

## CONTACTS

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## INFORMATIONS

Startup innovativa  
Anno di costituzione: 2017  
Fase Sviluppo impresa: crescita  
Capitale sociale: € 10.000

## TEAMS

6 Data scientist  
5 Software Developer

## **OUR VISION**

The data revolution has finally begun and Revolt aims to support its partners to fully exploit their potential. Our goal is to obtain the value of the data that comes from the daily activity of our customers. The strong experience of the team in the fields of software development and AI allows us to apply our approach in different markets.

## **MARKET OPPORTUNITIES**

Revolt entered the market offering innovative data analysis and visualization services to SMEs in 2018. The search for solutions to customer needs led to the acquisition of partners in the energy and sustainability, telco and consumer electronics sectors, first in the region, then nationally, and internationally, with increasingly larger partners (most recently Sky, Repower and Nayang Technical University). During 2020 Revolt developed the K-Suite solution declined primarily for the energy world, testing it with some partners. The goal in the near future, in addition to the consolidation of partnerships, is to test the products developed (and under development) with new partners and in new sectors.

## **K-SUITE**

K-Suite is a BI solution capable of maximizing the value of data. It is composed of a set of innovative vertical software solutions dedicated to the extraction of value in different markets, such as in the "Energy" sector (water network monitoring and localization of leaks, monitoring and analysis of electrical storage aging, monitoring and optimization of energy flows from distributed assets) and "Customer Service" (churn analysis and prediction, monitoring of the delivered and perceived quality of the subscription services). Thanks to its versatility, K-Suite is able to integrate structured and non-structured data from heterogeneous data sources and to create centralized data optimized for the analysis and knowledge discovery process. The analyzes are carried out using proprietary AI and ML algorithms but also with customized solutions based on the customer's needs. The value generated is then made available to the user through the Data Visualization tools by K-Suite.

## **COMPETITIVE ADVANTAGE**

With reference to the big players that offer business intelligence platforms that are now solid in the market, we can distinguish several situations in which K-Suite, due to its versatility and modularity, can "win" in terms of customization for the end customer or stand as a key tool when used in parallel (e.g. if advanced data science algorithms are needed for the solution required by the client, it is possible to make ingestion of data from the third-party platform and return the result of the analysis to it or in series to the "competitor" (e.g., in case the type of visualization needed is not feasible - georeferenced maps with cartographies to be overlaid -, it is possible to integrate data from the third party platform and exploit only the data visualization part of K-Suite).

## **BUSINESS MODEL**

The K-suite solution is delivered to the user in its entirety and can be arranged in SaaS, DaaS or On Premise mode. The customer, together with Revolt, chooses all the features and customizations to be included and, once the setup is completed, effort and cost are estimated, which will be defined by a CAPEX, related to the functionality and complexity of the configuration required, and an annual OPEX related to maintenance and upgrades. At any time after the initial setup it will be possible for the customer to add new data sources, new modules for analysis and visualization dashboards, making K-suite continuously customizable and always in line with his business objectives. This feature is crucial for us in terms of business since, once the first version of K-Suite has been implemented by integrating the customer's data, it will be possible to propose additional modules and demos of additional services to be integrated making it possible to upsell on K-Suite.

## SERVICE-QUALITY ANALYSIS

### **CHURN MONITORING**

#### **Problem**

Abandonment of Sky Wifi service by subscribers

#### **Solution**

- Proactive monitoring of the quality of services offered by Sky Wifi to intercept any degradation and analysis of possible causes
- Prediction of customer-perceived service quality through implementation of data-driven models
- Classification of customer type and probability of action they might take (sending tickets...) based on service context.
- Development of systems that enable preventive customer interaction through automated messages (for customer management and resolution of possible causes of service degradation)

#### **Value**

Reduction of the Abandonment Rate

Value Added

- Reduction of SMC costs by 67%.
- Elimination of first-level service cost by the introduction of automation in customer management and degradation resolution
- Efficiency of SMC: scheduling of maintenance and internal activities
- Increased "Net Promoter Score" with respect to customer loyalty

## ASSET MONITORING

### **ENERGY PLANT PERFORMANCE MONITORING**

#### **Problem**

- Difficulty in monitoring the performance of Italy's distributed energy systems/plants and consequent inability to share related information with key stakeholders.

#### **Solution**

- Integration of different IT resources (electric storage, cogeneration plant, photovoltaic plants, electric vehicle charging stations, smart meters, etc.).
- Development of a web platform for performance monitoring, and for the visualization of the results that are produced by the artificial intelligence software integrated into the platform.

#### **Value**

- Evaluation of resource performance through real-time monitoring
- Extraction of economic indicators and periodic reports to share with key stakeholders

Value Added

- Involving the local community in corporate energy policies
- Activation of marketing strategies through data collected by the platform