overIT

Company Profile

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01

OverIT at a glance

With over 25 years of history, we have honed our expertise in the realm of linear asset industries.

OverIT has been registering uninterrupted growth over the years and our portfolio now counts more than 300 customers, from industry top leaders to niche players. More than 200 thousand active users from all over the world trust our Field Service Management solutions in the daily performance of their tasks, in more than 30 countries.

Our cutting-edge technology and our ability to deliver at scale is backed by Bain Capital and NB Renaissance. OverIT is recognized by premier global advisory and consulting organizations as a leading FSM and Field Collaboration vendor.

Our differentiators

DEDICATED FSM PLATFORM

The OverIT NextGen Platform is the best-of-breed FSM and field collaboration solution. It excels on the linear asset industries where GIS and offline mobility are paramount.

INDUSTRY EXPERTISE

With more than 25 years of experience and many industry references worldwide, we are the solution for Energy & Utilities, Oil & Gas, Telco and Transportation.

DELIVERY AT SCALE

OverIT has successfully implemented numerous projects, providing streamlined solutions for asset-intensive companies that require effective and efficient management of their complex infrastructures.

1991

Start of our experience with the creation of logistics, distribution and optimization applications

1993

First Mobile project: sales solution for salesmen of a multinational food distribution company

1997

First project using GPS localization to optimize visits to customers

2000

First release of Geocall as an application suite

2004

We become part of the Engineering Group

2008

Release of the Geocall GIS Module, natively integrated with third-party GIS services (Google Maps, Esri, etc.)

2009

Implementation of new techniques to optimize field activities, based on operative research algorithms

2013

First solutions relying on Augmented Reality to support maintenance processes

2014

First inclusion in Gartner's Magic Quadrant for Field Service Management

2015

Geocall runs on AR wearables

2017

SPACE1 revolutionizes Field Service leveraging Augmented Reality capabilities

2019

Named Visionaries in Gartner's Magic Quadrant for Field Service Management, along with the launch of the world's first hands-free product: Geocall 9

2020

We reach over 150,000 active mobile field users, introducing Artificial Intelligence on Geocall and SPACE1

2021

Spin-off from the Engineering Group by Bain Capital and Neuberger Berman and Paolo Bergamo appointed as new CEO. OverIT NextGen Platform is launched

2022

Named Leaders in IDC's MarketScape "Worldwide Field Service Management Solutions for Utilities 2022"

2023

Named Leaders in IDC's MarketScape "Worldwide Field Service Management Solutions for Utilities 2023-2024"

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02

Our Values

At OverIT, trust is our foundation, customer success is our priority, excellence is our standard, and simplicity drives our actions. Explore how our values guide everything we do.

TRUST

Nothing is more important than the reliability and security of our systems. We are trustworthy in every interaction with customers, partners, and co-workers.

CUSTOMER SUCCESS

We grow only if our customers grow. We act proactively and react fast to customer requests and issues. White glove experience differentiates us.

EXCELLENCE

Every team and individual strive to be the best in class in everything we do. High quality requires to collaborate with “no-border” accountability. We leave no problem unsolved. We hold each other accountable.

SIMPLICITY

Simplification and optimization are paramount. We keep things simple and clear, so that we can move quickly and with urgency.

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03

Target industries

Keeping communities safe, warm, and running. Together.

Our unwavering focus is on linear assets and mission-critical industries, including Energy & Utility, Oil & Gas, Telco, and Transportation.

OverIT offers a range of preconfigured verticalization specific to each industry, enabling us to support leading global operators in these sectors with state-of-the-art technologies and profound expertise in FSM processes. We have a keen understanding of the core use cases and capabilities that users in these industries require, making us the optimal solution for their needs.

> "After almost 25 years in the business and over 150 implementations in the industry, OverIT is widely recognized as an expert in addressing utility needs in the FSM space. The vendor is growing its commitment to the industry and is praised for having a highly competent team."

IDC

IDC's MarketScape Worldwide Field Service Management Solutions for Utilities 2023-2024

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Customers

Leading field service teams to digital transformation.

Our client's partnerships are defined by robust software, innovative solutions, and full support. Without a single failed implementation, no customers have churned to date. We are side-by-side with our customers throughout their change management journey.

CAB *OverIT Customer Advisory Board*

Embrace the strength of the OverIT Customer Advisory Board, a unique opportunity to build strong relationships with leading organizations across the globe.

Engage in dynamic brainstorming sessions, share visionary insights into Field Service Management, and actively contribute to steering the OverIT product roadmap.

Energy & Utility

Oil & Gas

Transportation

Telco

05

Partners

We collaborate with a global network of top-tier system integrators and technology partners, enhancing our global presence.

From strategy to implementation, our experts work closely with the right partners, ensuring successful deployments while maximizing customers' ROI.

An ecosystem of implementation and technology partners, delivering the most robust FSM solutions for mission-critical operations.

Implementation Partners

AGM SOLUTIONS, ALEGER, Atos, ayesa, BELLUCCI, cognizant, DATASYS GROUP, DX GLOBAL SERVICES, DXC TECHNOLOGY, EUCLIDES TECHNOLOGIES, EVIDEN an atos business, expriria, Factor CX, fortil, GEOXITE, Gnucoop, INCOTEL, Infosys, irium, leadent digital, LUNAAR, LUTECH, Magtel, mav., REPLY NET, cbt, CGI, Implemental Systems, inetum, TELESPAZIO, BVS, Colibri IT, dimetica software development, FLUXO, NTT DATA Global IT Innovator, ENGINEERING, PAX, pwc, SMART INDUSTRY, TeamOne-T, TECH mahindra

Technology Partners

ERICSSON, esri THE SCIENCE OF WHERE, IBM Silver Partner, EPSON, realwear, SAP, SIEMENS

06

Analyst reports

Our commitment and engagement as a valued partner for a wide set of industries is largely acknowledged by both the market and the most top-leading market analysts in the IT universe, such as Gartner, IDC, and Forrester.

IDC

- Named a Leader in “IDC MarketScape Worldwide Field Service Management Solutions for Utilities”
- Named a Major Player in “IDC MarketScape Worldwide Field Service Management Applications”
- Named a Major Player in “IDC MarketScape Worldwide Field Service Management Solutions for Oil & Gas”

Gartner

- Named Visionary in “Gartner Magic Quadrant for Field Service Management”
- Included in “Gartner Critical Capabilities for Field Service Management”
- Included in “Gartner Market Guide for Field Service Management”
- Named Representative Vendor in “Gartner Market Guide for Mobile Workforce Management Systems for Utilities”

Forrester

- Included in the Forrester report “A reality check for enterprise Extended Reality and metaverse”
- Included in the Forrester report “Apply three principles to your enterprise Extended Reality and metaverse effort”
- Included in the Forrester report “The state of Extended Reality”

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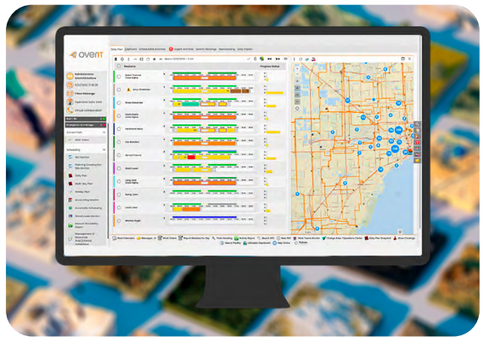
Product

One Platform. Three products. Your end-to-end FSM digital journey

Our technology solution empowers Utilities, Oil and Gas, Telcos, and Transportation to optimize mission-critical operations on linear assets. With one single platform and three products, we support our customers at every step of the Field Service Management (FSM) process, from planning to execution and beyond.

Our ability to innovate is driven by our 20+ years of FSM expertise in complex, enterprise-level challenges and our experience driving efficiency into field service organizations globally. We invest in IoT, Machine Learning, Augmented Reality, and AI technologies to lead companies to the future of FSM.

EMPOWERING TECHNOLOGY FOR THE END-TO-END FSM JOURNEY



NEXTGEN FSM

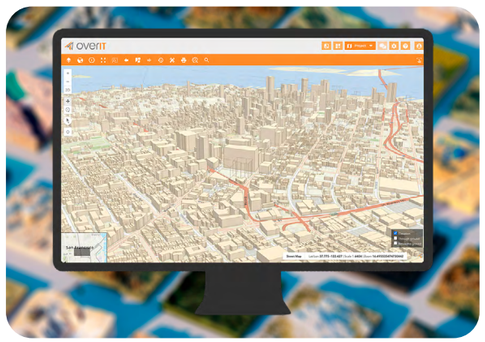
Leverage a wide range of FSM features and seamless integrations

Our FSM solution is a comprehensive product for all your Field Service Management needs. With advanced features and seamless integration with CRM, ERP, Asset Management, GIS, and IoT, the product offers core modules for customer service, asset maintenance, scheduling, dispatch, and mobile empowerment.

NEXTGEN FIELD COLLABORATION

Powering field service teams with knowledge to get it right the first time

To address the talent shortage concern predicting that 50-40% of the workforce in utilities and telcos will retire in the next decade, we have built technology solutions that help upskilling your workforce.

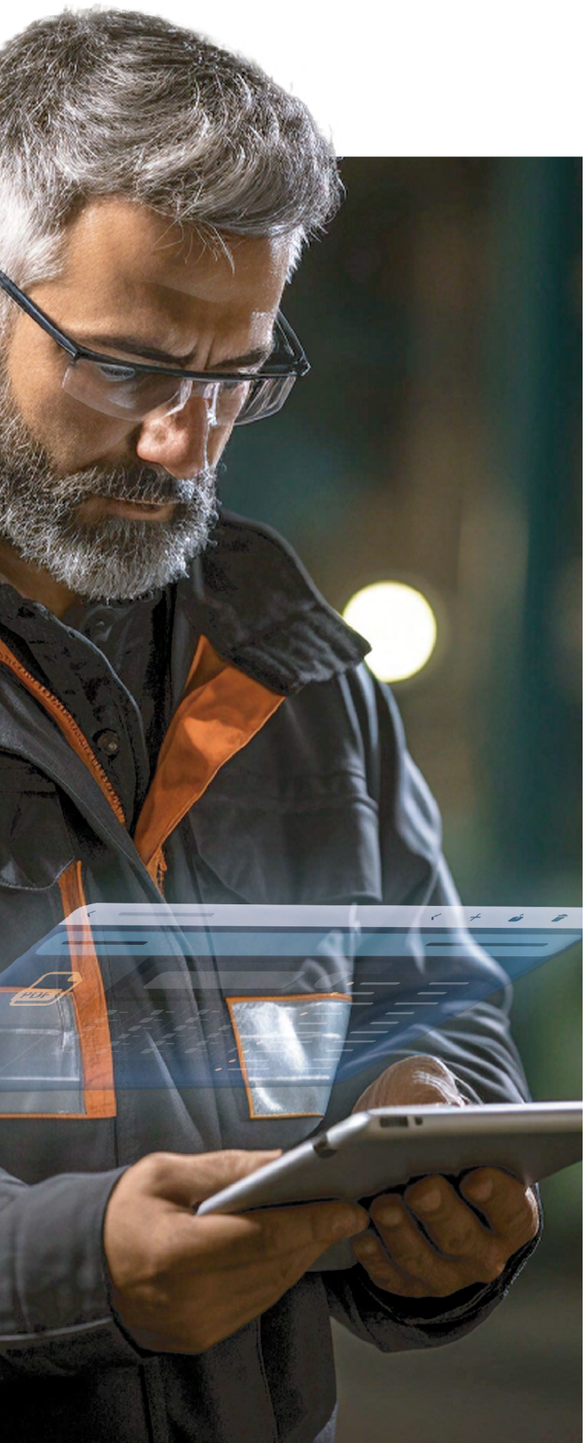


NEXTGEN GEO

Modernize your end-to-end linear asset lifecycle

Discover the game-changing solution for linear asset industries, empowering customers to quickly implement a variety of geospatial capabilities for mission-critical operations. From planning, to curating the quality of the network data, to quick decision-making during critical events, our platform facilitates every stage of your operations.

Dive into our product portfolio offering powerful FSM, Field Collaboration, and GIS capabilities



Asset Maintenance

- Connectors with EAM
- Integration with IoT/GIS
- Appointment booking
- Contractor management
- Material management

Mobile Empowerment

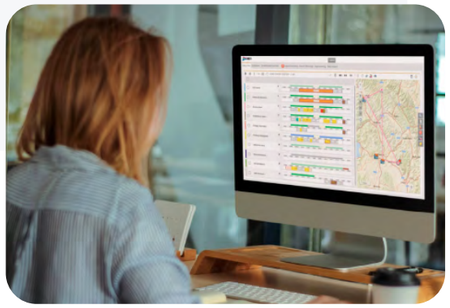
- Work order debriefing
- Dynamic mobile forms
- Offline work and GIS
- Digital work instructions
- Multimedia repository

Field Collaboration

- Remote expert assist
- Knowledge management
- Training on the job
- Hands-free works
- VR training

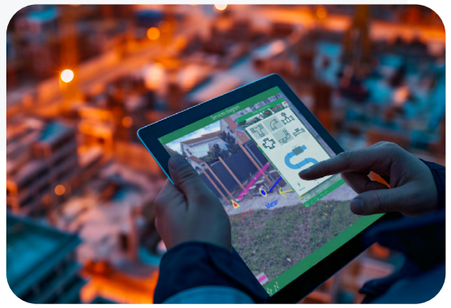
Resource optimization

- Schedule optimization
- Work order dispatching
- ML-driven, real time adjustments
- Geospatial execution
- Dynamic crew management



Geo

- Network editing
- Data analysis
- Monitor & Analysis
- Network design



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OverIT TECHFORAID

Field Service Technological Innovation for Humanitarian Aid

As an active member of our society, OverIT has a sense of responsibility for those in need. We believe that Philanthropy shall inspire wise actions aimed at building a fairer, more equitable, and sustainable world.
We think of social responsibility as the driving force behind any collective change effort.

United Nations Global Compact

Sistech

TECH TO THE RESCUE

Gnucoop

OverIT for HUMANITARIAN EMERGENCIES

ESSENTIAL IN ALL PHASES OF AID OPERATIONS

- Pre-emergency (relief)
- Emergency (recovery o rehabilitation)
- Post-emergency (Linking Relief and Rehabilitation Development (LLRD)

COVERING THE FSM PROCESS END-TO-END

- Asset maintenance for emergency response
- Resource optimization in crisis situations
- Mobile empowerment for field operators
- Field collaboration for expert support

FULFILLING THE NEEDS OF HUMANITARIAN ORGANIZATIONS IN 8 SPECIFIC AREAS OF INTEREST

- Logistic Operations
- Material distribution
- WASH
- Health
- Shelter
- Education & Training
- Communication
- Cultural and Environmental Heritage

09

Corporate Social Responsibility

OverIT enables organizations to adopt sustainable practices.

We redefine Field Service Management crafting a fair and digital future founded on technology and sustainability

Impacts on the 17 U.N SUSTAINABLE DEVELOPMENT GOALS

- Reduce carbon emissions
- Avoid water, gas, electricity leaks
- Paperless operations
- Foster innovation
- Increase CSAT

Three essential principles guide our sustainability actions

1

SUSTAINABILITY-BY-DESIGN

We incorporate sustainable practices into our management systems. We are actively developing an integrated system encompassing quality, environment, social responsibility, and equal opportunity.

2

TRANSITION PARTNER

We leverage technology, innovation, and the top-notch quality of our Field Service Management software solution to upgrade our customers' operational efficiency, minimize environmental impact, and ensure a smarter management of resources.

3

RESPONSIBLE PRACTICES

Aligned with global Sustainable Development Goals, we drastically reduce our carbon footprint, champion ethical sourcing, and promote equal opportunity. By advocating smart work practices, we strive for a balanced and sustainable work-life approach.

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