



DIGITAL  
CONSULTING 

# Company Profile

# About us

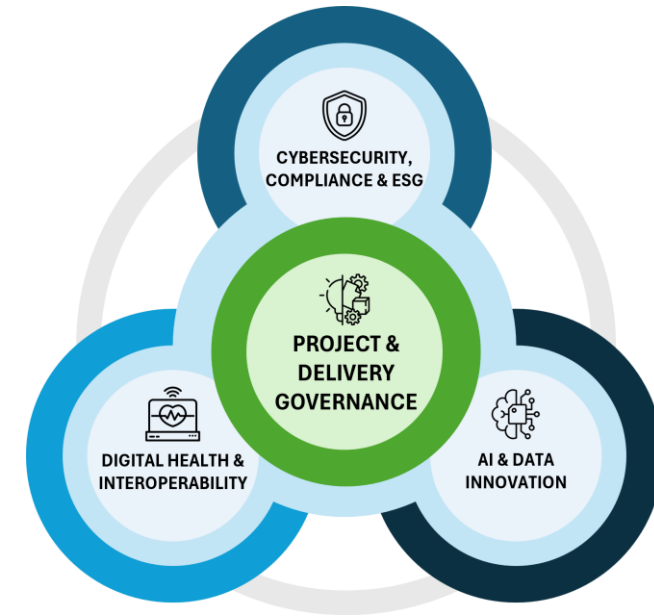
## ICT CONSULTING & EXPERTISE

- We are an **independent management consulting firm** specializing in the **digital** sector. For over 30 years, we have been supporting companies and organizations in tackling business challenges with innovative and customized digital solutions.
- Our team consists of **70 highly qualified consultants** with expertise in Public, Healthcare, Energy & Utilities, and Finance.
- **Our added value:**
  - Strategic and **independent** approach
  - Continuous **innovation** and investment in training
  - A skilled team with a **global vision**

## OUR PROJECTS



## SERVICES & CORE SKILLS



## ISA DISTINCTIVE ASSETS

- Since 2023, we have been shareholders of the **RIGEL Ventures fund**, which invests in **high-tech innovative startups**.
- We constantly invest in our **ISA Academy**, offering internal and commercial training programs on emerging topics.
- We are specialists in the integration of healthcare systems through **Mirth ESB**.
- We have **developed proprietary methodologies and tools** (e.g., AI Readiness Tool) with a **Gartner-aligned approach**, and modular frameworks for Data Governance and AI Strategy.

# Our lines of business

## PROJECT & DELIVERY GOVERNANCE

- **Services:** IT Strategy, Enterprise Architecture, Program Management, Business Analysis & BPR, IT Service Management, ERP Advisory
- **FTE:** 40
- **Certifications:** ITIL, PMI-PMP, Scrum Master, Prince2, TOGAF 9.2, ISIPM, IIBA-ECBA, IFPUG, COBIT
- **Main clients:** Gruppo Hera, Pfizer, Ministero della Cultura, OETC, SAR

## DIGITAL HEALTH & INTEROPERABILITY

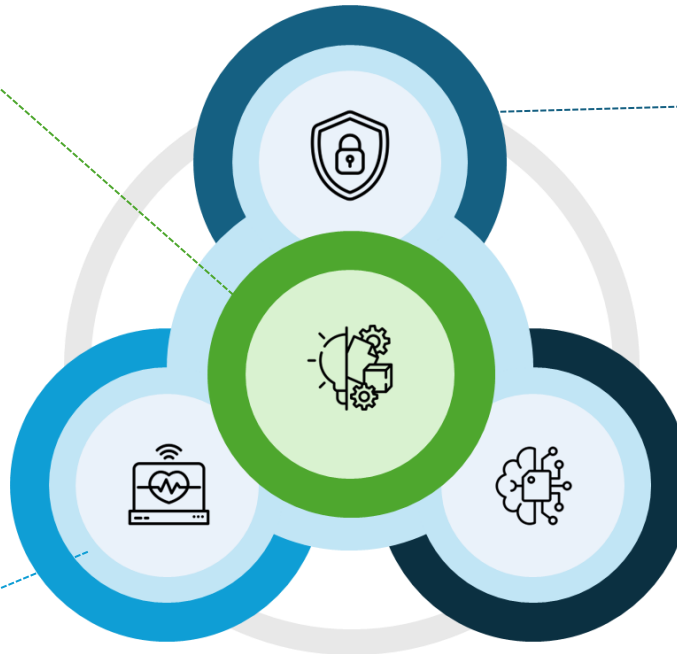
- **Services:** Interoperability Analysis & Implementation, Healthcare Program Management
- **FTE:** 10
- **Certifications & Technologies:** HL7
- **Proprietary tools:** ESB Mirth Connect
- **Main clients:** InnovaPuglia, ASP Ragusa, Dipartimento Per La Trasformazione Digitale, Regione Campania

## CYBERSECURITY, COMPLIANCE & ESG

- **Services:** BC/DR, IT Cybersecurity Architecture & Design, Cybersecurity Policies & Procedures, ESG Advisory, Software Asset Management
- **FTE:** 10
- **Certifications:** TOGAF, CISM, CISCO Cybersecurity Essential, ITIL, ISO14064 e ISO14067 Lead Auditor, SRG88088 Auditor
- **Main clients:** Autostrade per l'Italia, EFSA, Aria, SIAE, Costa Crociere

## AI & DATA INNOVATION

- **Services:** AI Advisory & Adoption, Data Governance, Data Strategy, Data Analysis & Analytics
- **FTE:** 10
- **Proprietary tools:** AI Act Readiness tool, AI Risk Management Assessment tool, PRISM Use Case tool, TalentGPT
- **Main clients:** OOMCO, EFSA, Pfizer, ENI Plenitude



# Our main references per Industry (1/2)

## PUBLIC SECTOR



- IT Service Management model design
- Project Portfolio Management
- Micro services Architecture Design
- CRM Processes Design
- CRM & BI Software selection
- Business Continuity Assessment & Disaster Recovery Model Design
- Cybersecurity compliance & governance
- Software Asset Management
- Business Analysis

## HEALTHCARE



- Interoperability analysis and implementation of healthcare systems
- Business Process Re-engineering
- Enterprise Architecture review and optimization
- IT Governance and analysis of healthcare processes



# Our main references per Industry (2/2)

## ENERGY & UTILITIES



- Digital Strategy
- Data Strategy & Governance
- Data architecture
- Software asset management
- Portfolio, program & project management
- Application Portfolio sizing
- Business Continuity Assessment & Disaster Recovery Model Design
- Business analysis
- ERP Assessment

## BANKING



- Portfolio, program & project management
- Enterprise Architecture
- Data Governance
- Business Continuity Assessment & Disaster Recovery Model Design
- CMS
- Cybersecurity compliance

## OTHER PRIVATE



- Asset Monetization Strategy
- Project Management & PMO
- Business Continuity & Disaster Recovery Plan
- Enterprise Architecture
- Data management

# ISA Academy

ISA Academy is a **specialized program designed to develop expertise in innovative fields** such as Data and Artificial Intelligence, integrating cutting-edge methodological frameworks and high-level strategic support.

The following workshops have been delivered so far:

## AI Advisory



AI Foundation  
AI Governance  
AI Use Case Prioritization  
AI Risk & Cost Management  
AI BPR

## Data Advisory



Data Advisory Foundation  
Delivery Data Advisory Projects

## Outcome & Value of the program

- **Operational assets and tools:** the program is not just theoretical; a **set of ready-to-use tools and toolkits** has been built to standardize the quality of our delivery, such as *the AI Act Readiness tool*, *AI Risk Management Assessment tool*, and *PRISM Use Case tool*.
- **Investment in skills:** ISA Academy has delivered a total of **30 hours of training**, consolidating internal know-how on innovative technologies and methodologies.
- **Global quality standards:** thanks to the strategic support of Gartner over a **2-year joint journey**, the contents and methodologies are aligned with the highest market standards, guaranteeing our clients up-to-date and high-level consultancy.

# Evidence-based resource selection and management

## TARGETED SELECTION BASED ON CERTIFIED SKILLS

- Updated internal DB with **validated CVs and verified certifications**
- **Resources with documented experience and full traceability**
- **Continuous selection** based on market demands
- **Further recruiting via structured channels** (universities, accredited agencies, referral networks)
- **Every profile is known** in terms of skills, fields, and feedback



## PERFORMANCE UNDER CONTROL, VALUE UNDER OBSERVATION

- **Constant monitoring** of progress, activities, milestones, and deliverable quality
- **Tracked skills and performance**
- **Early identification of critical issues and upskilling needs**



## INTEGRATED AI ASSESSMENT FOR DATA-DRIVEN DECISIONS THANKS TO TALENTGPT

- **Multi-dimensional assessment process** based on technical skills, soft skills, and project consistency
- **Process supported by advanced digital tools** (such as our AI matching platform **TalentGPT** integrated with the Altamira database) with supervision by the HR team.



## STRUCTURED FEEDBACK FOR EFFECTIVE REALLOCATION

- **Request for feedback from managers** in both qualitative (behavior, autonomy, collaboration) and quantitative terms (meeting deadlines, quality of deliverables, contribution to goals)
- **This feedback is used to evaluate reallocation** to future projects and the professional evolution of resources



30+ YEARS OF EXPERIENCE

100+ ACTIVE RESOURCES IN THE LAST 3 YEARS

250+ CANDIDATES AVAILABLE IN OUR DB

50% GENDER BALANCE

# Our services

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# Project & Delivery Governance

- **BUSINESS ANALYSIS & BPR**  
Analyzing and redesigning operational processes to eliminate inefficiencies and align the organization with new market standards
- **IT SERVICE MANAGEMENT**  
We manage IT services to ensure alignment with business needs, optimizing costs and improving service quality
- **PORTFOLIO, PROGRAM & PROJECT MANAGEMENT**  
We manage initiatives to ensure successful delivery of projects and programs
- **TEMPORARY MANAGEMENT**  
We provide interim management solutions to address leadership gaps
- **IT STRATEGY**  
We design IT solutions to support business objectives and sustainable growth
- **ENTERPRISE ARCHITECTURE**  
We support the process of transforming business strategy into structured organizational change, through the definition and evolution of architectural principles and target models that describe the future state of the enterprise and guide its implementation
- **ERP ADVISORY**  
We guide companies in making strategic and operational decisions related to the adoption and management of ERP systems

# Project & Delivery Governance - Team & References

## TEAM

We have a multidisciplinary team skilled in **supporting organizations in translating strategic goals into concrete interventions** on infrastructure, processes, and technologies, ensuring flexibility and consistency with the operational context.

Our professionals, with consolidated experience in high-complexity operational contexts, lead digital transformation initiatives with a **structured approach and long-term vision**.

OVER  
**40**  
PROFESSIONALS

## MAIN REFERENCES

### Pfizer

#### System Integration (NSO)

Project management and business analysis activities for the integration of the electronic order management tool with the Order Sorting Node (NSO) launched by the Ministry of Economy and Finance. We supported the Client throughout all project phases, from requirements definition to test execution and training on the new process.

### Ministero della Cultura

#### PMO for the Public Administration

PMO activities supporting the “Creation of a permanent and medium-to-long-term digital archive” Program. The scope included the integrated management of work progress (SAL), project collaboration tools, planning, control, and reporting, as well as the definition of the governance system, quality standards, and economic-financial management.

### DPCOES

#### Governance & Digital services

Technical and operational coordination for the creation of two digital platforms and a local service center to support administrative strengthening interventions. Activities covered process analysis, agile development, project coordination, technological assessment, and the creation of a portal for operational support and monitoring of interventions.

### EFSA

#### Salesforce

CRM project in the public sector, launched on an organizational scale, to enable stakeholder engagement, transparent management of institutional relations, and traceability of interactions between citizens and the public administration. The second phase introduced a continuous evolution model based on cross-functional teams, greater business involvement, and agile governance.

### Lottomatica

#### Governance model, procurement

Definition and application of Corporate & IT Governance processes, policies, and standards to ensure alignment between technology strategy and business needs. Operational management of Cost Control, focusing on budgeting, planning, and forecasting activities, and support for Procurement processes. Supervision and monitoring of Data Center-related projects in the role of PMO.

# Cybersecurity, Compliance & ESG

- **IT CYBERSECURITY ARCHITECTURE & DESIGN**  
We define solutions to protect your corporate IT systems from digital attacks
- **CYBERSECURITY POLICIES & PROCEDURES**  
We develop and implement security policies to protect your organization
- **BUSINESS CONTINUITY & DISASTER RECOVERY**  
We develop a plan to protect business operations, ensuring continuity and recovery after emergencies
- **SOFTWARE ASSET MANAGEMENT**  
We manage software resources to optimize costs and ensure compliance
- **ESG ADVISORY**  
We help businesses align with environmental, social, and governance standards

# Cybersecurity & Compliance - Team & References

## TEAM

We possess consolidated expertise in the **integrated management of technological risks and regulatory compliance.**

Our professionals operate in highly sensitive regulatory environments, leading control, security, and compliance initiatives with a **rigorous, value-oriented approach.**

OVER  
**10**  
PROFESSIONALS



## MAIN REFERENCES

### Banca Popolare di Milano

#### DORA regulation

Disaster Recovery and Cybersecurity process review and alignment project in compliance with DORA regulations, focusing on digital operational resilience, continuity of critical services, and compliance with European regulatory requirements for the financial sector.

### Autostrade per l'Italia

#### ISO 27001 and Security Governance Processes

Design and formalization of Cybersecurity processes to ensure full compliance with ISO/IEC 27001 standards, covering incident management, risk management, SDLC, perimeter security, and vendor management. The initiative also included the revision of the Business Impact Analysis, Risk Management processes, and DR/BC plans updated to meet business requirements.

### Costa Crociere

#### Business Continuity & Disaster Recovery Plan

Design and implementation of a multi-level cyber robustness strategy to enhance system resilience and reduce disaster recovery time. Key elements introduced include snapshot mechanisms, automated controls, network segmentation, advanced runbooks, and team training for severe compromise scenarios.

### SIAE

#### Software Compliance

Analysis of owned licenses to verify the compliance of the software listed in the Catalog, following an audit of the installations in the Data Center (CED). Reconciliation of detected usage against owned licenses and gap analysis aimed at highlighting elements of compliance/non-compliance and providing recommendations on software usage.

### EFSA

#### Enterprise Architecture

Architectural analysis and redesign aimed at the strategic migration of a core application system to the Azure cloud, including technical and economic assessment, mapping of existing workarounds, and the definition of a structured migration plan..



# Digital Health & Interoperability

- **HEALTHCARE DIGITALIZATION STRATEGY**  
We design strategies to modernize and digitalize healthcare systems for improved efficiency and patient care
- **INTEROPERABILITY ANALYSIS & IMPLEMENTATION**  
We analyze and implement solutions to ensure seamless data exchange between healthcare systems thanks to our Cooperation Service Bus
- **HEALTHCARE PROGRAM MANAGEMENT**  
We oversee and manage healthcare initiatives to ensure successful delivery and alignment with organizational goals
- **PROCESS MONITORING**  
We track and optimize healthcare processes to enhance performance and outcomes

# Digital Health & Interoperability - Team & References

## TEAM

We possess specialized expertise in the **design and integration of digital systems for the healthcare sector**, with a focus on interoperability, data quality, and the continuity of clinical processes.

Our professionals operate in full compliance with privacy and security regulations, leading digital transformation initiatives that **improve operational efficiency and the delivery of healthcare services**.

OVER  
**10**  
PROFESSIONALS



## MAIN REFERENCES

### Regione Campania

#### Support for Digitization and Systems Development

Digitization of regional healthcare processes. Development of systems to support the operational activities of healthcare workers. Tier 2 Help Desk for enabling platforms used in Vaccine management and registration and Contact Tracing; incident management and resolution via the ServiceNow platform and management and use of the Salesforce CRM.

### Regione Calabria

#### Agenda digitale

Analysis, organizational, thematic, and functional support for the Digital Transformation Officer (RTD). Support for procedural and regulatory alignments in accordance with the requirements of the Three-Year Plan for IT in Public Administration. Support in completing the AgID Questionnaire for the entity's ICT spending survey.

### InnovaPuglia

#### ESB Implementation and Cooperation Systems

Architecture design, coordination of development and testing, release, and documentation of an integration solution (Cooperation Service Bus, ESB) for the regional-level implementation of automation between public and private healthcare information systems in the field of Electronic Medical Records.

### Dipartimento per la Trasformazione Digitale

#### Fascicolo Sanitario Elettronico 2.0

Project management support activities for the enhancement of the Electronic Health Record (FSE) 2.0, aimed at ensuring its adoption, uniformity, and accessibility across the national territory for both patients and healthcare professionals.

### ASP Cosenza, ASP Ragusa

#### ESB Implementation and Cooperation Systems

Architecture design, coordination of development and testing, release, and documentation of an integration solution (Cooperation Service Bus, ESB) for the implementation of automation between public and private healthcare information systems in the field of Electronic Medical Records.

# AI & Data Innovation

## AI ADVISORY & ADOPTION

We identify and analyze all elements, from use cases to risks, costs, and adjustments on data and processes, to ensure the success of your corporate AI projects

## DATA ANALYSIS & DATA ANALYTICS

We provide tools and expertise to analyze data, gaining valuable insights for strategic and operational decision-making

## DATA STRATEGY

We help companies define a strategy to leverage data as a key resource to achieve business objectives

## DATA GOVERNANCE

We implement policies and processes to ensure data quality, security, compliance, and effective management of business data

## DATA MANAGEMENT

We offer solutions to efficiently and scalably organize, integrate, and maintain data

# AI & Data Innovation - Team & References

## TEAM

We possess advanced **expertise in strategic data management and AI**, with experience in the analysis, integration, and valorization of information to support decision-making.

Our professionals lead initiatives focused on **improving data quality and operational efficiency, enabling a conscious and reliable use of information assets**.

OVER  
**10**  
PROFESSIONALS



## MAIN REFERENCES

### OOMCO

#### Enterprise Data Strategy Program

"Execution of a Data Maturity assessment, definition of the enterprise-level data strategy, and design of the data governance framework to ensure effective data management and alignment with organizational goals.

### EFSA

#### Feed classification & feed consumption database

Mapping of existing models and classification methodologies related to feed consumption; development of a database model for feed classification and consumption. Identification of the technological solution and development of a POC (Proof of Concept) based on the identified model.

### ENI Plenitude

#### Data Repository Software Architecture

Architecture of the Data Repository software based on Oracle and DataStage; this tool enriches the accounting flow from SAP—preparatory to Excise Declarations—with aggregate information for industrial accounting processes, analyzed through a reporting set configured via SAP BO.

### Pfizer

#### Establishment of a Master Data Management System

Implementation project of a Master Data Management (MDM) platform to centralize product data management, improving quality, control, and automation. Launched in a complex environment characterized by heterogeneous sources and heavy manual processes, it involved IT teams, data management, and client-side stakeholders.

### EFSA

#### AI & Ontologies Governance

End-to-end project to introduce AI into product management processes, including production release, dedicated governance, and tailored operating models. It features pilot POCs on technologies such as Copilot and taxonomies to accelerate risk assessments and test new capabilities in regulated environments.



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