

Italgas and Salesforce: Strategic agreement for the development of a solution to digitally transform the Capital Deployment activity

Milan, July 29, 2021 – Italgas, Italy's leading player in gas distribution and third in Europe, and Salesforce, global leader in **Customer Relationship Management (CRM)**, signed a strategic agreement aimed at optimizing Italgas Capital Deployment through advanced digital solutions.

The agreement is part of a broader transformation journey launched in 2017 with over 2 billion Euros investment, which aims at enabling Italgas to become the world's first utility with a fully digital network.

The agreement will see Bludigit, the Italgas Group's IT new company, leverage the Salesforce platform to support capital deployment, create new ways of working and boost productivity across the Group, ensuring investments are effectively delivered on time and within budget. This includes:

- optimizing each phase of capital deployment (from investment planning, to engineering design, permit requests to procurement, project execution to operations and maintenance), through the introduction of smart and flexible functionalities;
- automating information exchange across the different design and execution phases;
- providing end-to-end visibility across the entire investment deployment plan, to boost productivity and remove potential process bottlenecks.

*"If I had to represent the digital transformation journey - **commented Italgas CEO Paolo Gallo** - the most faithful image would be like a continuous flow. It would be a paradox if we were to consider it a conclusive process because there are always new opportunities to simplify projects and daily operations and make them more efficient. The agreement with Salesforce will enable us to further improve the efficiency of our processes and give new boost to the achievement of the sustainability targets included in our Strategic Plan that will contribute to the energy transition and the net zero goals".*

*"Salesforce is delighted to support Italgas on its digital transformation journey," said **Gavin Patterson, President and Chief Revenue Officer, Salesforce**. "With the Salesforce Customer 360 platform, Italgas will be able to build a single source of truth across the entire capex cycle, breaking silos through effective data integration and visualization and creating a step change in process efficiency".*

About Italgas

Italgas is the leading gas distributor in Italy and third in Europe: it manages a distribution network that extends for a total of about 73,000 kilometers through which it has distributed about 9 billion cubic meters of gas to 7.7 million users. The Group, including its non-consolidated subsidiaries, holds 1,888 gas concessions, with a historical presence in the country's major cities, including Turin, Venice, Florence and Rome. For more information on Italgas, visit: www.italgas.it.

About Salesforce

Salesforce, the global CRM leader, empowers companies of every size and industry to digitally transform and create a 360° view of their customers. For more information about Salesforce (NYSE: CRM), visit: www.salesforce.com.