

The Prime Minister visits the Technological Hub of Poste Italiane

The CEO Massimo Sarmi shows the Premier the new postal services control rooms and the innovative new services

The Italian Prime Minister, **Silvio Berlusconi**, today visited the **Technological Hub of Poste Italiane**, a hi-tech “quadrilateral” hosting the control rooms that guarantee the quality of postal services and security. The Premier was welcomed by the Managing Director of Poste Italiane, **Massimo Sarmi** and by the Chairman **Giovanni Ialongo**, who showed him how this “centralised intelligence” works and what it is used for. The Hub, the first of its kind in Europe, makes it possible to continually monitor the efficiency, quality and security of the postal service throughout Italy directly from Rome, and to intervene **in real time** to solve any problems that may arise. The strategy of investment in research and development implemented by Poste Italiane in recent years has made it possible to create an **integrated system of networks** that makes Poste Italiane a major infrastructure at the service of the public, businesses and the Public Administration.

The Hub is composed of a system of control rooms able to apply state-of-the-art technological solutions. The first to be completed was the **Services and Systems Control Room**, which ensures the effective, round-the-clock operation of the services provided in post offices, on internet and through the call centres. This was then joined by the **Logistic Flows Control Room** and the **Security Control Room**, from where a task force of specialists keep real-time checks on assets and on the delivery process – from the collection of correspondence through to the sorting process and on to delivery to recipients – and prevents fraud attempts or IT attacks, thus guaranteeing the functioning of the entire system and the security of both the Company and its customers. Sarmi then showed the Prime Minister the **Demo Room**, which offers the possibility to try out new generation services aimed at customers and the Public Administration, such as e-Government and e-Commerce services.

“This hi-tech hub” – underlined the MD Massimo Sarmi in his welcome to the Prime Minister – is the latest in a series of substantial investments that Poste Italiane has constantly been making in order to improve its logistic and technological infrastructures, already the densest and most wide-ranging in Italy, and make them even more accessible to the public. This on-going evolution – Sarmi added – has allowed the Company to become a candidate for working in partnership with the Public Administration, collaborating on important projects of major significance for society and on projects designed to simplify processes in order to help bridge the gap between the Institutions and the public”.