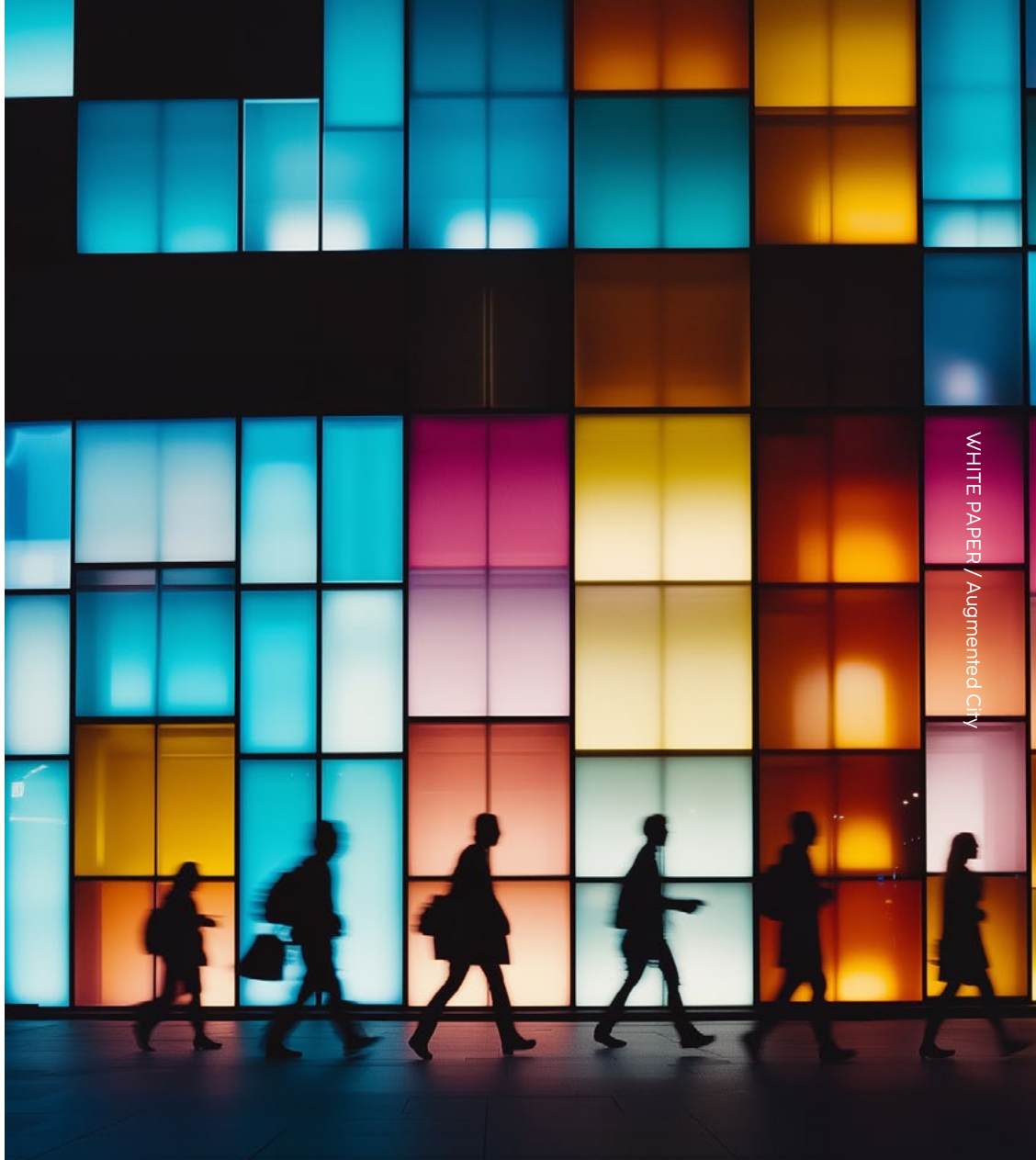
WHITE PAPER

Augmented City

For a technological, efficient city capable of evolving with the needs of its citizens.



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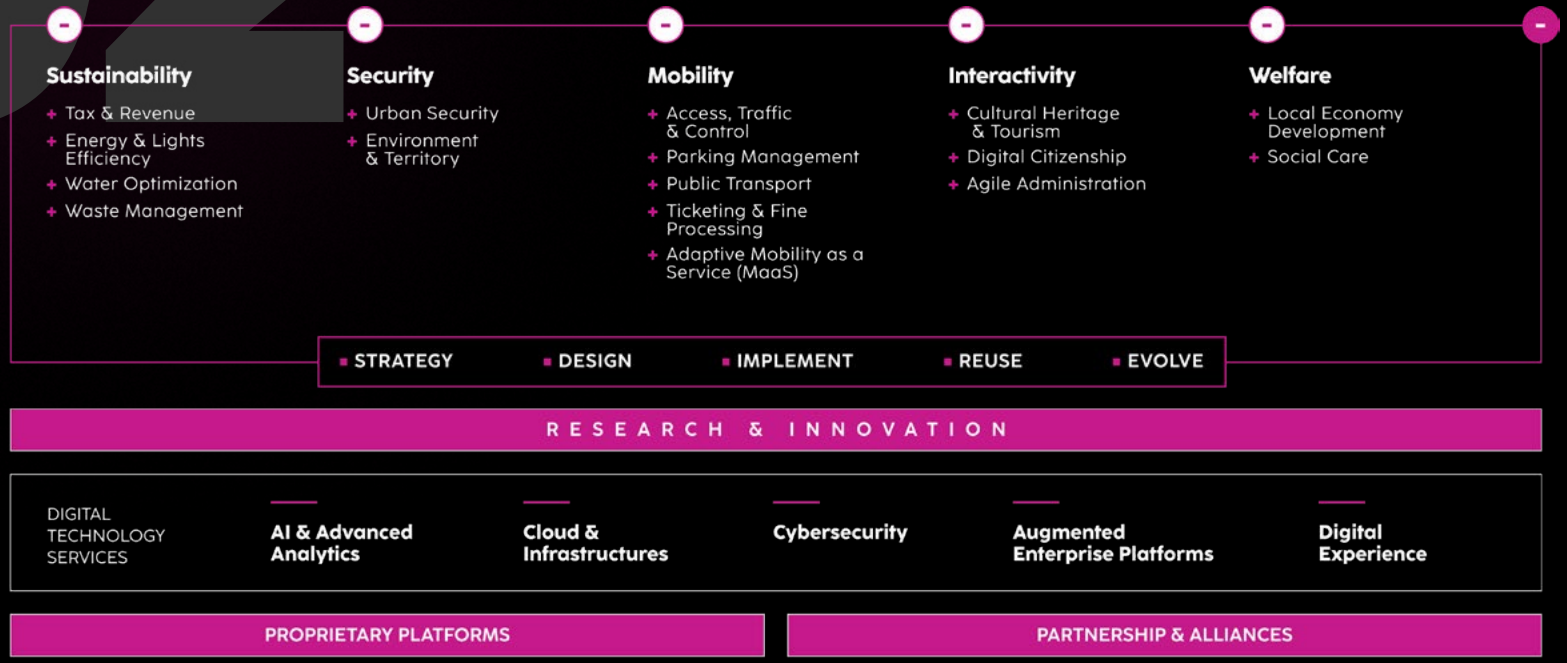
The evolution of the Smart City

Going beyond the concept of Smart City means embracing a profound transformation: enabling cities to better serve citizens, boost the local economy, and place people at the center. For us at ENG, this is the Augmented City an advanced urban model where cutting-edge technologies help improve public services and simplify daily life, demonstrating how digitalization is an opportunity for progress and good governance.

Local Public Administration is called to play an active role, and it is not alone in doing so. It can achieve the best results through targeted investments and risk-sharing with private entities, using sustainable and long-lasting economic-financial models (public-private partnerships). This is the goal we pursue as accelerators of change through Municipia, a company of our Group dedicated to the municipal market. We act on five fundamental pillars of a single technological ecosystem (Sustainability, Security, Mobility, Welfare, and Interactivity), taking on the great challenge of our time: not to build a “city of the future” from scratch, but to evolve cities that have existed for centuries strong in their history and traditions, yet capable of looking ahead by investing in innovation.

02 Engineering in the Augmented City



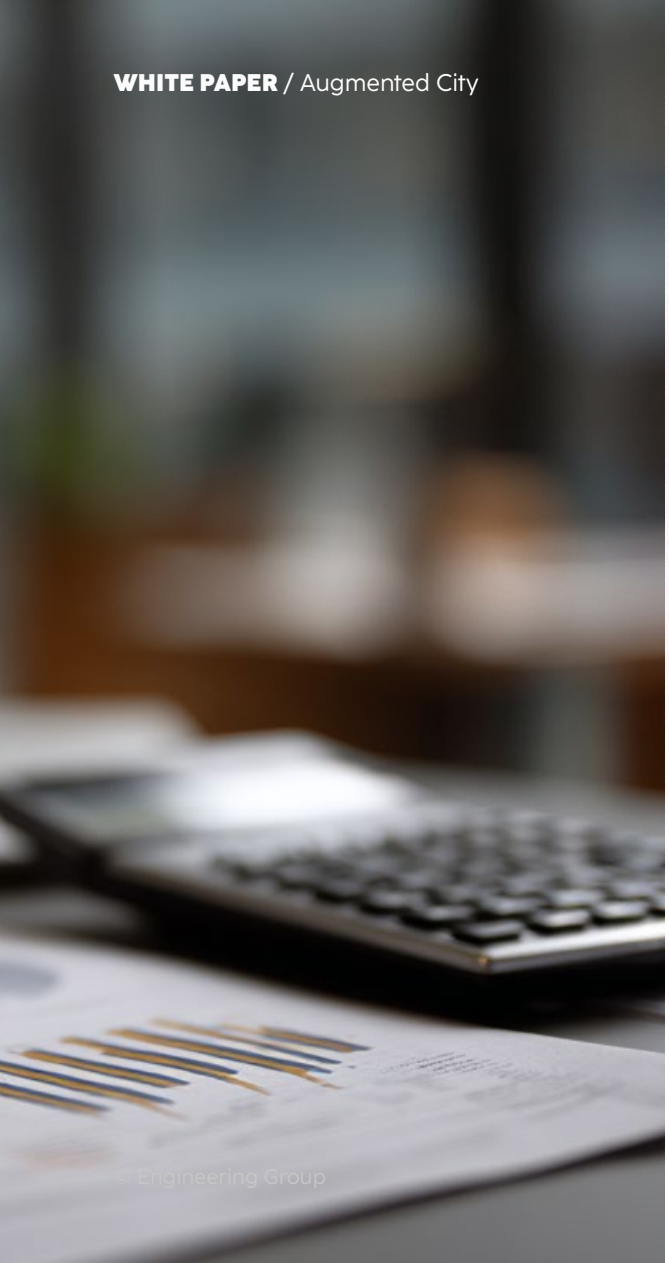
1. Financial sustainability, and therefore the management of revenue, is the first area of intervention, essential for ensuring increasingly efficient public services, covering common expenses, and planning investment projects across the territory. Through the continuous development of our technological ecosystem and outsourcing services, we manage all revenue processes, helping public entities achieve three key goals: fiscal equity, simplification and transparency, and the planning and control of resources necessary for the proper functioning of the city.

2. Urban centers are places where people come together: the second need is therefore related to **security**, which primarily means preventing risk situations through an integrated and multidisciplinary approach that combines technology, governance, and citizen engagement.

3. Thirdly, living in the city means **moving around**. We develop software platforms that serve as the enabling technological infrastructure for advanced solutions in key areas of urban mobility: road pricing and access management to city centers (Limited Traffic Zones, low-emission zones, and Congestion Charges), Smart Parking, MaaS, City Logistics. These are turnkey solutions, including hardware and next-generation IoT systems, that simplify the user experience and optimize traffic. Thanks to our technologies, we provide long-term digital-enhanced operational management services, also through public-private partnerships and project financing tools.

4. Today's city is also **interactive, open, connected, and accessible**: rigid structures have evolved into collaborative and interoperable environments. Every process, from administrative procedures to registry management and payments, is designed for citizens and city users, requiring transparent, secure, and always-available technologies, even remotely, thanks to the adoption of open and scalable Cloud solutions. But true interactivity is only achieved when systems communicate with each other: through integration with unified databases and interoperable management platforms, supported by AI-enhanced decision-making tools, administrative complexity can be transformed into simple, fast, and efficient operations. Making a city interactive is also a key step for the local economy, for example by increasing access to cultural and tourist assets, enhancing their value and making them accessible to everyone, even remotely.

5. Finally, and no less important, **welfare** is understood as an integrated system of digital services for data-driven and proactive public policies. Public Administration must be oriented toward knowledge, forecasting phenomena, and activating services and measures accordingly, avoiding discontinuous and ineffective interventions through cooperation among public databases, accessible to all entities providing sector-specific services.



Financial sustainability as the foundation for community development

Proper and effective revenue management is the primary tool for securing the resources needed to guarantee efficient public services. Through our company Municipia, we support local authorities on three fronts.

The first is **technology serving the public entity**. The goal is to provide a technological and service ecosystem, entirely developed with years of expertise, that supports administrations in managing the complexity of revenue processes, from operational management to interactions with Central Public Administration systems, to simplifying digital services for citizens, and governing and monitoring service levels and all related processes.

This ecosystem feeds and interacts with the **Knowledge System**, a software infrastructure that aggregates and correlates various databases to represent the reality and structure of the territory. It enables effective governance by giving meaning to information, interpreting and connecting it, thus allowing awareness of what the data

represents in terms of taxable objects and subjects within the territory. This knowledge creates value and serves as a solid decision-making support for drafting annual budgets, managing day-to-day operations, and monitoring activities for recovering both tax and non-tax revenues.

The second front concerns **interactions with citizens and businesses**, the main users of Public Administration, as taxpayers who must be able to access and communicate with local authorities to check their tax status, submit and manage requests, respond to the entity, receive clear and simple guidance on obligations, and make payments easily and securely. All of this is made possible through a range of services available via the technological ecosystem's citizen portal, accessible online from various devices.

The third front aims to **centralize real fiscal equity**, through effective actions to recover tax evasion and avoidance, as well as efficient enforced collection. These are made possible by management systems within the technological ecosystem, supported by outsourcing processes that, using information retrieved through the Knowledge System, help harmonize the availability of municipal revenues and thus enable service delivery to the community.

In this area, through Municipia, we provide services aimed at maximizing results by optimizing the quality of the databases needed for service delivery and significantly reducing the time required for issuing and managing collections. This is achieved through the development of a proprietary and independent software architecture and the implementation of centralized management and collection processes, designed according to the specific tax being addressed, such as IMU/TASI, TARI, CUP, and other minor taxes, water services, and other asset-related revenues.

Integrated mobility as a key factor for more livable and attractive cities

Urban mobility is increasingly the arena where the future of cities is being shaped. Administrations are no longer just tasked with managing traffic, parking, and public transport, they must rethink the entire mobility ecosystem as an integral part of the digital and sustainable transformation of urban space. Citizens demand seamless, integrated, and personalized travel experiences, while new technologies, from Artificial Intelligence to IoT, from connected mobility systems (MaaS) to urban Digital Twins, open up unprecedented possibilities for forecasting, simulation, and governance for public decision-makers. This revolution also brings major challenges: overcoming data fragmentation, ensuring service interoperability, protecting digital sovereignty, and turning innovation into public value. Mobility thus becomes the laboratory where cities and communities can tangibly experiment with the future.

At ENG, through Municipia, we activate innovative services for citizens, businesses, public administrations, and their subsidiaries in an organic and large-scale manner, thanks to our technology platforms for mobility, parking, and MaaS.

Municipia's digital platforms, **INES Cloud** for LTZs, **Tap&Park** for parking, and **MUV Cloud** for MaaS, form the enabling technological infrastructure for advanced urban mobility services. They integrate AI-based functionalities to optimize complex processes, simplify user experiences, analyze large volumes of data, and predict usage trends. These platforms offer process digitalization, hardware independence, interoperability with external systems, and advanced visualization and analysis tools, transforming data into actionable insights for truly data-driven decisions. They are the foundation of intelligent, replicable, and modular solutions that can adapt to different urban contexts and enhance the efficiency of public management.

With the support of our digital platforms, we provide value-added operational management services for LTZs, smart parking, and MaaS services, including full outsourcing of a city's ITS systems through multi-year contracts, often in the form of long-term public-private partnerships (PPPs). These services, powered and enhanced by data and AI algorithms, maximize operational effectiveness, service quality for citizens, and the profitability of interventions.

The strength of our offering lies in the **strategic convergence between technology and services**, where platforms are not just tools but central components of a model evolving toward end-to-end solutions, where added value is realized through digitally enhanced services. This approach sets Municipia and the Engineering Group apart in the market, combining technological leadership and operational capability with scalable and replicable solutions across the national territory.

FOCUS ON

Proprietary platforms and innovative solutions for the energy transition of urban ecosystems

For us at ENG, the Augmented City is a "system of systems" in which we address the challenges and needs of various stakeholders with a dual approach:

+ On one hand, by **integrating environmental sustainability principles directly into the software development process**, starting from the design phase, to reduce energy impact and the carbon footprint of code from the earliest stages. At the same time, we intervene on existing, non-optimized code, taking concrete steps toward the sustainability of systems already in production.

+ On the other hand, by **supporting the development of a new energy paradigm for cities** through our proprietary solutions, where district heating, energy communities, and flexibility market prosumers redefine the rules of the game in a circular and green transition perspective.

District heating, for example, plays a central role in the urban energy transition: it offers solutions for heat distribution in residential, industrial, and commercial settings, requiring lower emissions, greater efficiency, and integration of renewable sources. It is now possible to recover and feed into the district heating network the heat generated by data centers (located near heating networks), in quantities sufficient to meet the annual thermal needs of hundreds of thousands of urban households. In this area, ENG enables **integrated management of metering, billing, credit, and customer care**, with full support for thermal plant operations.

Within the scope of Renewable Energy Communities, our proprietary solutions support every phase of the creation and management process: from initial promotion to member engagement, from technical design to commercial and operational management, all the way to monitoring energy performance.

We also enable a **comprehensive, advanced, and inclusive local Flexibility Market** for prosumers, serving all users across the urban territory through a multi-platform system we developed. This allows all local actors, distribution system operators (DSOs), Balance Service Providers (BSPs or aggregators), consumers, and prosumers, to operate in a coordinated and efficient manner, adjusting their consumption or production and regulating the amount of electricity transported through the grid. This ensures balanced distribution and enables efficient responses to recurring peaks in renewable energy demand or production.

Interactivity: applications and services accessible anytime, anywhere

Today, public services must be envisioned as **natively digital**, built around the citizen experience rather than simply automating administrative procedures. All of this must be ensured within a framework of technological security (Cybersecurity) and data protection (GDPR). For us at the Engineering Group, digitalizing Public Administration means strengthening and giving substance to a new era, recognizing the central role of local entities in the development of the entire country system. This involves equipping them with an integrated digital model, based on reliable and secure software and systems, that enables access to applications and services from any location, at any time, ensuring operational continuity for back-office activities and mobile service access for citizens and businesses.

A concrete example is iEnte, our proprietary Cloud platform: simple, secure, and customizable, designed to streamline the entire management of local administrations and their affiliated companies.

Such an organized administration allows public employees to work more efficiently, reduces response times, and improves the quality of services delivered to citizens. In this way, the city becomes truly inclusive, people-centered, and ready to face the challenges of digital transformation.

Moreover, **data and innovative technologies are crucial for promoting new forms of tourism and enhancing cultural sites**. Tourism motivations and access patterns are evolving, with tourists increasingly becoming the protagonists of their own experience and travel planning. This context demands timely and precise responses.

In this area, we offer **integrated services** ranging from destination management to the digitalization, control, and management of visitor flows for safety purposes, and the creation of immersive and personalized itineraries. The goal is to enhance the use of digital tools to allow tourists to experience destinations remotely before traveling, helping them choose activities offered by the location and enabling a tailor-made experience powered by technologies such as augmented, virtual, and extended reality.

Even **incoming tourism activities** are enabled and supported by data analysis generated by technological systems managing cultural and tourist assets, allowing for targeted actions on specific audiences.

Focus on

FOCUS ON

Artificial Intelligence for Public Administration

AI is a strategic lever to modernize Public Administration and simplify the relationship between citizens and Institutions. We at the Engineering Group know this well: through our dedicated Technology Business Line and our Private GenAI Large Language Model, EngGPT, we support companies and Institutions in their evolutionary journey with the adoption of AI.

Municipalities, for example, thanks to AI-based solutions, can improve the accessibility of places, services, and content; provide users and public staff with digital assistants with agentic and personalized capabilities; proactively manage tourist flows, just to name a few concrete examples.

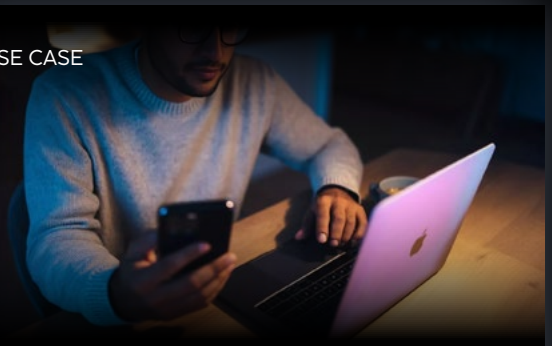
In the field of mobility, AI makes it possible to implement travel assistants, optimize the management of a city's resources, urban traffic, and transportation routes, and simplify the identification of the nearest Institution to contact for a specific service.

Thanks to intelligent data analysis, AI also facilitates access to public services by personalizing the user experience and reducing time and complexity. In the administrative field, it can automate repetitive processes such as invoice management, PEC organization, and document classification, allowing staff to focus on higher-value activities and improving operational efficiency.

The adoption of AI, therefore, is not just a step toward innovation but a concrete choice to make Public Administration more accessible, responsive, and capable of anticipating the real needs of the community.

Discover some application areas through our use cases.

USE CASE

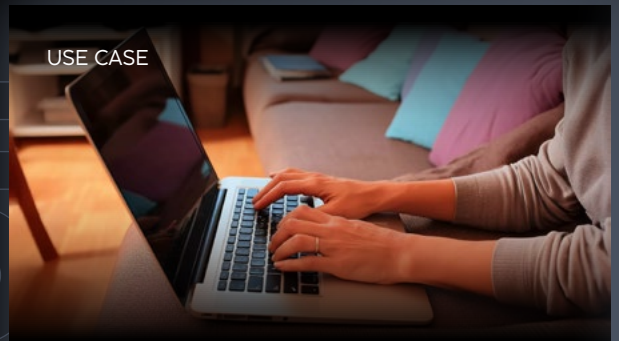


Global linguistic accessibility of websites thanks to GenAI-powered translations

A GenAI-based solution to support the translation of a website into multiple languages, maintaining semantic and stylistic control.

Discover More →

Focus On



USE CASE

The digital assistant for simple, effective, and inclusive access to public services

A Virtual Assistant integrated into the website helps users navigate available services in natural language, promoting digital autonomy and strengthening trust in public services.

Discover More →

USE CASE

AI and natural language analysis to automate PEC management

A “revolution” in the field of PEC management in Italian municipalities, aimed at improving service efficiency and optimizing resource allocation to higher-value activities.

Discover More →

USE CASE

AI for proactive management of tourist flows

The ability to predict and anticipate visitor flows to a site of interest or an entire Municipality through the combined use of GenAI and Advanced Analytics.

Discover More →

Focus On

USE CASE

AI Invoice Processing: intelligent invoice management

How to use Artificial Intelligence to optimize supplier accounting management, transforming it into a strategic driver of efficiency and growth.

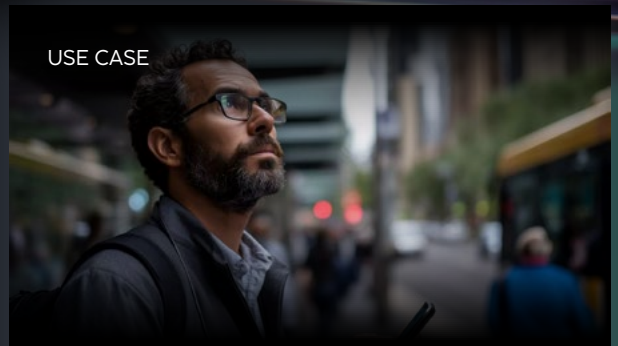
Discover More →

USE CASE

AI at the service of citizens' privacy

Use of AI, computer vision, and deep learning to protect privacy in photos of sanctioned vehicles.

Discover More →



USE CASE

An intuitive and interactive app for discovering local heritage

Augmented Reality to enhance the tourist experience: by pointing a camera at a monument, users access historical, cultural, and curious content from verified sources.

Discover More →

Urban Security: monitoring the city to protect its citizens

Building a secure city means analyzing its context to design and implement an **integrated system** that protects both citizens and public assets. This requires a technological infrastructure that enhances territorial analysis and supports decision-making processes, including in the area of road safety.

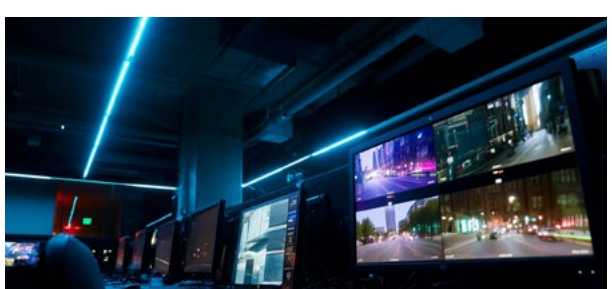
AI-based systems, using machine learning and deep learning algorithms, enable:

+ Detection of unlawful behavior
+ Certified systems for identifying traffic violations to reduce accidents
+ Smart pedestrian crossings to protect vulnerable road users
+ Multi-agency Control Rooms for coordinated operations

These technologies help create a **modern, effective infrastructure** for law enforcement, delivering key benefits:

+ Reduced perception of insecurity among citizens
+ Faster and more effective field interventions
+ Protection of vulnerable users (pedestrians, cyclists, etc.)
+ Gradual reduction of urban decay
+ Greater compliance with traffic regulations

At ENG, through Municipia, **territorial safety** goes beyond infrastructure. We design urban and road safety projects that also aim to **educate and raise awareness**, including communication campaigns and educational programs for school-age children. The ultimate goal is **community well-being**, achieved through urban, social, cultural, and heritage revitalization initiatives.



07 Welfare: proactive social policies

We promote a **people-centered welfare system**, supporting public entities and organizations in generating long-term value through innovative solutions that optimize processes, strengthen governance, and enable new service models with positive social impact.

As the Engineering Group, we provide **digital tools** to enhance service effectiveness through intervention models that evolve toward **integrated and multidisciplinary approaches**.

With a **systemic and future-oriented vision**, we guide the digital transformation of welfare by leveraging synergies between technology, expertise, and institutional ecosystems.

Information infrastructures and **intelligent data management** are key enablers of this evolution, helping to build a welfare system that is more responsive, inclusive, and capable of anticipating the needs of the population.

FOCUS ON

The Digital Ecosystem for True Data-Driven Governance

Data and information must be easily accessible and usable by those who manage cities, those who provide services, and those who live in them. Only in this way is it possible to effectively address urban priorities and create value. To this end, ENG has developed a digital ecosystem platform, the Digital Enabler (DE), with a vertical focus on cities, to support organizations in decision-making processes, facilitate new business models based on the data economy, and increase opportunities for various stakeholders.

The DE is a Modern Data Platform (MDP) for the era of Connected Intelligence that enables citizens to benefit from better services: a suite of accelerators for the rapid development of data-driven applications, providing a single access point to an integrated urban knowledge base. A cloud-native and scalable solution for managing an ecosystem of heterogeneous data in a multi-cloud architecture, it is composed of independent and interoperable modules and provides specific accelerators ranging from Data Management to Analytics, from Application Enablement to Device Management.

In detail:

+ enables the rapid development of new vertical applications
+ allows heterogeneous software systems to interoperate
+ is composed of a suite of independent and interoperable tools
+ manages IoT devices of various types at different levels (Edge, Near Edge, and Cloud), integrating them through standard protocols such as HTTP, MQTT, OPC-UA, ModBus
+ allows the integration of satellite data to enrich analyses with geospatial and remote sensing information for environmental and territorial monitoring applications
+ includes tools that ensure scalability in the management of Big Data and Data Streams
+ provides graphical approaches to design and monitor processes and to integrate data without requiring specific programming skills (low code)
+ offers tools to visualize data through various interaction modes, from common dashboards to Digital Twins and Augmented/Virtual Reality applications
+ allows users to model a Digital Twin as a graph and automatically generate models compliant with international standards (DTDL, AAS, NGSI-LD)
+ offers developers a serverless code deployment environment
+ a layer of standard APIs ensures maximum interoperability with third-party systems and existing customer solutions
+ ensures personal data processing in compliance with European GDPR regulations.

The Digital Enabler, based on open-source software, complies with the standardization specifications promoted by major global communities such as FIWARE, GAIA-X, International Data Space Association, and Open & Agile Smart Cities. These are distinctive elements in a market characterized by proprietary solutions, making the DE accessible even to cities with limited resources. The goal is also to transform the way urban services are designed and delivered, involving citizens and stakeholders in co-design and co-creation through a shared open innovation space.

Focus On

The DE has a proven track record of success: since 2017, it has enabled various applications both in pilot projects across diverse domains (e.g., parking management, bike sharing, mobility, environment, disaster resilience, tourism, healthcare, utilities, agriculture, waste management) in Europe and South America, and in production contexts (e.g., biosurveillance for tracking the SARS-CoV-2 pandemic, industrial Digital Twins, and remote control of public lighting).

These experiences have allowed us to consolidate further partnerships at national and international levels to contribute, through the platform, to the digital transformation of urban services in cities and improve citizens' quality of life and well-being.

Digital Twin for Smart Building

Digital Twins improve energy efficiency and define a holistic vision of the building: logistics sustainability, energy consumption, communications, planning, safety, comfort. The Digital Twin of the Focchi Group, based on DE, thanks to sensors and IoT technologies, enables bidirectional transfer of information used to mirror the virtual model of a building's façade and its impact on occupants' perceived comfort, with real-time updates of its physical counterpart. The developed technology accelerates the configuration of new smart solutions through the collection, processing, harmonization, and visualization of data, allowing users to perform actions and collect feedback in the field. In addition to the Focchi project, the DE has evolved to generally improve support for Digital Twins, allowing users to visually model any Digital Twin as a graph and automatically generate models compliant with international standards (DTDL, AAS, NGSI-LD).

As part of the European IPCEI CIS investments, the solution is currently used in the AVANT project to support smart building scenarios, demonstrating the maturity and versatility of the platform for next-generation intelligent buildings.

More Livable and Resilient Cities – A Challenge for Italy and Europe

Cities represent the heart of modern society, but also the main source of greenhouse gas emissions: over 70% of global CO_2 comes from urban areas. And this percentage, unless rapid and massive actions are taken, is destined to increase. Given the importance of this challenge, the European Union has launched the "Climate-Neutral and Smart Cities" Mission with the ambitious goal of making at least 100 European cities climate-neutral by 2030.*

This is not just about reducing emissions, but about rethinking the very way cities are lived. A transformation that requires collaboration among all the different components of the urban territory (administrations, businesses, universities, and citizens), because climate neutrality demands not only technological change but also cultural change. The innovative projects funded under the Mission therefore propose an integrated approach based on advanced technologies, innovative governance, and active citizen participation.

Among the initiatives supporting the path toward more sustainable and climate-neutral cities is URBREATH, technically coordinated by Engineering. The project addresses the challenges of climate neutrality, urban resilience, and social inclusion through nature-based solutions (NBS), Artificial Intelligence, digital twins, and community engagement. The project, involving 9 European cities, tests and develops sustainable urban models, adapting them to local climatic and social specificities, with the goal of making them replicable.

*Source: EU Mission – 100 Climate-Neutral and Smart Cities by 2030

10 Our Stories

CASE STUDY

Enhancing, Managing, and Promoting the Civic Museum of Norcia

This initiative symbolizes Norcia's post-earthquake reconstruction and cultural revival. Developed under Measure B2.2 of the National Complementary Program to the NRRP, the project is based on a **Special Public-Private Partnership** between Municipia and the Municipality of Norcia. Municipia contributes by creating a **digital ecosystem** (portal, mobile app & multimedia guide, e-ticketing, personalized digital services like the Culture Card, and immersive content to engage visitors), a new brand identity, and digital and local marketing actions to enhance Norcia's museum and cultural heritage. The project introduces an **innovative museum management model** focused on multimedia, accessibility, and participation, supported by private investment for service setup.

CASE STUDY

Florence: MaaS for Seamless and Eco-Friendly Mobility

For the Municipality of Florence, we developed **IF – Infomobilità Firenze**, a Level 4 MaaS solution based on the **MUV Cloud platform**. The IF mobile app allows citizens to plan **multimodal journeys** combining public transport, shared mobility, and parking, comparing options by cost, time, and sustainability. With **a unified digital ticketing system**, users can purchase and validate any trip, single or multimodal, via QR code, NFC, or license plate recognition. Real-time traffic updates and gamification features make the experience smooth and sustainable. The solution also includes a **web-based back office** with advanced tools for monitoring, analysis, and service governance.

CASE STUDY

MIND – Milan Innovation District as a Future Mobility Lab

In the MIND area, developed on the former Expo 2015 site, Municipia implemented **MIND Mobility**, a sustainable mobility ecosystem orchestrated through a **MaaS platform** that unifies access to all services. The project includes: **Electric shuttles** for internal transfers (MIND Transfer); **Shared micromobility** with bikes and e-scooters (MIND Shared Mobility); **Hybrid/electric taxis and NCC services** (MIND Taxi and NCC). All services are accessible via the **MIND Mobility App**. As a forward-looking innovation district, MIND has invested in cutting-edge mobility services, turning the area into a living lab for testing sustainable, inclusive, and tech-driven urban mobility models.

CASE STUDY

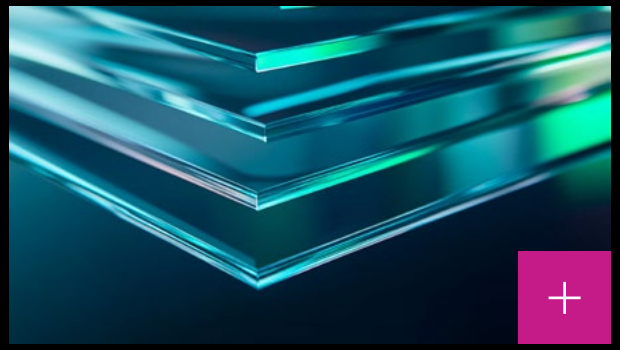
Brescia: Sustainable Mobility Becomes a Game

For **Brescia Mobilità**, we developed **BrESCI**, a pilot gamification app designed to encourage sustainable mobility through a **credit and rewards system**. The app tracks trips made via bus, metro, bike sharing, bicycle, or private e-bike, assigning credits based on the mode used. Bus trips are automatically logged via ticket validation; bike sharing is tracked at pickup/drop-off; private bikes/e-bikes are logged manually for trips within Brescia. The solution includes a **back-office system** to configure game logic, define rules and campaigns, manage scores and thresholds, and create a **digital rewards catalog** (e.g., travel passes, discounts, partner benefits).

CASE STUDY

The Digital Transformation of Turin's Local Police

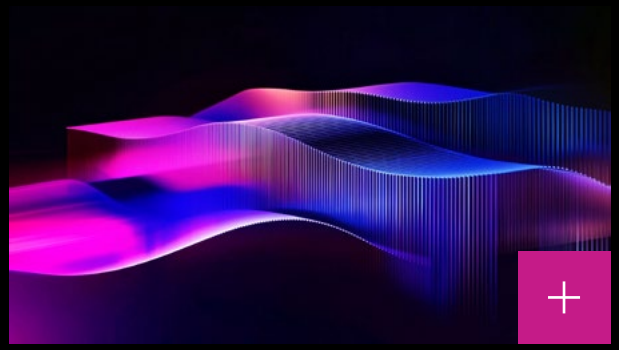
The **Local Police Command of Turin** manages one of the most complex and impactful processes on the city's budget: administrative sanctions, with around **1 million cases per year**, placing it among Italy's top three. To meet the city's goals, we **redesigned all processes in a fully digital format**, guided by **user-centered design principles**. This improved both police operations and citizen interactions, making digital transformation a key driver for **simplification and efficiency**.



CASE STUDY

Social Welfare District: A Territorial and Community Intermediation System

To build a **people-centered city model**, the **Municipality of Padua** partnered with third-sector and volunteer organizations, focusing on listening, integration, skills, and innovation through **data-driven governance**. A digital platform was developed to provide **integrated insights into social dynamics**, connecting various databases. This gives Social Services a more complete view of community needs and enables **faster, more effective service delivery**.



CASE STUDY

The New Iperbole: More Accessible, Digital, and Citizen-Centric

The **Municipality of Bologna**, a long-time promoter of digitalization for metropolitan entities, has now extended its efforts to over **100 local authorities in the region**. It is also the **first major city to launch a fully revamped platform** aligned with NRRP Measure 1.4.1 – Informed Citizen and Active Citizen. We supported the city using **Agile Scrum methodology**, reusing and expanding an existing platform to meet NRRP requirements and guidelines, making public services more accessible and citizen-focused.

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