

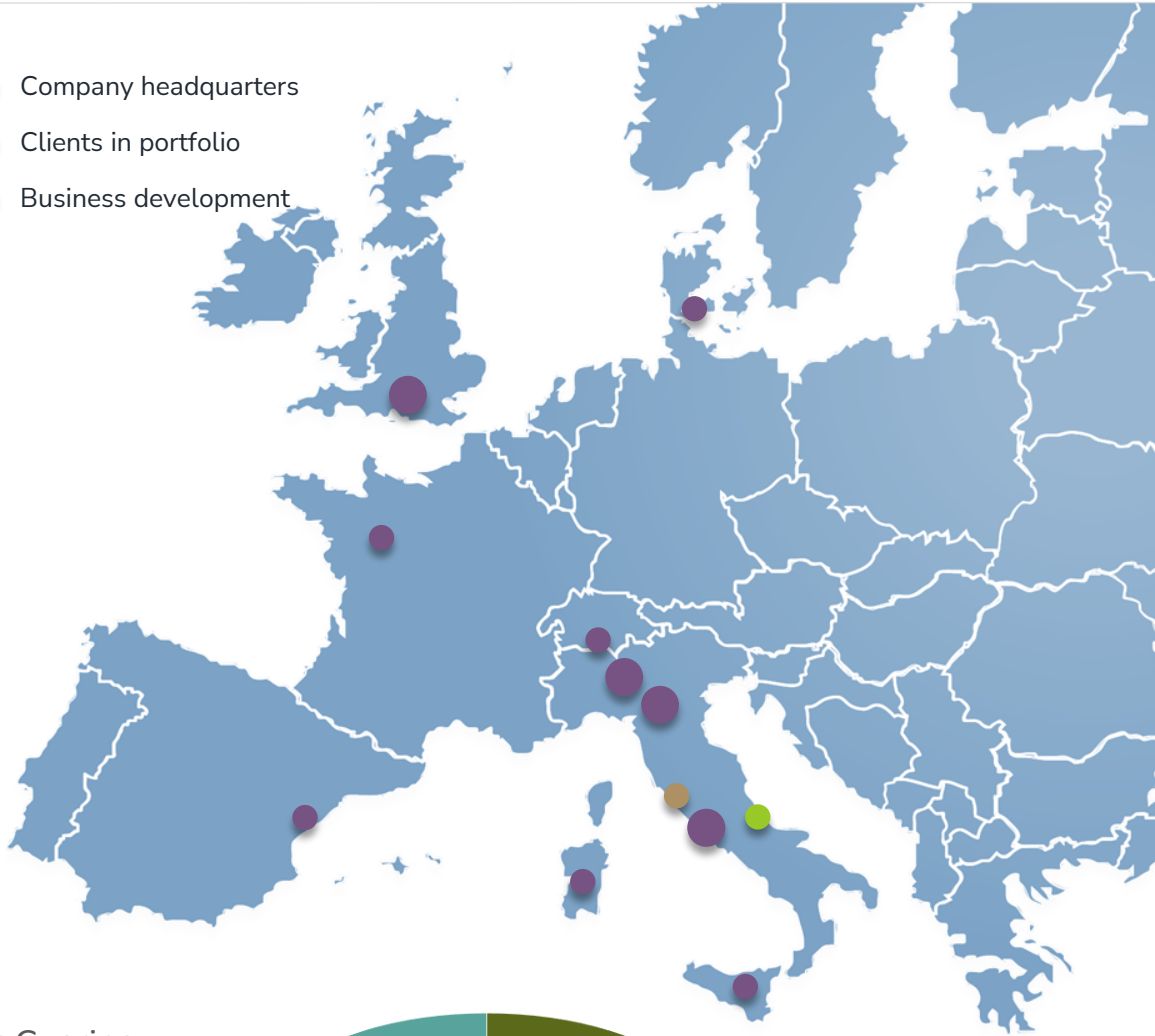
The logo for ZenShare Suite, featuring the word "Zen" in green, "Share" in dark blue, and "Suite" in a lighter blue font. A dark blue circle is positioned between "Share" and "Suite".

ZenShare Suite

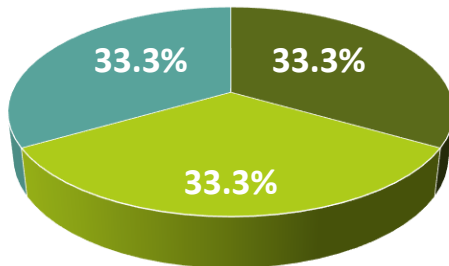
The text "ZenCRM Cloud" in a white, sans-serif font, centered on the page.

ZenCRM Cloud

- Company headquarters
- Clients in portfolio
- Business development



- Guarino
- Damiani
- Fazzini



**Interzen Consulting** is a consulting firm that operates nationally and internationally, focused on:

- Customer Relationship Management
- Project Management
- Document Management
- Electronic Orders
- Electronic Invoicing

**Company data**

- Limited Liability Company
- Share capital: € 100,092.00 euros
- Year of establishment: 1996

**Certifications, accreditations and qualifications**

- UNI EN ISO 9001:2015 quality certification
- UNI EN ISO 27001 certification: March 2023
- SDI Accreditation: PBV3TR8 (Electronic Invoices)
- NSO Accreditation: GTLWJSS6 (Electronic Ordering)
- Qualification as AP and SMP on PEPPOL network (Pan-European Public Procurement On-Line)

2

ZENSHARE SUITE






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## ZENSHARE SUITE

The Information Management System designed and developed by Interzen Consulting.

It is a cloud based platform composed by multiple integrated solutions.



-  **ZenCRM** (*customer relationship management*)
-  **ZenProject** (*project management*)
-  **ZenDMS** (*document management*)
-  **ZenE-invoices** (*electronic invoices*)
-  **Zen E-orders** (*electronic orders*)

# Lead to Cash

From the generation of **leads** to the creation of **invoices**.



## ZENSHARE SUITE

THE ONLY  
ITALIAN SUITE  
FOCUSED ON THE  
LEAD-TO-CASH  
PROCESS

# Lead to Cash



From the generation of **leads** to the creation of **invoices**.

# 2 SOLUTION

2.1 ZenCRM *(customer relationship management)*

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# ZenCRM

Functional  
macro areas





# FUNCTIONALITIES

4 application areas

Sales

SALES / Aziende

↳ NOME	CODICE
[H] ActionConsult	
[C] Albasoft srl	
[C] ALVEARE COOPERATIVA SOCIALE - ONLUS	alveare
[C] Amadeus Italia SpA	
[C] APT Gorizia	aptgori
[C] ASI - AGENZIA SPAZIALE ITALIANA	

Administration

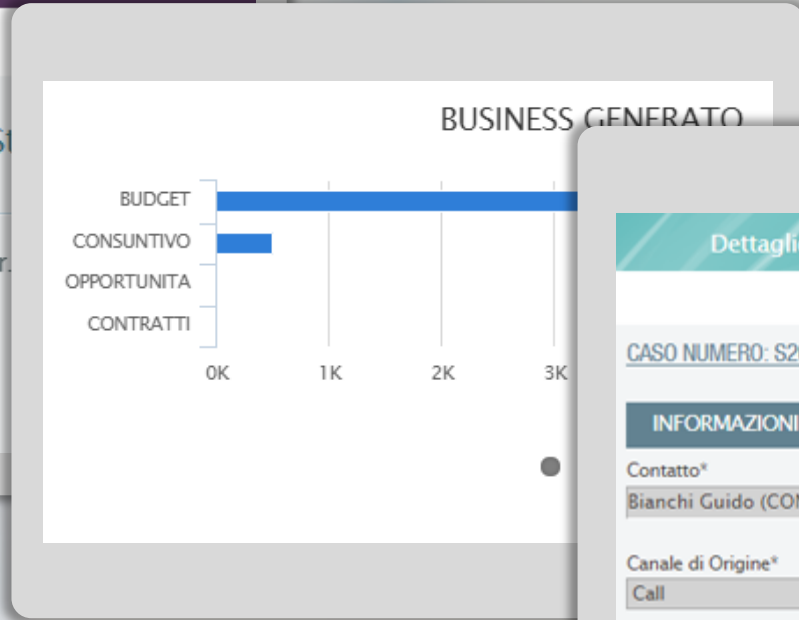
Contratto: ZenSharePA x StrategicPA – Lic

Scheda

ZenSharePA x S

Azienda: (pentamedia) PENTAMEDIA S.r.l.  
 Contatto: Sebastiani Giancarlo  
 Assegnato a: Carlo Rosetti  
 Periodo: 18/10/2019 – 31/12/2021  
 Codice Contratto: CO1900168

Marketing



Customer Care

Dettaglio caso

CASO NUMERO: S201800001

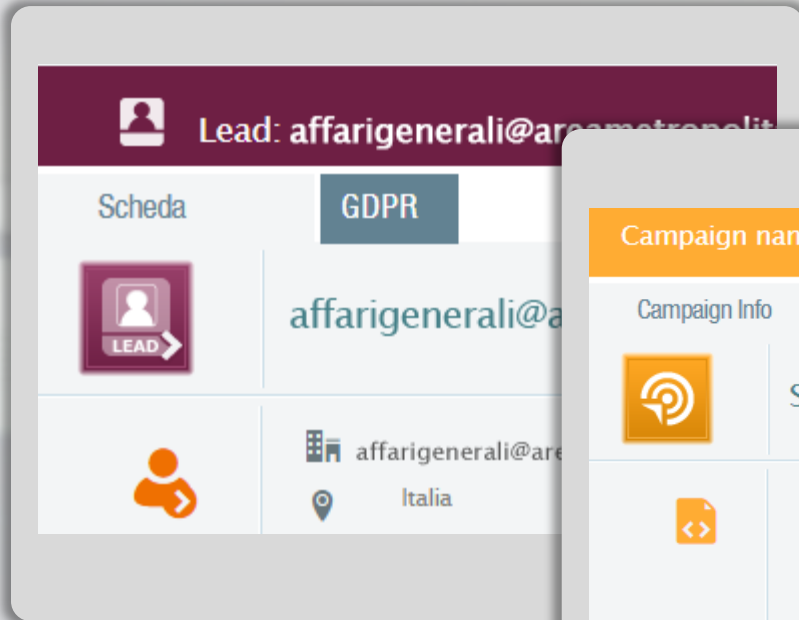
INFORMAZIONI GENERALI

Contatto*	Azienda
Bianchi Guido (CONTATTO)	
Canale di Origine*	Assegnato a
Call	NERI FABRIZIO

# FUNCTIONALITIES

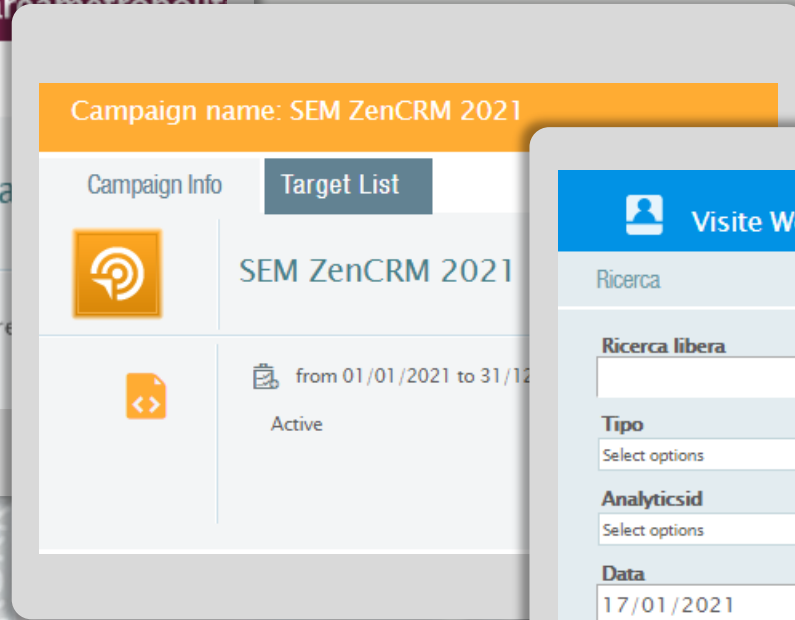
Marketing

Lead management



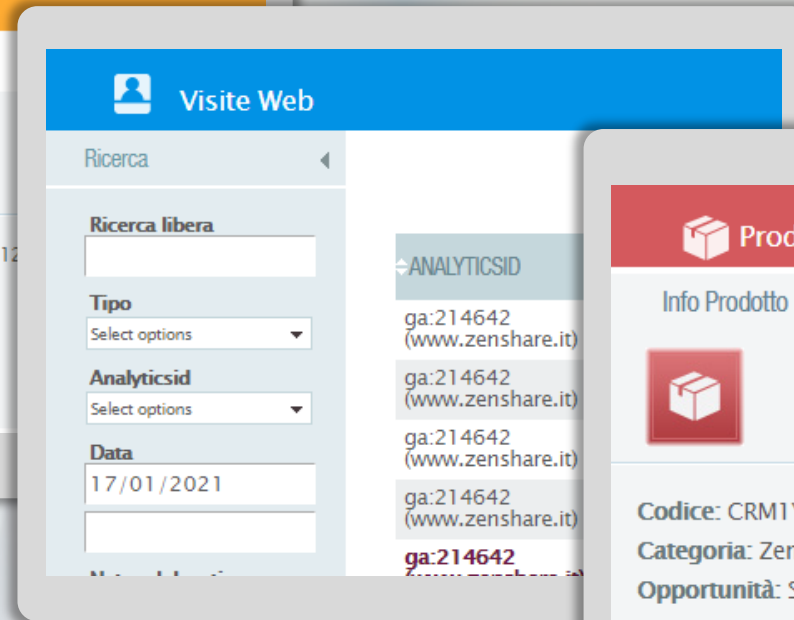
A screenshot of the lead management interface. At the top, it shows a lead profile for 'affarigenerali@arcametrorepolit'. Below this, there are sections for 'Scheda' (card) and 'GDPR'. The 'Scheda' section includes a 'LEAD' icon and the email address 'affarigenerali@arcametrorepolit'. The 'GDPR' section shows a location pin for 'Italia'.

Campaigns



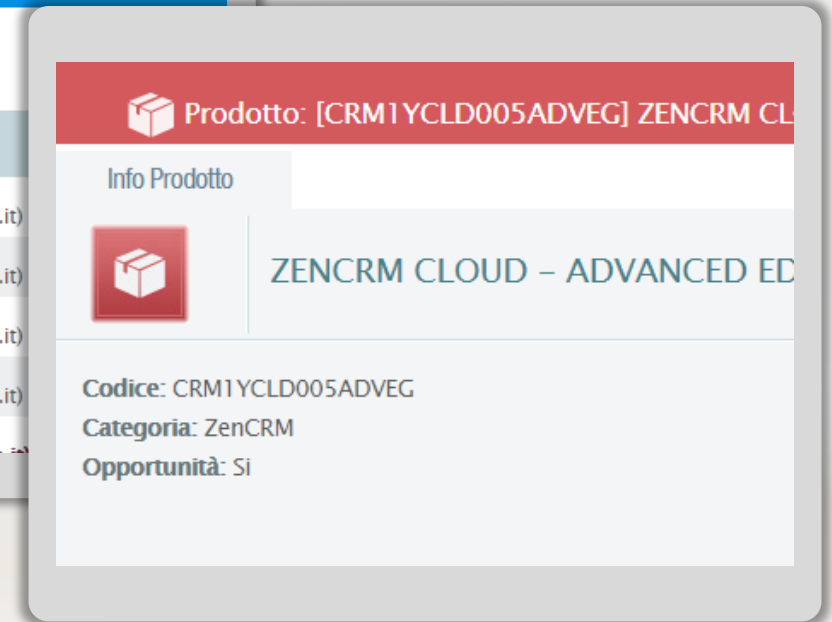
A screenshot of the campaigns interface. The main heading is 'Campaign name: SEM ZenCRM 2021'. Below this, there are two tabs: 'Campaign Info' and 'Target List'. The 'Campaign Info' section shows a target icon and the campaign name 'SEM ZenCRM 2021'. The 'Target List' section shows a calendar icon and the dates 'from 01/01/2021 to 31/12/2021', along with a status 'Active'.

Web visits



A screenshot of the web visits interface. The main heading is 'Visite Web'. Below this, there is a search bar labeled 'Ricerca'. The interface is divided into two columns. The left column has sections for 'Ricerca libera' (with a search input), 'Tipo' (with a dropdown menu), 'Analyticsid' (with a dropdown menu), and 'Data' (with a date input '17/01/2021'). The right column shows a list of analytics data with columns for 'ANALYTICSID' and 'Data', with values like 'ga:214642 (www.zenshare.it)'.

Catalogue



A screenshot of the catalogue interface. The main heading is 'Prodotto: [CRM1YCLD005ADVEG] ZENCRM CL'. Below this, there is a section for 'Info Prodotto' with a product icon and the text 'ZENCRM CLOUD – ADVANCED ED'. At the bottom, there are fields for 'Codice: CRM1YCLD005ADVEG', 'Categoria: ZenCRM', and 'Opportunità: Si'.

# FUNCTIONALITIES

Sales

Customer and Contact Data - BCM

Opportunity

CPQ - Quotes

Visit report

Ricerca	START-END
Keyword	16/09/20 10:00 - 11:00
Azienda	23/07/20 10:00 - 12:00
Contatto	23/04/20 10:00 - 12:00
Creato da	06/02/20 09:30 - 13:00
Select options	28/01/20 16:00 - 17:30

# FUNCTIONALITIES

## Administration

Contracts

Contratto: ZenSharePA x StrategicPA – Lic

Scheda

ZenSharePA x Stra

**Azienda:** (pentamedia) PENTAMEDIA S.r.l.  
**Contatto:** Sebastiani Giancarlo  
**Assegnato a:** Carlo Rosetti  
**Periodo:** 18/10/2019 – 31/12/2021  
**Codice Contratto:** CO1900168

Billing

Fatture Elettroniche Atti

Ricerca

Keyword

**Ragione Sociale**  
Select options

**Stato**  
Select options

Invoices list

Scadenario

Ricerca

Keyword

**Azienda**

**Ragione sociale**  
Select options

**Contatto**

Suppliers

Fornitore

Scheda

Hanami Tec Italia S.p.A.

Codice: 000000    Partita Iva: 02775910

Via Mazzini 138  
20884 Asiago

ordini@hanamitec-tiis.com

# FUNCTIONALITIES

customer care

Case management

CASI – Elenco

Ricerca

Keyword

Prodotti non Inviati?

Contatto

Processo

Case management

CASO NUMERO: S202100036

ROSSI SRL - INFOTEAM SRL

ASSISTENZA 100 ORE

ROSSI MARIO

CASO NUMERO: S202100036

TIPO ASSISTENZA: PACCHETTO

TOTALE IMPORTO CONTRATTO: €4500,00

RESIDUO IMPORTO DISPONIBILE: €3125,00

TOTALE IMPORTO CASO: €900,00

Report management

GENERAZIONE RAPPORTINO

Scelta Template Rapportino

RICHIESTA INTERVENTO

CONFERMA

Trouble ticketing

NUMERO TICKET	TITOLO
2021021713000044	FW: REPORT - Missed Cut Off USAFrom Su 03/02/2021
2021021713000026	Esportazioni Obiettivi
2021021713000017	Problema File ord_dom
2021021613000055	Dashboard Dimissioni
2021021613000037	Anomalia ZEN PENDING
2021021513000011	Richiesta Estrazione Lista Ordini US

3

PROFESSIONAL SERVICES

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# 4 CLOUD INFRASTRUCTURE

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# DATA CENTER

*Interzen has chosen the world market leader Microsoft to offer a scalable, secure, efficient and technologically advanced cloud service to its customers.*

Service Providers	<u>Microsoft Azure.</u>
Type of cloud service	Public Cloud
Cloud service provider certifications	All Microsoft Azure compliance documentation <u>is available here.</u>
Location of data centers	<u>West Europe (Netherlands).</u>
Security levels adopted by the service provider	The set of operations performed by Microsoft to protect the Azure infrastructure <u>is available here.</u>
Service provider data redundancy	Zone-redundant storage (ZRS): replicates data stored in Azure synchronously across three available regions within the primary region; <u>more information available here.</u>

# BACKUP, SECURITY & DISASTER RECOVERY

*Quality of service and security standards at the highest levels*

- **BACK-UP PROCEDURES**
  - Database and document back-up procedure is performed every 4 hours;
  - Back-up with geographical redundancy: **Northern Europe (Ireland)**;
  - Data retention: 7 days.
- **SECURITY**
  - Data security is guaranteed by a completely redundant and synchronously replicated Cloud environment;
  - Cloud environment protected by Firewall, Antivirus, Vulnerabilities Assessment Tool.
- **DISASTER RECOVERY**
  - Service included in Cross Region Restore mode.

# 5 CERTIFICATIONS

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# INTERZEN AND ZENSHARE SUITE



ISO 9001:2015  
Certificate  
No. 43228/22/S



ISO 9001:2015  
Registration  
No. IT-141995

**ISO 9001:2015**  
Management System  
of Quality since 2013

Quality certificate of Interzen on the minimum requirements to guarantee the quality level of the products and services provided.



**Peppol**  
**Access Point**  
CERTIFIED PROVIDER

**AP Peppol Qualification**  
(Access Point)  
**SMP Peppol qualification**  
(Service Metadata  
Publisher)

Interzen has obtained the AGID Qualification (Peppol Italian Authority) as AP Service Provider and PEPPOL SMP for electronic orders.



ISO 27001:2013 - Certificate No. 885/23  
Information security controls  
ISO/IEC 27017:2015 - ISO/IEC 27018:2019



**ISO 27001:2013** –  
Information Security  
Management System (ISMS).  
International standard  
describing the best practices  
for an ISMS.

**ISO/IEC 27017:2015** – Cloud  
services.  
**ISO/IEC 27018:2019** – Protection  
of information suitable for personal  
identification on public clouds.

**MEPA**  
aquistinretepa.it

Enabled on **MEPA** –  
**Electronic Market**  
of the PA

Interzen is registered and authorized to operate on the electronic market of the Public Administration – MEPA.



**SDI accreditation**  
(Interchange System)

Interzen is Sogei's SDI qualified intermediary for Electronic Invoicing.

Recipient code: PBV3TR8



**SaaS ACN Qualification**  
(National Cybersecurity  
Agency)

ZenShare Suite joined the Catalog of Qualified Cloud Services for the Public Administration – ACN Cloud Marketplace.



**NSO accreditation**  
(Order Sorting Node)

Interzen is Sogei's NSO qualified intermediary for electronic orders.

Recipient code: GTLWJSS6



**Cloud Security Alliance**  
(CSA)

Interzen is registered since 2nd December 2019 filling the CSA STAR Self-Assessment.

# 6 SUITE CUSTOMERS

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240+

Total activations

75+

CRM/DMS/Project activations

165+

Electronic invoicing activations

1.6K+

Active customers

1.5M+

Electronic invoices per year



Tourism Services  
Barcelò Hotels Italy  
[www.barcelogrupo.com](http://www.barcelogrupo.com)



Clothing  
Ciro Paone  
[www.kiton.com](http://www.kiton.com)



Food  
De Cecco  
[www.dececco.it](http://www.dececco.it)



Clothing  
Ermenegildo Zegna  
[www.zegna.com](http://www.zegna.com)



Personal Care  
Angelini/Procter&Gamble  
[www.fater.it](http://www.fater.it)



Manufacturing  
Sapa Group  
[www.sapagroup.com](http://www.sapagroup.com)



Finance  
Cerved Group  
[www.jupitergroup.it](http://www.jupitergroup.it)



Imaging Systems  
Fujifilm Corporation  
[www.fujimed.it](http://www.fujimed.it)



Manufacturing  
Elcon Megarad  
[www.elconmegarad.com](http://www.elconmegarad.com)



Catering  
Camst Group  
[www.camst.it](http://www.camst.it)



Manufacturing  
Hanon Systems  
[www.hanonsystems.com](http://www.hanonsystems.com)



Publishing, Oil, Tourism  
Minardo Group  
[www.gruppominardo.it](http://www.gruppominardo.it)



Pharmaceuticals - Medical Devices  
Convatec IT UK Northern EMEA  
[www.convatec.it](http://www.convatec.it)



No profit  
Banco Alimentare  
[www.bancoalimentare.it](http://www.bancoalimentare.it)



Utilities  
Trenta  
[www.trenta.it](http://www.trenta.it)



Trade union organisation  
SPI – CGIL Nazionale  
[www.spi.cgil.it](http://www.spi.cgil.it)



Logistics  
Innova Group  
[www.gruppoinnova.com](http://www.gruppoinnova.com)



Service - Printing  
Roggero e Tortia  
[www.roggerotortia.it](http://www.roggerotortia.it)


 Publishing  
Il Sole 24 Ore  
[www.ilsole24ore.com](http://www.ilsole24ore.com)

 Chemical  
Lamberti  
[www.lamberti.com](http://www.lamberti.com)

 Finance  
Credito Fondiario  
[www.creditofondario.eu](http://www.creditofondario.eu)

 Manufacturing  
Magaldi Group  
[www.magaldi.com](http://www.magaldi.com)

 Manufacturing  
Seri Industrial Group  
[www.seri-industrial.it](http://www.seri-industrial.it)

 Public administration  
Fondazione Teatro Donizetti  
[www.teatrodonizetti.it](http://www.teatrodonizetti.it)

 Public administration  
Fondazione Agraria  
[www.fondazioneagraria.it](http://www.fondazioneagraria.it)

 Healthcare  
Casa di Cura Villa Serena  
[www.villaserena.it](http://www.villaserena.it)

 Public administration  
Azienda Strade Lazio  
[www.astralspa.it](http://www.astralspa.it)

 Manufacturing  
Seieffe Group  
[www.seieffe.it](http://www.seieffe.it)

 Utilities  
Odoardo Zecca  
[www.zeccaenergia.it](http://www.zeccaenergia.it)

 Trade union organisation  
Federazione Stampa Italiana  
[www.fnsi.it](http://www.fnsi.it)

 Energy  
Turriziani Petroli  
[www.turrizianipetroli.it](http://www.turrizianipetroli.it)

 Information technology  
High Technology  
[www.ht.it](http://www.ht.it)

 Manufacturing  
Ponzio Aluminum  
[www.ponzioaluminium.com](http://www.ponzioaluminium.com)

 Information technology  
Grammelot  
[www.grammelot.eu](http://www.grammelot.eu)

 Manufacturing  
Carbotech  
[www.carbotech.it](http://www.carbotech.it)

 Manufacturing  
Stamec  
[www.nastamec.it](http://www.nastamec.it)



 **ECO MEDIA**Information technology  
EcoMedia  
[www.ecohmedia.com](http://www.ecohmedia.com)Trade union organisation  
CGIL Funzione Pubblica  
[www.fpcgil.it](http://www.fpcgil.it)Consulting  
Management&Consulting Srl  
[www.mandc.it](http://www.mandc.it) *energynet*Energy consulting  
Energynet Srl  
[www.energynet.it](http://www.energynet.it)Public Sector Services  
Flegrea Lavoro  
[www.flegrealavoro.com](http://www.flegrealavoro.com)Training  
Unifad  
[www.unifad.it](http://www.unifad.it)Gruppo  
 **infoteam®**Information technology  
Go Info Team Group  
[www.goinfoteam.it](http://www.goinfoteam.it)Information technology  
Tecnolink  
[www.e-tecnolink.it](http://www.e-tecnolink.it)Public Sector Services  
Pescara Energia  
[www.pescaraenergiaspa.it](http://www.pescaraenergiaspa.it) **WESTSUD  
WATTSUD**Manufacturing  
West South  
[www.west-sud.it](http://www.west-sud.it)Food  
Citra Vini  
[www.citra.it](http://www.citra.it)Information technology  
E-Witness Italy  
[www.ewitness.eu](http://www.ewitness.eu)Public Sector Services  
Milanosport  
[www.milanosport.it](http://www.milanosport.it)Medical devices  
Life Episteme Italy  
[www.lifeepistemeitalia.it](http://www.lifeepistemeitalia.it)Public Sector Services  
Interporti di Sicilia  
[www.interporti.sicilia.it](http://www.interporti.sicilia.it)Services  
CAA CIA  
[www.caa-cia.it](http://www.caa-cia.it)Training  
Talent  
[www.talento.eu](http://www.talento.eu)Medical devices  
Medicair  
[www.medicair.it](http://www.medicair.it)

THANK YOU

FOR YOUR KIND ATTENTION

