



PRESS RELEASE

CUSTOM WON POSTE ITALIANE'S TENDER FOR THE PRODUCTION AND SUPPLY OF MULTI-SERVICE KIOSKS FOR THE POLIS PROJECT. CUSTOM GROUP HAS DESIGNED AND PROVIDED AN INNOVATIVE TECHNOLOGY SOLUTION TO IMPROVE THE SERVICES AIMED AT CITIZENS THROUGHOUT ITALY

Parma, Feb. 19, 2024- Custom Group was awarded Poste Italiane's tender for the supply of multi-service kiosks. The "Polis Project - Digital Service Houses" is a social inclusion program conceived to convey the Public Administration's telematic services into Post Offices, with the creation of proximity "One Stop Facilities" in 6,933 municipalities with a population of less than 15,000 inhabitants. A project featuring Custom Group's technology, which has succeeded in creating self-service kiosks to be installed in post offices, where citizens will be able to request advanced public administration services (e.g., registry certificates). Custom Group will be thus providing an innovative solution capable of helping all citizens to save time on the one hand, and expediting the use of those digital solutions that will simplify the relationship between citizens and the Public Administration, with a cross-cutting approach throughout Italy.

Custom, an Italian company with headquarters in Parma, is a leader in Retail automation in the domestic market and worldwide, and combines different know-how and design skills based on hardware, software as well as pre- and after-sales service solutions in vertical markets, where technology and innovation are important and distinctive elements. This unique company won the tender for the production of more than 4,000 kiosks. Custom is therefore starting a new phase in its history, involving the expansion of technology solutions and services for citizens. This project, that was first deployed in Italy in 2023, will last for 5 years, and will also be the basis for fostering technological solutions already provided by Custom Group to the postal sector, such as parcel-weighing scales, counter scales, and printers found in queue management systems.

The Project Manager, Corrado Di Luca, Head of Large Enterprise Business said: "Kiosks play a crucial role within the scope of the Polis project, and will support all citizens by delivering digital solutions capable of making everyday life easier, ensuring the best service and security. We are proud that this project, a complex one as to technical features and requirements demanded Poste Italiane, has been launched in Italy thanks to the know-how and strength that only Made-in-Italy products can provide, both in terms of technology and culture".

Carlo Stradi, President of Custom Group: "Working in team with Poste Italiane to implement a unique project, capable of shooting the entire Italian area into a new, more digital, easier and more efficient scenario represents the acknowledgment of our daily commitment to investing in cutting-edge technologies. This project once again highlighted the major role played by technology and, above all, by the proactive listening skills of one of Italy's leading companies, which followed the path of digital transformation to best support the evolution and cultural progress of the entire Italian population. As a

World Headquarters

CUSTOM S.p.A. Via Berettine, 2/B - 43010 Fontevivo Parma ITALY / Tel. +39 0521 680111 - Fax +39 0521 610701

VAT: IT02498250345 Share capital: 6,000,000 € Fully paid in/ Business register of Parma No.IT02498250345 / REA No. 243435

info@custom.biz - pec@pec.custom.biz - www.custom.biz



matter of fact, the Polis project will allow citizens to request different types of services in self-service mode, using a single access point 7 days a week, 24 hours a day. Polis will also contribute to greater energy efficiency and will boost green mobility through the installation of 5,000 charging stations for electric vehicles and 1,000 photovoltaic systems. For this reason, kiosks will be also equipped with energy-efficient systems that remotely turn off peripherals so as to reduce overall power consumption.

Highlights

- Manufacture and supply of more than 4,000 kiosks with virtual counter functionality;
- 2-month project involving a dedicated team of 14 people;
- Technological convergence to create unique synergies between hardware and software environments, with the aim of improving services to citizens;
- 2 Custom printers (VKP 80III and KPM 216), 1 A4 scanner, dedicated webcam, touch monitor, ultra-high performance PC, environment video camera, audio/video communication system with specific features and arrangements for people with disabilities, and SW platform for user support management, even in remote mode, by trained operators;
- Remote monitoring and management platform for the installed fleet.

CUSTOM S.p.A.

Custom is a "Hi-Tech Solution Company" that integrates different know-how and design expertise based on hardware, software, as well as pre- and after-sales service solutions in vertical markets, where technology and innovation are important and distinctive elements. Founded in Parma in 1992 by Carlo Stradi and Alberto Campanini, the Group's priority is to carefully listen to the market, with the aim of providing integrated printing, scanning, data reading and public service automation solutions.

CONTACTS

Head of Media & Institutional relations: Alexander Mastropasqua
Tel. 0521.680111 - Mobile +39 334 6896730 - a.mastropasqua@custom.it
info@custom.biz

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