



DOXEE: AGREEMENT SIGNED WITH LEADING MULTINATIONAL UTILITY GROUP

Personalized multi-channel communication and dematerialization of payment processes are at the heart of the project

Modena, 4 giugno 2020

a leading high-tech multinational company offering products in the Customer Communications Management (CCM), Digital Customer Experience, and Paperless sectors, today announced that it has signed an agreement with a leading Italian multinational group in the Utility sector to provide advanced digital services.

The agreement, which will last two years, provides for the payment of around €800,000 annually, based on the services activated and on the volumes of data and documents estimated by the customer in the coming months. The agreement includes the comprehensive and synergistic use of all Doxee product lines.

The project will provide the customer with digitization of mission-critical processes for innovative multi-channel communication to end users and will support the complete dematerialization of electronic invoicing and payment processes.

Doxee will provide post-billing and credit communication services for the Group's business and consumer customers, enriching digitization process with innovative back end and optimization solutions through SaaS cloud services. The services range from the acquisition and processing of customer and user data to the management and support of billing, invoicing, and digital payment processes.

Sergio Muratori Casali, CEO of Doxee: *"We are proud to have signed this important contract and to be able continue to support our customer in this strategic sector. For a large organization, having a clear vision of its digital transformation process and of the value that it wants to create for customers is a fundamental prerequisite for being open to new business perspectives and new models for the relationship with users. The wide range of services and opportunities made available through the Doxee platform will provide additional leverage to strengthen our customer's competitiveness on a global level".*

The **interactive experience** products, and in particular **Doxee Pweb®**, will be made available to offer highly interactive contact points to ensure and promote digital payments.



Doxee Pweb® will be used to deliver interactive documents for billing to support greater customer loyalty through the creation of targeted and personalized content that allows customers to purchase new services in a fully digital way.

The agreement also includes the **document experience** product for the automated management of documents in the cloud, from template design, to document creation, and distribution to the end user through multiple delivery options. Doxee will provide a full cloud solution for the complete management of the Customer Communications Management system.

Finally, Doxee will provide its **paperless experience** product line for secure end-to-end management of the entire electronic invoicing process, billing processes, and digital storage of receipts from the interchange system, in full compliance with Italian and European regulation.

This press release is available on the website www.doxee.com in the [Investor Relations](#) section and on 1info.it

DOXEE

Doxee (DOX:IM – ISIN IT0005394413) is a multinational hi-tech company and a leading provider of products for Customer Communications Management (CCM), Digital Customer Experience and Dematerialization. Doxee offers innovative technology products based on Doxee's proprietary platform and delivered in cloud mode to over 200 Enterprise companies to ensure scalability, flexibility and reliability for mission-critical processes. Doxee products are a powerful tool for dynamic innovating communication strategies between the company and its customers, since they enable the creation of personalized and interactive relationships using digital machine learning and natural language processing technologies. For more than 10 years, the company has invested 13% of its revenues in Research & Development, with the goal of ensuring technological excellence and reliability. In addition to our constant commitment to R&D, Doxee promotes a working environment where our young people—highly educated and technologically skilled—are the key to boost innovation from within. Doxee is an innovative SME headquartered in Modena, and offices located in Rome and Catanzaro, Italy, in the Czech Republic, and the United States. www.doxee.com

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