: ATM card, credit card, cash.

The system provides a patented device for the automated loading of products, these are automatically recognized by the inner barcode reader. In addition to the drug identification number, the barcode reader also recognizes the traceability code shown on the package. The reloading of the dispenser can be done simultaneously with sales activities, without any interruption of the service.

ADVANTAGES

- ▶ Sell products 24 hours a day, 7 days a week
- ▶ Increase the profit margin on sales
- ▶ Better timing of the staff pharmacist
- ▶ Dispose of the queues at the counter
- ▶ Automatically offer aggressive

discounts for the dispenser products

- ▶ Products booking service with the possibility of withdrawal 24 hours a day, 7 days a week
- ▶ Safe and advanced management of the night shift, with different payment modalities by credit card, ATM card and cash

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international@gpi.it



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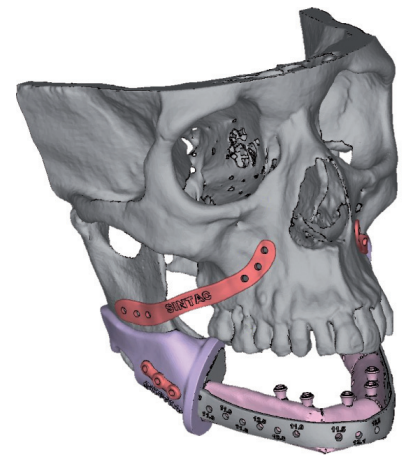
➤ Prosthetic 3D



NEW TECHNOLOGIES AT THE SERVICE OF MODERN SURGERY: FROM THE BIO IMAGE TO THE CUSTOM MADE IMPLANTABLE PROSTHESIS.

Specialized solutions designed specifically for the patient, consisting of: anatomical replica, cutting guides in chrome-cobalt or polyamide and personalized titanium prosthesis. All that made directly with the selective laser melting (DMLS) of the 3D model, and results from the processing and analysis of data derived from computerized tomography or magnetic resonance.

Starting from a CAT scan (Computerised Axial Tomography) or a Nuclear Magnetic Resonance (NMR) and with the use of innovative software design applications of CAD-CAM to obtain a functional three-dimensional representation as a basis for design, implement and test a prosthetic

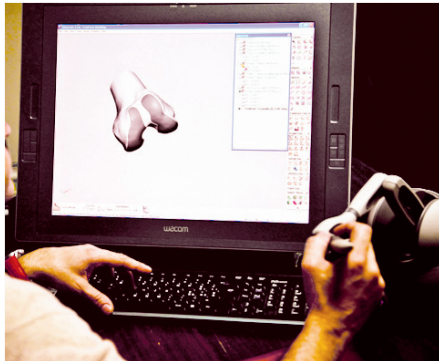
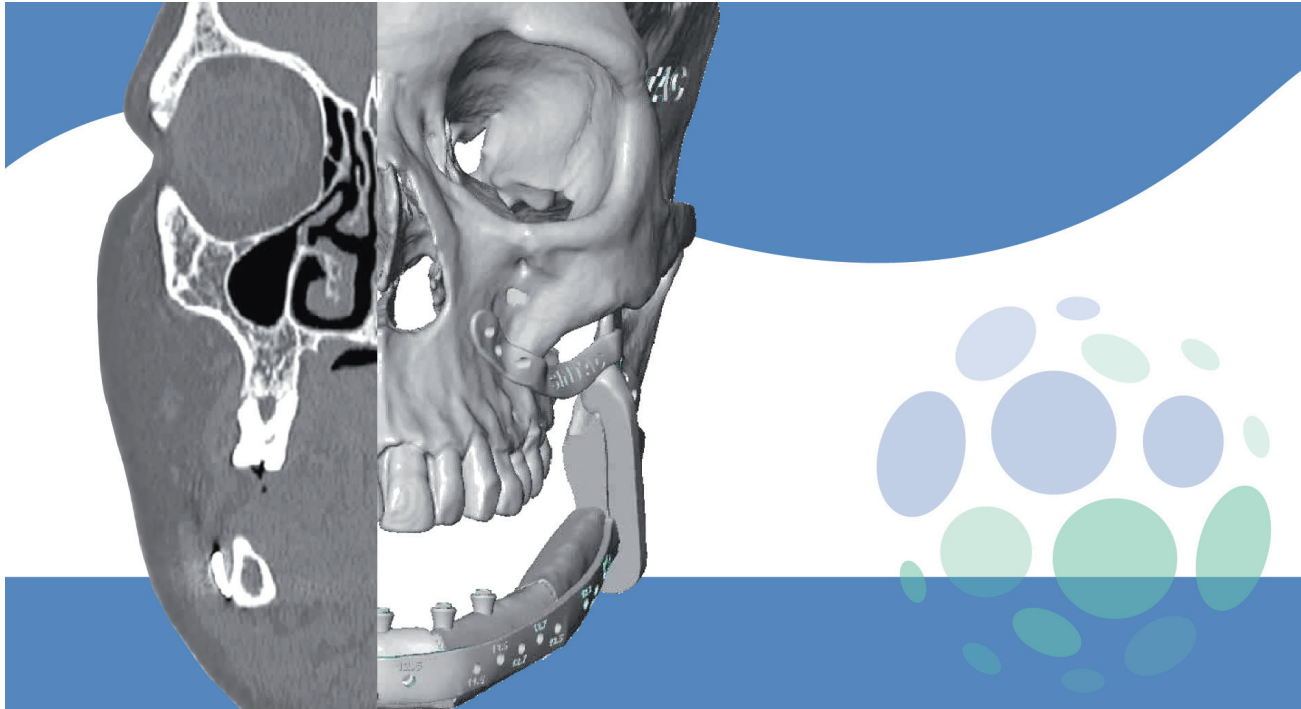


implant totally customized. Choose and present the ideal surgical technique, with the same methodology, to colleagues, collaborators and to the Patient: this is the goal that SINTAC offers to its Clients.

The particular specialization on these issues ranks SINTAC among the pioneers in the field of rapid prototyping/ manufacturing in the biomedical field.

Each case always represents our challenge, the design is achieved by using





advanced techniques and software programs. SINTAC engineers work in close contact with the surgical team who will carry out the intervention.

The results obtained indicate that this path will lead to a significant improvement in the quality of life of the patients and unimaginable advances in the surgical techniques.



OUR SERVICES

- ▶ Pre/post operative analysis
- ▶ 3D modeling
- ▶ Feasibility study
- ▶ Dynamic video presentation of the intervention
- ▶ Storyboard of intervention

OUR PRODUCTS

- ▶ Anatomical replicas
- ▶ Personalized prothesis
- ▶ Guide/cutting templates

REQUEST OUR INFORMATION MATERIAL

- ▶ Brochure SINTAC_eng

CONTACT

international@gpi.it



➤ Contact Centre & Front Office



CONTACT CENTRES AND FRONT OFFICE SERVICES ARE MEETING POINTS BETWEEN ORGANIZATIONS AND PEOPLE: SERVICES THAT COMBINE HIGH QUALITY LEVELS AND SUSTAINABLE COSTS.

Health Contact Centers and Front Office services require to achieve a high quality levels but sustainable from an economic and organizational point of view. The process of listening and communicating has taken on particular importance in terms of user satisfaction. All important surveys show how one of the main reasons for dissatisfaction is a serious

lack of public information on offered services and who to contact for specific requests.

To respond to these needs, GPI Group offers a **complete range of customized professional services and advanced IT applications**, from traditional front offices to innovative web services, to inform, assist, guide and help the healthcare services user.





MORE ADVANTAGES

- ▶ An efficient and easy system for collecting and updating information by creating a single repository, that increases the capacity to communicate global, updated, fast, unequivocal and verified information to the internal and the external user, through a controlled publication process;
- ▶ collecting statistical data on access to information and setting up a database for analysis and statistics to improve the services;
- ▶ flexible management of specific information campaigns (for example: vaccination, health emergencies, etc.) and support for the relative workload.

OUR PROPOSAL

We transform a call centres from a simple information/booking point to a centralized, qualified reference hub for the whole range of healthcare and social services.

Our skills include:

- ▶ Organization management
- ▶ Technology to support services; Web Tools, procedures and telephone systems
- ▶ Direct management of specialized front & back-offices and reception services for central/ward/department/private offices
- ▶ Healthcare and management consultancy to improve waiting time, shifts and digital signage
- ▶ Customer Satisfaction surveys
- ▶ Staff recruitment
- ▶ Initial and ongoing training program

CONTACT

international@ghi.it



➤ Click for Health



AN E-CARE PLATFORM OF ONLINE SERVICES THAT SUPPORT CITIZENS IN THE MANAGEMENT OF THEIR HEALTH AND CARE AS WELL AS HEALTHCARE INSTITUTIONS IN THE DELIVERY OF NEW MODELS OF SERVICES

Click for Health (CfH) is a Citizen's Medical Record. The emphasis in **CfH** is on the citizen.

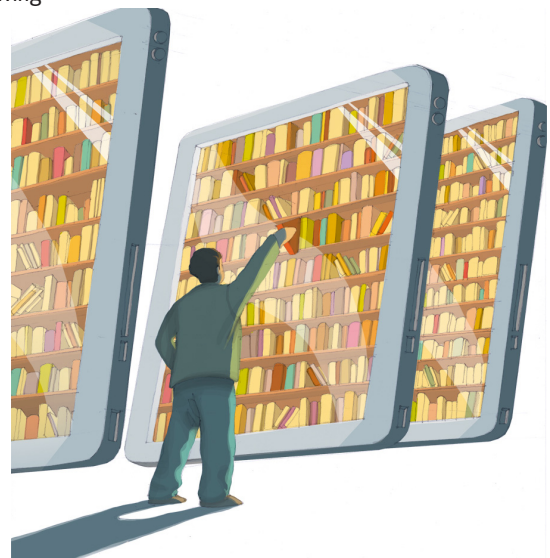
The system being implemented is a Personal Health Record (PHR) which differs from typical Electronic Health Records (EHR) that focus on meeting organisational needs.

With PHR the systems are "personal" and designed with citizens in mind. Empowering citizens through giving them responsibility for the management of their own health is a strategic aim for **CfH**.

CfH has been developed as the pervasive e-Care platform of online services that support citizens in the management of their health and care as well as healthcare institutions in the delivery of new models of services (e.g. telemonitoring of chronic patients).

At this moment the system delivered to APSS, the Trento Healthcare Organisation, manages nearly 50.000 registered users.

With **CfH** citizens can buy a medical service, pay for it, consult and archive the results of analysis or tests anywhere they are, whenever they want. All they need is an internet connection.





USER HOME PAGE WIDGET

- ▶ Medical Reports
- ▶ Examinations
- ▶ Online Payment
- ▶ Personal Health Record
- ▶ Allergies
- ▶ Intolerances
- ▶ Vaccinations
- ▶ Weight
- ▶ Medicines
- ▶ Pathologies

ADVANTAGES FOR ORGANIZATIONS

- ▶ A direct communication channel between health organizations and citizens
- ▶ Improved internal efficiency: reduced processing times and better use of staff
- ▶ Accelerate the process of administrative automation
- ▶ Better services for citizens
- ▶ Cost cutting

ADVANTAGES FOR CITIZENS

- ▶ Reducing waiting times: the results are available for consultation much faster.
- ▶ Saving time and money: everything is online, 24 hours a day, 7 days a week.
- ▶ Eco-friendly: less paper, notification by email/SMS
- ▶ Medical record always available
- ▶ Security data processing in accordance with privacy laws and standards.

CONTACT

international@gpi.it



➤ Ambient Assisted Living



HEALTH AND SOCIAL WELFARE BUILT AROUND PERSON'S NEEDS. SUITCASE IS THE TECHNOLOGICAL PLATFORM ASSIGNED FOR THE PROVISION OF HEALTH AND SOCIAL WELFARE SERVICES DESIGNED FOR THE QUALITY OF LIFE AND THE WELL-BEING OF CITIZENS.

Societal developments of our times related to socio-demographic changes of the population, the evolution in demand for increasingly complex and articulated services, the adoption of welfare policies strongly influenced by issues as "sustainability", are calling for a deep transformation in "care" models that today prefer more and more home than the residential care structure.

A large scientific literature affirm that home care system is more effective and less costly.

At the same time, a kind of home assistance network built around a person's needs see the involvement of a large number of operators in the territory, each of them is called upon to perform a "part" of a much broader care process.

SUITCASE is the most appropriate response to ensure an integrated network of services built and designed around the person.

The heart of the SUITCASE platform is represented by a technological and operational centre that can handle user requests (generally received via tel and/or via web) through operators with specific

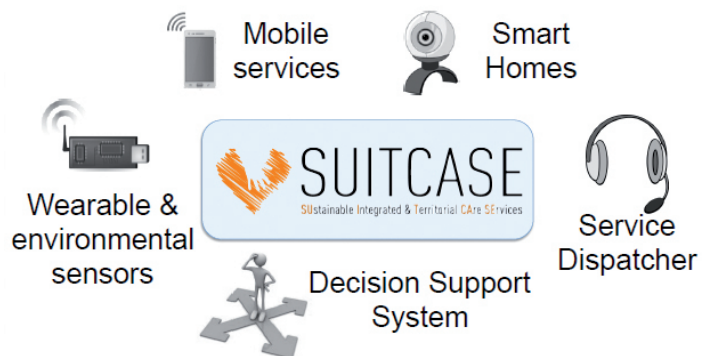
skills, both social, technological and functional.

The platform, accessible from web based console, has features designed to support the operator in assessing needs and in providing a tailor made service that ensure meeting the needs of the person (eg. customised service that includes a mix of health care, welfare and daily help services).

NECESSITIES

Safety

It means to live independently in one's home without giving up the assistance services.





Domotics for ambient assisted living is the right answer. It is represented by a series of sensors installed in the home or wearable by the person and are able to prevent the occurrence of dangerous situations such as fires, gas leaks, spills. These sensors work H24 and are always connected to the operations centre to which they transmit information for the prevention and succour in case of negative events.

Social inclusion

It represents the need of the person to keep alive relationships and to avoid marginalisation and social exclusion.

SUITCASE through a variety of adequate devices, such as tablet, smartphone or TV with appropriate interfaces allows the user to access a wide range of services ranging from the tele-assistance service, to the booking of a transport or a video call with his loved ones, etc.

Health

SUITCASE is designed to deliver telemedicine services, from simple ones

like a tele-consultation to more complex ones such as remote monitoring of parameters such as blood sugar level, or clotting factors for heart patients.

The system of SUITCASE services aimed at the citizens who live alone, with family or in residential facilities.

The platform offers an important support to the management of care facilities such as day care centers.

Through SUITCASE it is possible to formulate educational and care pathways that provide services as cognitive training, meditation services, or simply provide the guests of the structure with wearable sensors to monitor their movements, falls, sleep quality and geolocalization.

ADVANTAGES

- ▶ Improvement in the quality of life of users, operators and stakeholders
- ▶ Greater accessibility (economic and cultural) to care services
- ▶ Sustainability and reduction of

care expenses thanks to the use of technologies

- ▶ Economies of scale as the number of citizens assisted gets higher
- ▶ Less personnel required for care activities
- ▶ Closer alignment of assistance services to people needs
- ▶ Introduction of innovative care and assistance services
- ▶ Better control of quality and performance of services
- ▶ Wide ranging of territorial and functional services
- ▶ Modularity and scalability of the service offered to individual users, public and private organizations
- ▶ Integrated and multi-dimensional management of social welfare and health services
- ▶ Simple, intuitive management of functionalities of the central system
- ▶ Paperless management of operations - documentary archives and information of third parties



Business Intelligence

QlikView
Partner



BI EMPOWERS BUSINESS USERS BY DRIVING INNOVATIVE DECISION-MAKING: CUSTOMIZED SOFTWARE APPLICATIONS DESIGNED TO RETRIEVE, ANALYZE, TRANSFORM AND REPORT DATA FOR AN INTELLIGENT BUSINESS.

This tool reads data that have been previously stored and gives Management a concrete opportunity to find the answers to all the questions which have had a high impact on company performance and which are usually difficult to identify, as they are divided between several archives (and gives **Middle-Management** the chance to assess the performance of the area for which they are responsible).

- ▶ Optimized analysis of data from different sources
- ▶ Fast consultation

- ▶ Customized reports
- ▶ User friendly

A **Business Intelligence** system reads data that have been previously stored in a **Data Warehouse (DWH)**: a platform where the information from the various areas of the organization are archived and managed. The **DWH** is a read-only system (meaning that users cannot add, modify or eliminate any of the data viewed) that can be adapted to different data mining requests, according to the type of user.





OUR PROPOSAL

GPI Group creates **Business Intelligence** solutions, first setting up a **Data Warehouse**, and afterwards a web reporting environment based on the **QlikView** platform. This method aims to consolidate the data from the various company sub-systems (suppliers, warehouse, clients, general accounting, management and control, etc.) so that data mining will be reliable.

Our system connects directly to the client's database, allowing you to use all the information rapidly without any integration problems.

ADVANTAGES

- ▶ Consolidate relevant data from multiple sources into a single application
- ▶ Explore the associations in your data
- ▶ Enable social decision making through secure, real-time collaboration
- ▶ Visualize data with engaging, state-of-the-art graphics
- ▶ Search across all data—directly and indirectly
- ▶ Interact with dynamic apps, dashboards and analytics
- ▶ Access, analyzing and capturing data from mobile devices

CONTACT

international@gpi.it



GPI

Solutions and Services Catalogue

➤ e-Payment Solutions



ARGENTEA
simple payments, easier life

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e-PS



ADVANCED TECHNOLOGIES AND INNOVATIVE ELECTRONIC PAYMENT SOLUTIONS FOR FAST AND SECURE TRANSACTIONS.

ARGENTEA was founded in 1985 at Trento city upon the initiative of the Credit Institutions of the Region and in 2009 it became part of GPI Group.

The idea was to create a company that could be well placed to monitor the Payment Systems Market and allied areas, by developing **innovative**

technologies and advanced services for fast and secure transactions.

ARGENTEA over these thirty years of history has maintained all its know-how and all certifications of the Bancomat Consortium so that, still today, it is a **certificated Banking Service Centre**; one of the few Service Centres completely free of the Credit Institutions.





PHILOSOPHY

In 2004 Argentea created **AMoney**, the **Integrated Multi-bank System** that allows to have on the same POS more TermId and started offering its customers the opportunity to buy POS directly by installing on their own AMoney modules.

Argentea has been developing its products on the terminals of the world's largest producers: **Ingenico, Verifone** and **Pax**.

OUR PROPOSAL

All our systems are customized according our clients needs.

AMONEY

the Integrated system of **Multibanca Payment** that allows more control and greater efficiency and continuity of transactions.

AMONEYWEB

customized **e-Commerce** solutions, MOTO payment and mobile payments.

AMONEYSMART

an innovative line based on modern technologies that allow to accelerate check-out at retailers cash desks by paying with one's **Smartphone and Fidelity Card**.

AMONEYVAS

a line dedicated to Value-Added Services that can be activated thanks to A-Money software and managed through a web portal of exclusive development.



AGTSERVICE

Argentea operates as a Terminal Manager offering services to Banks and Private Clients who already own or want to create a proper Point-of-Sale system (POS).

CONTACT

info@argentea.it

visit the web site

www.argentea.it



➤ Web Solutions



WE PROJECT AND REALIZE WEBSITES AND CONTENT MANAGEMENT SYSTEMS, EMAIL MARKETING SYSTEMS AND WEB-BASED APPLICATIONS IN COMPLIANCE WITH ISO 13407 "HUMAN-CENTRED DESIGN PROCESSES FOR INTERACTIVE SYSTEMS".

Our work focus on the user and aims to constantly improve the user experience and satisfaction.

We apply an approach which combines analytic methods (with proposals based on good practices guidelines) with empirical methods (working in direct contact with users).

This means that all our hypotheses developed in the office are systematically and accurately tested on users, first in free listing, card sorting and affinity diagram sessions and subsequently with usability tests on the navigable prototype.

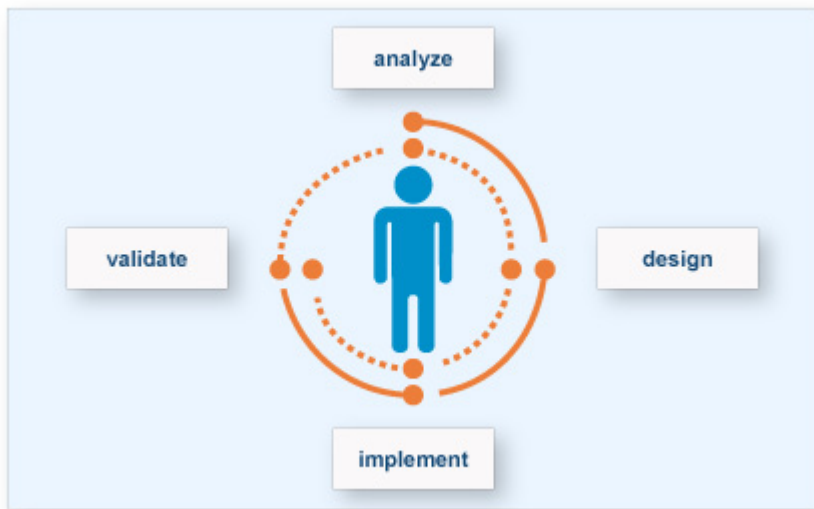
In order to meet all requirements on which a positive user experience is based, we have decided to systematically adopt the **User Centred Design (UCD)** methodology, described by ISO 13407:

- ▶ understand and specify the context of use
- ▶ specify the user and organisational requirements
- ▶ produce design solutions
- ▶ evaluate designs against requirements.

OUR METHOD

The procedure is based on a design-test-design process which always places the user and their mental framework, needs, knowledge and desires at the centre of attention.

- ▶ **Know the user:** it's not enough just to identify and categorize users, we also need to understand what they need.
- ▶ **Place the user at the centre of every phase of the design project:** it's not enough just to analyze the target in the initial phase of the process, we also transform the results of this survey into precise inputs in the final design of the solutions proposed.
- ▶ **Get users involved in the design** using free listing, card sorting, affinity diagram and focus group techniques.
- ▶ **Test all elements of the site,** because all parts of the site contribute to creating a positive user experience.



CONTACT
international@gpi.it



➤ Technology at the service of Construction

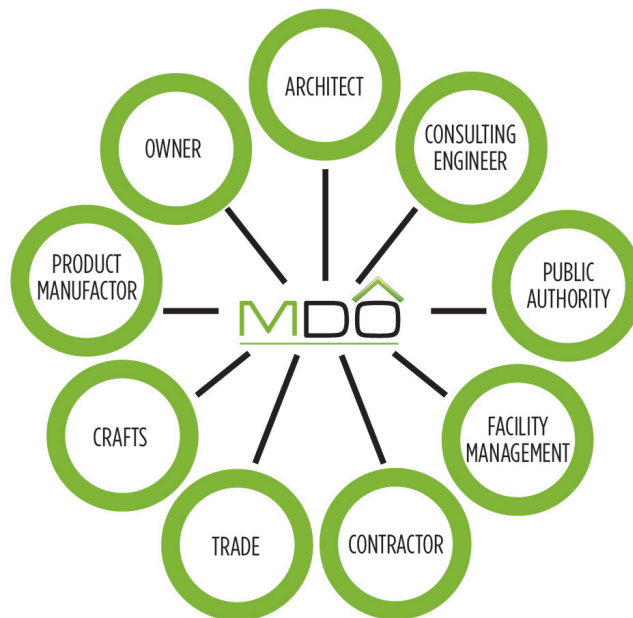


MOST ARCHITECTURAL AND ENGINEERING PROJECTS CREATE AN ENORMOUS QUANTITY OF DATA: TECHNICAL AND ADMINISTRATIVE DOCUMENTS, PERMITS AND MANAGEMENT INFORMATION. MDO IS A WORK'S GUIDE - IN ITALIAN MANUALE DELL'OPERA - THAT COLLECT AND ORGANIZE ALL INFORMATION ABOUT AN ARCHITECTURAL AND ENGINEERING WORK, DURING HIS ENTIRE LIFE-CYCLE.

It is very difficult to have an historical memory and fast availability, in a simple form, of technical and administrative information of a work in all his life cycle. Indeed, these information are spread between different subjects and stored in different archives. Moreover if we have some information or data, we don't know if it's correct or not.

All these documents have two main characteristics:

- ▶ they are not coordinated/structured in order to guarantee reliability;
- ▶ they are distributed between the numerous people involved in the project for various reasons (public authorities, designers, constructors, owners, maintenance staff, managers).





The absence of an archive and a lack of communication results in costs for public finance, with knock-on economic and social effects. A ethical approach in line with sustainable development goals requires correct management of resources and cost control throughout the life cycle of an architectural or engineering work: from its initial design (project), its creation (construction) and during its life (management and use).

MDO is a service using an “on-site” tool to take advantage of the technology available to check and provide all the information and data on a particular project. The approach focuses on the need to integrate assets, buildings, properties and facility management while guaranteeing that **the information is always available everywhere, secure and immediate.**

OUR PROPOSAL

MDO System is an orchestrator of data and relations, it manages constructions information trough integrated IT platforms, customized for specific needs

in terms of documents, maintenance or web-GIS.

In the world of ICT, technology rapidly becomes obsolete; the real assets are made up of services, databases, organization and qualified staff. Separating the service from the hardware and software technology allows **MDO** to avoid competing with systems designed to manage architectural/engineering projects (e.g. facility management), and instead act as a **tool to orchestrate the information from a range of sources.**

Furthermore, we use **latest cloud technologies** for being operative always, everywhere and immediately with any mobile device, and **SOA application cooperation** to avoid duplicating data and support the dialog between existing IT systems. The **MDO** service can be **integrated** with existing software and products (e.g. Land Registry, Municipality or Tax Office software, facility management products, etc.).



CONTACT

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➤ Infrastructure & Services



INNOVATIVE SOLUTIONS FOR NETWORKING, CUSTOMIZED FOR PRIVATE AND PUBLIC COMPANIES, WITH ASSISTANCE AND USER TRAINING SERVICES.

Solutions and services based on the real needs of clients, contributing to cutting operating costs and ensuring competitive advantages.

Our extensive **experience** and in-depth **knowledge of next generation technology** allow us to calibrate each product we propose to the client's business model, optimizing implementation and product release times. A team of reliable and skilled professionals guarantees a complete service, based not only on the efficiency of the solutions, but also on the **excellence of our assistance and technical support.**

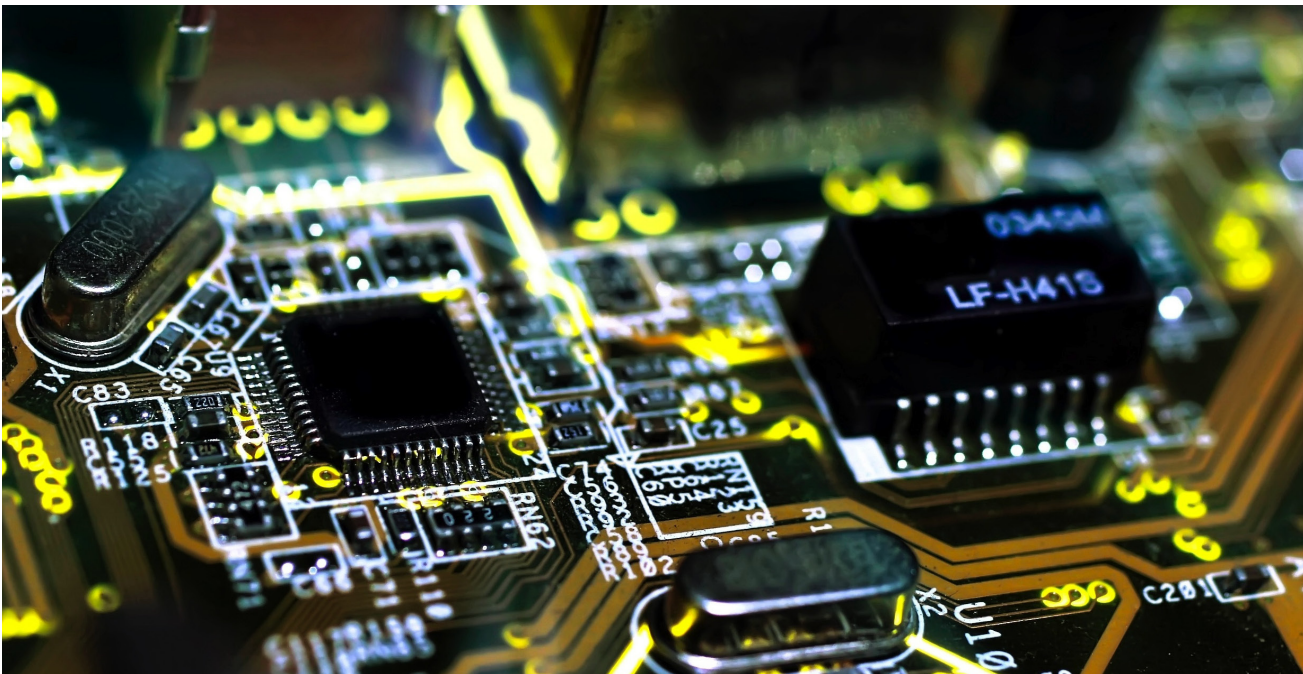
The GPI Group uses high level methodologies to control and manage all processes, in order to guarantee our clients a top quality service, in line with the highest professional standards.

GLOBAL ASSISTANCE SERVICE

A complete assistance service offered through a customized Service Level Agreement, to maintain all the hardware and software components of the information system in perfect efficiency, with the aid of specialist support. The Global Assistance Services allows clients to use their information system at full power, completely freeing them from the problems associated with purchasing and managing ICT infrastructures.

Our standard service includes:

- ▶ on-site supplies of personal computers and accessories
- ▶ installation of work stations, applications and servers
- ▶ operating management, maintenance and assistance for the entire system network
- ▶ supply of all the accessory services that allow clients to use the system at its best.



GLOBAL SERVICE ICT

A turnkey service with full responsibility for the maintenance of network, telecommunications and IT systems.

Global Service ICT includes a range of activities:

- ▶ order planning
- ▶ due diligence of existing systems
- ▶ assessment of their state and efficiency
- ▶ maintenance planning and management of call center and help desk
- ▶ supply of spare parts
- ▶ identification and coordination of internal and external resources
- ▶ activity recording
- ▶ progress monitoring
- ▶ analysis of ordinary and extraordinary costs
- ▶ performance indicator analysis

TECHNOLOGICAL PARTNERSHIPS

Our partnerships with the leading IT and TLC companies allow us to offer our clients the most advanced technology on the market.

CONTACT

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Research
+
Innovation

“Any technological advance can be dangerous. Fire was dangerous from the start, and so (even more so) was speech - and both are still dangerous to this day - but human beings would not be human without them.”

Isaac Asimov

The GPI Group understands the importance of research and innovation and invests in these values with courage and conviction.



CRG

GPI Research Centre



➤ GPI Research Centre



R+I



CRG



THE CRG - GPI RESEARCH CENTRE - WORK IS DEDICATED TO THE DEVELOPMENT OF SCIENTIFIC AND TECHNICAL PROJECTS, DESIGNING AND CONSTRUCTING INNOVATIVE SYSTEMS AND SERVICES AND RESEARCHING NEW METHODOLOGIES AND ORGANIZATIONAL APPROACHES, ESPECIALLY WITH REFERENCE TO THE E-HEALTH, E-WELFARE AND WELL-BEING SECTORS.

The GPI Research Centre was founded in 2011 as the natural evolution of the Research and Development Team - already active within the GPI Group for several years - in the conviction that a structure with its own identify and

goals would **add drive, value and vision to our work, while strengthening our relationship with the world of research.**

We have made investments, supported study grants and welcomed talented undergraduates and PhD students from all over the world. The CRG has **consolidated and extended our relations with national and international research bodies, universities, sector experts and potential users for our new products/ services**, in order to identify and set up advanced research projects.

In partnership with the Department of Engineering and Computer Science at the University of Trento we have participated in national and international research programs, achieving excellent results on a scientific and technical level and producing innovation.

Thanks to this experience, and with the aim of efficiently guaranteeing technology-transfer, the CRG maintains systematic collaboration contacts with the various Companies and Business Units

in the GPI Group, in order to transmit the new organizational and technical skills acquired.

OUR RESEARCH GUIDELINES

- ▶ Cooperation between social and healthcare services applications, with particular reference to the evolution of the Electronic Social and Healthcare Record, in response to the increasing complexity of the information necessary to construct citizen profiles, in compliance with data protection legislation.
- ▶ Management and control of clinical processes, with particular emphasis on preventive and operative assessment of clinical risk.
- ▶ Design of Ambient Assisted Living systems, available in homes or usable by citizens with mobile devices.
- ▶ Visions of the future of business, the new management and organizational models necessary to compete on an international level in the field of e-health/e-welfare services for citizens.



MAIN PROJECTS

- ▶ **ALERTS** / Assisted Living Enhanced by RFID-aware Territorial Services - Demo prototype of a solution for planning and surveying territorial services, based on RFID mobile phones and GIS data analysis.
- ▶ **AMICO** / Multilevel Integrated Assistance and Care Anywhere - Design and development of an architecture of services for the integrated management of assistance processes in social and healthcare services.
- ▶ **ACube** / Advanced monitoring and support system for assisted residences.
- ▶ **CaICe** / Call Centre - Experimentation to create a new Home Assisted Living system for Trento Local Authority.
- ▶ **Casalpina Incassa** / Advanced technology for interoperability between different systems (use of Dominion Gateways).
- ▶ **CSS** / Social and Healthcare File - Development and creation of prototypes for the interoperability system in the social and healthcare services field.
- ▶ **eCliniX** / Information system for managing Clinical data by Health Authorities.
- ▶ **MDO** / Construction Manual - Enabling metadata service to activate management of technical and administrative documents, the design and construction of the project, safety and maintenance issues in construction and management of real estate property; the service includes the creation of "tailor made" IT solutions using applicative cooperation standards and interoperability
- ▶ **MoPAL** / Mobile Palm for Assisted Living - Open Source technology for assisted living through palm-held devices, smartphones or mobile phones, modified and integrated by social workers/home care-givers. A platform for collecting data, monitoring, managing, reporting and analysis of planned social or healthcare services provided directly in patients' homes.
- ▶ **SimPAT** / Multichannel Tax Payment System - Manages the entire process that puts Citizens or Enterprises in contact with Local Authorities, Service Providers or Debt Collectors for the payment of taxes and public utility charges.
- ▶ **SIS-H** / Generic communications structure for hospitals allowing for the capture, analysis and communication of medical events.
- ▶ **sla@soi** / Service Level Agreement at Service Oriented Infrastructure - European project for technological infrastructures for boosting the services economy in a flexible and reliable way.
- ▶ **TREC** / Citizen Medical File - Personal health record for citizens, an online services platform for accessing, consulting, sharing and updating personal health documents through an internet portal.



IT FOR
HEALTHCARE
& WELFARE

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