

Italtel supports Terna in migrating Contact Center services

A single multichannel platform to optimize interaction with partners and suppliers

Milan, 26 June 2025 – Italtel, an Italian multinational and leader in advanced technology solutions, is supporting Terna, the company that manages Italy's national electricity transmission grid, in the migration and optimization of its Contact Center services, which are dedicated to specific internal and external stakeholders.

Among the numerous Contact Center services delivered by Italtel are some of the most important managed by the company across various areas: from system support, to operational assistance for the extensive corporate network, to employee support. Each implementation is tailored to the actual needs of the users and the specific processes.

As part of the project, the multichannel platform proposed and managed by Italtel integrates advanced communication technologies supported by artificial intelligence.

The insourcing of the platform allows for the integration of company systems and databases, thereby enhancing the communication experience for stakeholders. This approach will significantly reduce operational costs and improve the quality of Contact Center services.

"We are proud to collaborate with Terna on such a strategic project, which has a significant impact on the efficiency and optimization of Contact Center services," said Carlo Filangieri, CEO of Italtel. *"The chosen technological solution, combined with the expertise of our team, provides an efficient response and a customized platform to meet the need for more effective interaction with stakeholders."*

*Italtel is a multinational company operating in the Information & Communication Technology sector, with a strong focus on innovation. Italtel offers digital transformation solutions that include networks, data centers, digital workspaces, security, hybrid cloud, and the Internet of Things. These solutions consist of proprietary and third-party software products, managed services, engineering and consulting services, analytics, and automation. The company serves both public and private organizations, with a specific focus on vertical markets such as Telco, Media & Entertainment, Public Administration, Banking & Insurance, Utilities, Transport, Healthcare, and Manufacturing. www.italtel.com
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