



## **With the acquisition of RBS Covisian strengthens its presence in the Customer Management sector for banking, financial and insurance services**

*The operation is strategic for the Covisian Group to consolidate its Italian leadership in the Customer Management division*

Milan, April 3, 2018 – Covisian Group, amongst the principal actors in the Business Process Outsourcing market, announces the acquisition of RBS, key Italian player in the customer management market for banking, financial, and insurance services, partner of the largest Italian groups and with offices in Milan and Rome.

Covisian is an Italian company with an expected turnover of over 180 million euros in 2018, 6,400 employees on 17 offices in Italy and abroad, founded on the initiative of the private equity company Aksia Group SGR SpA, majority shareholder of the Group.

Covisian consolidates its leadership with a growth strategy based on acquisitions and integrations (CSS, Vivocha and Telesurvey in the last year and a half) and is strongly oriented towards the innovation of its service models through investments in technology and expertise. Some unique initiatives include the Covisian Academy, with training courses in collaboration with MIP, the Innovation Labs (Covisian Labs), and the new offer of Next Generation Customer Engagement of Vivocha.

*"We believe that this operation, together with others we are evaluating in Italy and abroad, - declares Covisian President **Antonio Turroni** - significantly strengthens our position on the Italian market, which increasingly requires reliable operators that are willing to invest. The needs of our customers are constantly evolving and it is necessary to use our best expertise and investments in innovation to create the customer management models of the future".*

*"The banking, financial and insurance sector is a crucial target for those who want to be top players in our market - adds **Carlo Rosini**, new CEO of RBS and Covisian Deputy General Manager - RBS represents an excellent services suppliers for companies in this area. This operation will increase our ability to establish ever closer partnerships with companies, accompanying them in the digital transformation process".*

The founder of RBS **Alessandro De Angelis** will remain as President to guarantee the transition process, and declares satisfied: *"The Covisian Group represents for our company the best opportunity to continue the innovation path undertaken by RBS many years ago, always insuring to its customers high services quality together with a recognized specialized competence".*

Covisian was assisted in the operation by Pedersoli Law Firm, EY, De Luca & Partners and Russo De Rosa Associates.

In the transaction, Alessandro De Angelis was assisted by the Corporate Finance and M&A Advisory team of BPER Banca as financial advisor, and by CBA Legal and Law Firm for legal, tax and labor law assistance.

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The Covisian Group, Italian leader in contact center business process outsourcing, cooperates daily with companies in improving end customer management, providing updated skills and solutions based on the most sophisticated techniques for predictive data analysis. The group was founded in 2016, on the initiative of the private equity company Aksia Group SGR SpA, merging Visiant and Contacta. The Group's objective is to obtain € 180 million in revenue for 2018, currently has 17 offices distributed in Italy and abroad and works with 6,400 people.



[www.covisian.com](http://www.covisian.com)

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