

Press Release

TIM SIGNS STRATEGIC AGREEMENTS WITH THE MAIN SUPPLIERS OF CUSTOMER CARE SERVICES

Rome, 20 July 2018

TIM has signed strategic agreements with the main players in the call centre services sector to manage customer relations. The agreements are part of the procurement optimisation project set out in the DigiTIM Strategic Plan presented last March and they will result in both cost savings and efficiencies in the planning and implementation's orders in accordance with the Protocollo d'Intesa signed by the main Clients of Contact Centre activities.

The agreements signed with the main suppliers (Abramo, Almoviva, Comdata, Ennova, Gruppo Distribuzione, Proattiva, Youtility) will last for two years (2018-2019) and will include both commercial and technical customer care services aimed at TIM's Consumer and Business customers.

The agreements were signed by TIM's CEO, Amos Genish, and take TIM one more important step towards the achievement of the DigiTIM Strategic Plan targets, while identifying a solution which offers security and continuity for all suppliers and at the same time maintaining the employment levels for workers in the TLC sector.

"We are particularly satisfied with the agreement reached with our partners," said Amos Genish. "It shows that we are on the right track with the implementation of our strategic plan, increasing productivity both for TIM and for our partners. With these agreements, the shared path undertaken with our main suppliers will allow TIM to offer the best customer support services for all our customers".

The efficiency and productivity gains generated through revised supplier agreements are a result of DigiTIM automation and digitisation of production processes on TIM's platforms as well as on those of its suppliers.

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