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SERVIZI INTEGRATI DI SUPPORTO



## Who are

Integrated Support Services Ltd. (SIS) was founded in 2001 as an initiative of female entrepreneurship facilitated by the Lazio region. It operates in the logistics market, providing companies and institutions a set of integrated support services for “core business” issues.

The current scenario calls for companies to compete with a market-changing and increasingly globalized, there is therefore a need to focus primarily on the activities defined as “core” (central), in order to improve the competitiveness. In this context, therefore, it is useful to assign to qualified operators the “no core” to get benefits, both in terms of lower costs and higher quality of results.

Through its structure, experienced professionals and SIS partner companies provide goods, performances and deliver services related to the activities of its clients to improve their competitiveness in Italy, the European Union and abroad, with a logic of integration: from individual supplies to engineering services. SIS provides enterprises and organizations, with the usage of the latest tools, an integrated package of support services, basic logistics, maintenance and conduct installations including consultancy and design.



## Who are

### Offices:

about 350 square meters to support the storage.

### Operational space for the storage and packaging of materials:

approximately 4,000 sqm (in operation)  
expanded rapidly to other 9000 square meters.

### Staff:

25 employees and 15 part time collaborators activated depending on the needs and on workload peaks.

### Turnover:

anno 2006 euro 1.350.000,00;  
anno 2007 euro 2.245.600,00;  
anno 2008 euro 1.650.000,00;  
anno 2009 euro 2.150.000,00 (estimate)

### Clienti:

- Enel SpA
- Enel Servizi
- Enel.si
- Enel Energia
- IN & OUT SpA
- Gruppo Teleperformance
- GN Research
- Università la Sapienza  
Facoltà di Architettura
- Blue-Panorama Airlines SpA
- Exprivia Solutions.

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## Who are: operational organization

SIS has its experience, competence and ability to support management needs and the handling of goods, facilities and materials, using:

- An wholly owned operational structureconsulenti, professionisti e partner specializzati nei diversi settori
- consultants, professionals and partners specialized in different fields
- collaboration with qualified, experienced and referenced companies
- tools, resources and vanguard equipment
- IT applications for planning, management of databases and tools for computer and data management, preservation and dissemination of information heritage and business documentation.
- Facilities and equipment for integrated logistics.



## Who are: mission

Our mission is to provide integrated solutions and services that are able to operate effectively throughout the value chain, streamlining the processes of service delivery and making it at the same time, functional to the needs of the customer and consistent with the needs to reduce costs.

The provision of services through new modes of operation that are based on certain basic principles such as:

- management of activities through outsourcing arrangements with multi-year agreements, the identification of levels of service and measurable indices of quality, the identification of results / objectives that need be achieved, the ownership of responsibility.
- participation in a common framework for sharing, to the development of programs and services to improve the level of efficiency and the quality of integrated services.
- transparency and visibility in relation to the modes of supply and the delivery of services

SIS offers the best specialist in the areas of logistics and outsourcing and shares with you the plans for streamlining and development management services and support. Furthermore, SIS provides performances specified and prioritized, defined by the customer, and shares emergency situations and difficulties.



## Who are: experience

Experience in **SIS** is full of collaborations with companies and institutions with which we have experienced innovative solutions and developed increasingly fruitful partnership. This allows us to offer a wide range of integrated services, for customer needs, through analyzing the situation to understanding the critical points of the process and intervening in a precise and reliable way in terms of sharing risk and success.

The reliability of **SIS** provides the basis in the many experiences that have helped to develop a body of practical know-how and solutions that integrate a high flexibility and speed of service delivery. This allows to offer a highly skilled and specialized outsourcing, appropriate to the different customer needs.

**SIS** offers its experience, competence and ability to support management needs and handling of goods, facilities and materials from management processing to operations, from the availability of space for warehousing and storage to the packaging of goods, from the provision of shipments to their delivery, from the monitoring and reporting to the management of inventories and registries.

## Who are: values

To provide innovative solutions and efficient services SIS makes a continuous cultural, economical and organizational effort based on:



### Integration of services

Our customer goals are pursued through a strong customization and specialization of services in order to provide an effective and efficient outsourcing thus to create a significant competitive advantage. SIS performs a punctual analysis of the referenced context to understand new and innovative solutions helpful to the achievement of business goals.

### Competence, Professionalism, Specialization

The aim of adaptation and improvement of internal expertise in their respective areas of activity is pursued through training, which consequently results in a strategic lever of cultural change and of support to the growth of the company as a whole. Participation in business life and the sharing of strategies are essential prerequisites for achieving the goals and represent a real added value.

### Quality of results

SIS pays particular attention to deadlines and operational needs on services commissioned considering punctuality and competence essential elements in the responses to the requests of the Client. The transparency of the results obtained and adherence to agreed deadlines are essential for professional management and qualified services.

### Certification Process Quality

SIS has a management system for quality certification (n.12385/05/S) issued by RINA SPA (first issued 21/01/2005) and in accordance with UNI EN ISO 9001:2000 for the following fields activities: "Design and implementation of integrated services to buildings and facilities and provision of integrated logistics services".



## Who are: why choose SIS

SIS, in providing its organizational and operational support, puts **great emphasis** and **focus** on the customer needs, providing integrated services according to needs and priorities defined.

SIS participates, shares and manages situations of emergency assistance to the client, ensuring operational speed in identifying solutions, reduced time to intervention and reduction of discomfort.

SIS operates according to a logic of “service” (need satisfaction) responding to various requests from the client effectively and efficiently. The advantages that SIS can offer include the provision of specialized solutions and integrated services, especially in the field of integrated logistics, outsourcing and general services to support the needs.

SIS guarantees an individual specialization in each service, working directly and through experienced professionals and partner companies and at the same time creating an effective “coordination”

between them.

Simplification and integration of processes is done by working with an organic and total vision, ensuring **quality of services**, **high competitiveness** and **reduced costs**.

SIS is the only element which ensures the accountability of management and operational services entrusted to it, responding to all the operational, managerial and organizational aspects set by the client, by **compressing** or **eliminating** the costs through involving **several suppliers**, both reducing situations of interference that often occur between the various stakeholders involved.

SIS provides a continuous adjustment to market standards and to evolutions in international regulations through the updating and development of operational arrangements and instrumentation support.





## Services

Integrated Support Services, through partnerships and collaborations with other specialized companies, organizes and delivers services and integrated solutions for the following types of activities:

1. Integrated logistics services
2. Distribution & Delivery
3. General Services



## Integrated Logistic Services

The activity of integrated logistics covers the movement of flows of goods and materials and includes the management of the entire operational chain of storage and packaging from receiving goods to the control and encryption, from the storage to the preservation, from the packaging to the labeling, from inventory management to the coordination of administrative documentation.

More in detail the activities include:

1. storage of goods, handling and warehouse inventory management
2. assembly and packaging services (including packaging materials)



# Integrated Logistic services

## 1. Storage of goods, handling and warehouse inventory management

The services include:

- receiving goods: the control of containers / packages, taking charge on entry of goods at warehouse, administrative control of the transportation documents, collection of documentation and subsequent transmission thereof to the customer
- warehousing and storage of goods: adequate space for the storage of goods, tagging, ranking and storing in a rational way, in safe well-defined areas, internal storage and handling of goods.
- warehouse inventory management: inventory of goods, coding, implementation of specific database for encoding and quantity management, IT implementation for handling of goods, inventory update after each shipment.
- management information system: the provision of an information system to support the services accessible via the Internet (product/goods cataloging management, shipping requests, inventory, shipment, delivery, inventory, returns, updating of inventory, ...) or by sending to the client, the information periodically or following a specific request.

## 2. Assembly and packaging services (including packaging materials)

The service includes assembly, packaging, packing and labeling of goods and their preparation for shipment, including provision of packaging (envelopes, cartons, boxes, wooden packaging and special packaging).

## Distribution and Delivery



The activities include:

1. distribution / delivery and management accounts
2. freight shipments and exceptional shipments

### 1. Distribution / delivery and management accounts

The service provides for the distribution / delivery of the documentation, materials and goods throughout the national territory and, if requested, through the international one by means of specialized carriers. The service also includes the monitoring of deliveries and the provision of statistical reports.

More specifically:

- Reception and management of shipping orders (also by e-mail/internet or otherwise) sent by the client
- preparation and printing of the accompanying documents and / or shipments of DDT and its transmission to score labeling packages
- distribution and delivery of goods (shipments) or through our organization or by that of other professionals (carriers) throughout the country including the islands and international
- Monitoring the distribution to the control of delivery
- the collection of administrative documents for delivery of goods
- Management of stocks, resolution of poor services and complaints, assistance and information services
- Management of stocks, resolution of poor services and complaints, assistance and information services

### 2. Freight shipments and exceptional shipments

The service provides for the withdrawal and / or delivering of materials and goods with appropriate resources and dedicated staff to travel for both occasional and continuing or regular journeys, shipping and handling including exceptional handling (for packing, delivery or dimension) such as massive shipments and / or management of emergencies and peak workloads.



## General services

General services and work support, that the SIS is capable of delivering, are relevant to all those non-core business functions of companies, and are aimed to ensuring increased operational efficiency, including significant management cost containments.

In particular, activities in the complex include:

1. general services
2. reproduction management
3. management of consumables
4. mail services
5. activity and event support services (exhibitions, conferences, fairs etc.).

### 1. General Services

SIS is able to provide all the services needed for a specific and general support to the conduct of daily activities both temporary or emergency. These services, among which are also those essential to the ongoing of activities, include:

- buying office support for product research and acquisitions of budgets
- Operational management of contractual documentation, administrative and IT
- care management advertising
- assemblage and packaging of administrative and advertising documentation
- packaging and shipping documentation
- Management of furniture disposal, paper, toner and special waste
- transport of goods and people
- food vending and catering.



# General services

## 2. Reproduction services

For this category of services SIS is able to manage the following

- reproduction and binding copies (in black & white and colour)
- document scanning and digitizing data, data management and preservation in electronic format of appropriate data base
- CD reproduction
- management of remote archive files  
(with submission of documentation including the Internet)
- magnetic badge and coding of various kinds

## 3. Service Management of consumable materials

- Management of consumables EDP
- Management of stationary
- Management of spare parts and materials for equipment.

## 4. Mail Services

- services for shipments by mail (National Mail: priority mail parcels etc.)
- mail service between locations
- withdrawal / delivery vehicle
- express service (pony service and / or personal services).

## General services

### 5. Support services activities and events (exhibitions, conferences, fairs, etc)

- **Formation support :**
  - Reception, services, support and management
  - Space educational activities
  - Preparation of computerized classrooms
  - Preparation of layouts (furnishings, equipment, etc..)
  - Control, activation, management of electronic equipment and computer
  - Distributing training materials, documents, stationery, etc..
  - Packaging, assemblage and distribution of technical and scientific documents and possible printing and distribution
  - Signs, poster printing and entry badge courses.
  - Transport management (Transport organization, schedules, etc..)
  - Management and bookings.
- **Support for exhibitions, fairs, conferences and events**
  - Site checks, arrangements for executive projects and supporting documentation.
  - Research and purchase of materials and furniture made available to the staff and operations personnel,
  - travel organization (staff, materials, equipment etc..) Transport of materials
  - Coordinating organization and assemblage
  - Assistance during the fair: reception services, support and management (Network Technology, hostess, control, document distribution, etc..)
  - Dismantling and transport, storage of materials found.

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