

# COMPANY PROFILE



We Are xister.

Founded in 2002. 80 people. 3 Offices in Rome, Milan and Turin. We provide our capabilities and our custom tools to marketers, in order for them to capitalize on new opportunities and **create a consistent Brand Experience:** aligned with the brand's DNA and effective from a sales point of view.

One that is capable of having a conversation, learning from dialogue, **transforming and improving over time**.

We combine updated marketing technologies with smart data in order to craft end-to-end customer journeys, impactful and helpful to brands to attract new prospects and convert them into real customers.

xister is part of Reply Digital Experience.

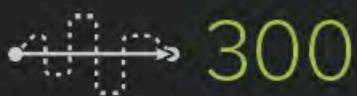
# REPLY DIGITAL EXPERIENCE Where we are.





300

Creative, Data and Technology Strategy & Consulting



Project Management





300

Brand, Marketing, Content & Activation Experts



1.000

Front and Backend Developers & Integration Experts

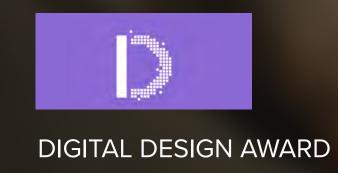


## Industry Leading.

REPLY - DIGITAL EXPERIENCE is among the most successful digital networks in Europe.









1st DIGITAL
TRANSFORMATION AWARDENGAGE YOUR CUSTOMER



STEVIE AWARD SILVER
Best Automotive Site for BROSE



1st DIGITAL DESIGN & MOBILE RESPONSIVE DESIGN 2nd UX INTERFACE



1st PLACE, BEST ENGAGEMENT CAMPAIGN WITH THE BRAND



TOP 20 CRM AND CX SERVICE PROVIDERS

## DIGITAL EXPERIENCE OFFERING

#### **EXPERIENCE TECHNOLOGY** MARKETING **IDEATION** Strategy **Content Management Customer Journey** IT Strategy + Architecture Service Design **Omnichannel Commerce Marketing Automation** Agile Development **Creative Consulting** Social Media CRM + Loyality **System Integration** Research + Insights **Conversational Interfaces** Content + Campaigns Customization Digital Branding Mobile Solutions + Apps **Data Driven Marketing Application Management** User Experience VR / AR + Mixed Reality Analytics + Optimization Infrastructure





## REPLY THINK. TRANSFORM. RESONATE.

SERVICES AND CAPABILITIES

### THINK.

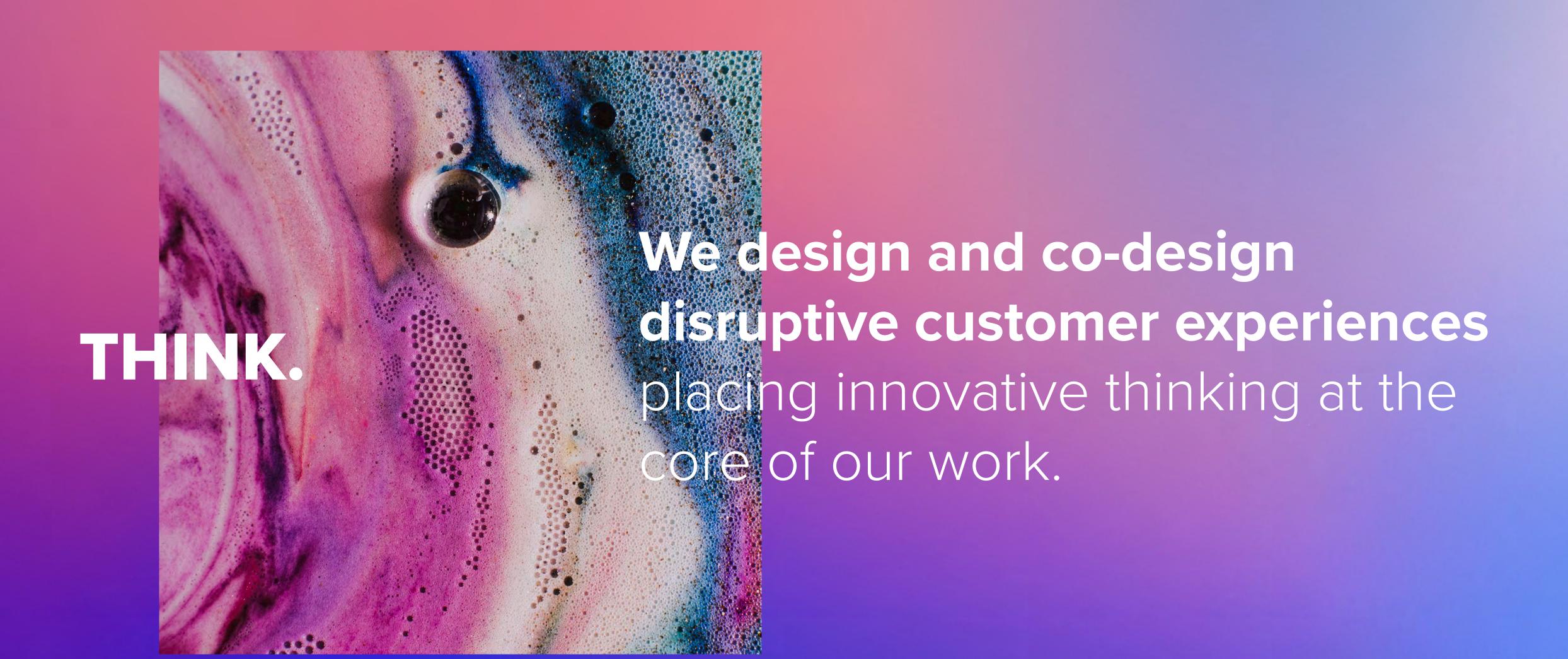
We design and co-design disruptive customer experiences putting innovative thinking at the core of our work.

## TRANSFORM.

Future doesn't stand still. We help brands keep pace with it by transforming or creating new interactions with their customers through solid data analysis and clever use of digital.

## RESONATE.

We think, create and produce brilliant content made to be noticed and be really effective in a market where everything has been done and seen.



## THINK.

Services

UX / UI

Design thinking process from context analysis to post evaluation

Omnichannel Customer Experience

Customer Journey Mapping

Seo & Analytics

**PLATFORMS** 

E-commerce

Standard and custom-made CMS

Loyalty & CRM platforms

Dynamic Content platforms

Funnel platforms

Marketing Automation

3D production

3D Configurators

DEV

Frontend development

Backend development

System Integration

Digital asset management

Content management

3D Printing

## THINK.

#### Partnerships & Competencies

















Project management tools



#### Customer Journey Mapping

Ci caliamo nel contesto dell'utente analizzando ogni step del suo percorso, su tutti i touch-point digitali. Il Customer Journey Mapping ci aiuterà a validare il flusso di navigazione, risolvendo a priori eventuali ostacoli e cogliendo da subito le opportunità per gli sviluppi futuri.

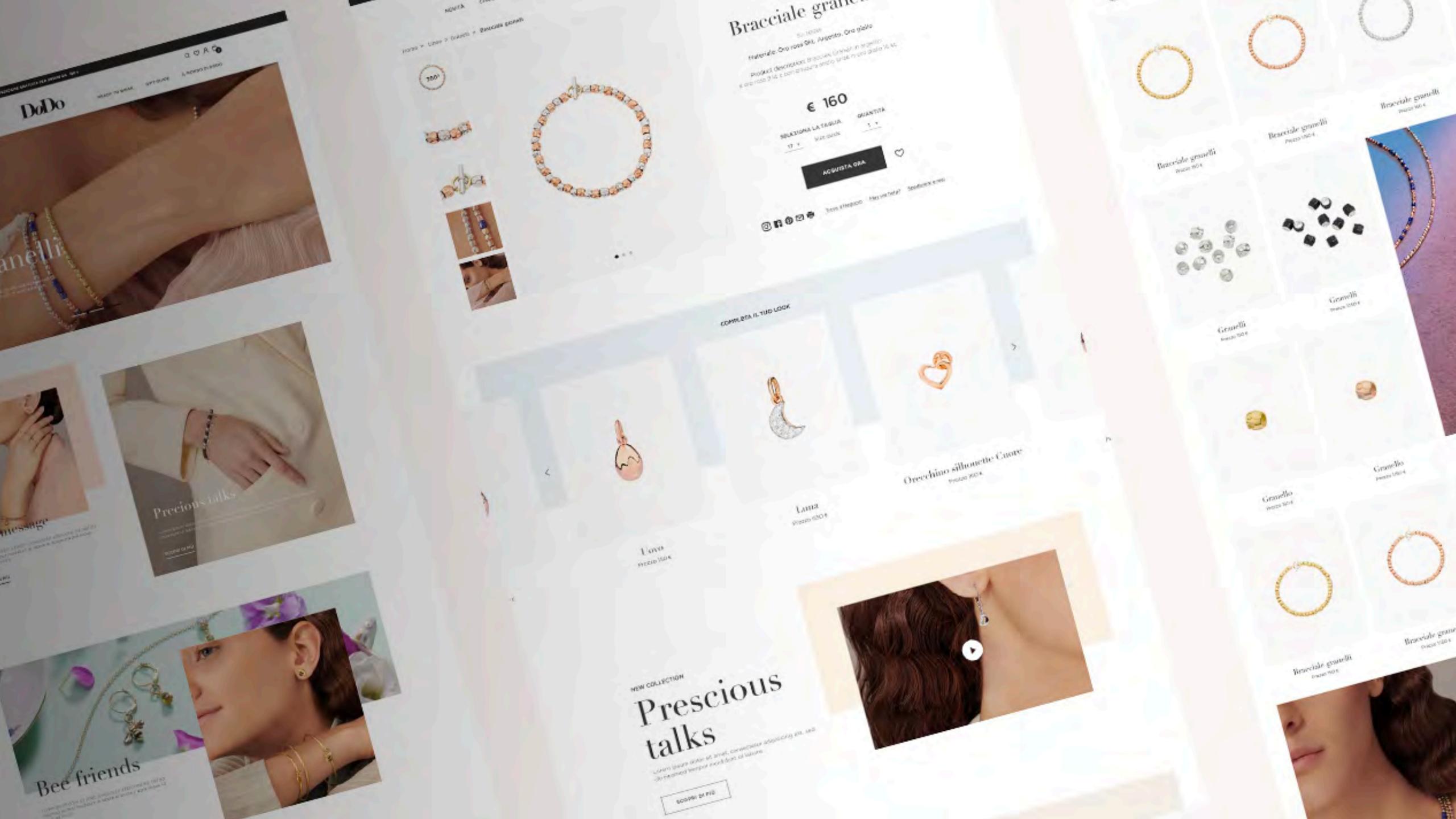


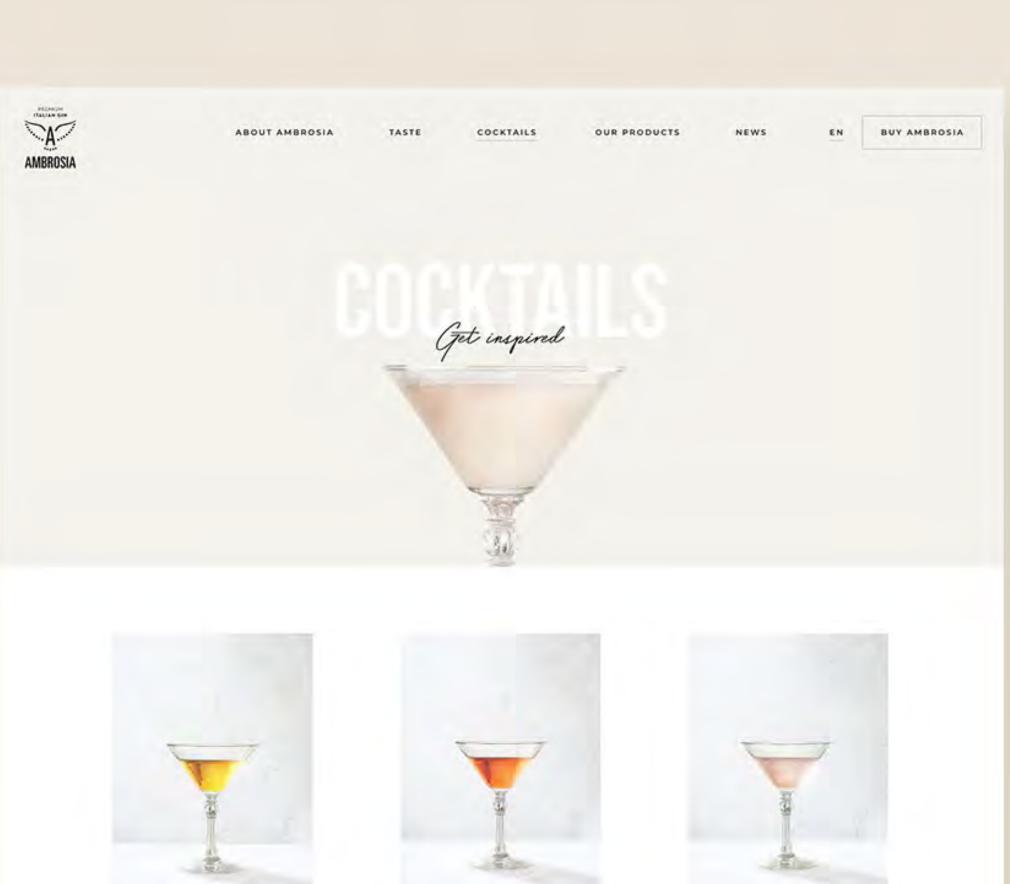


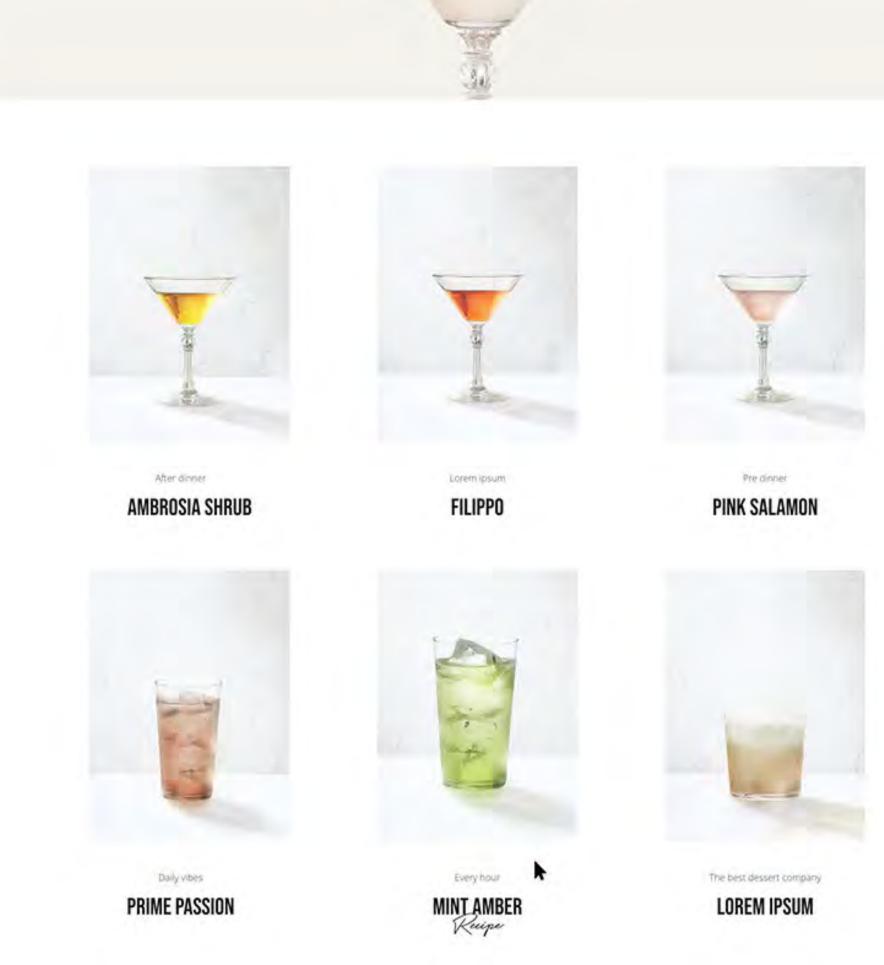
#### WorkFlow Model

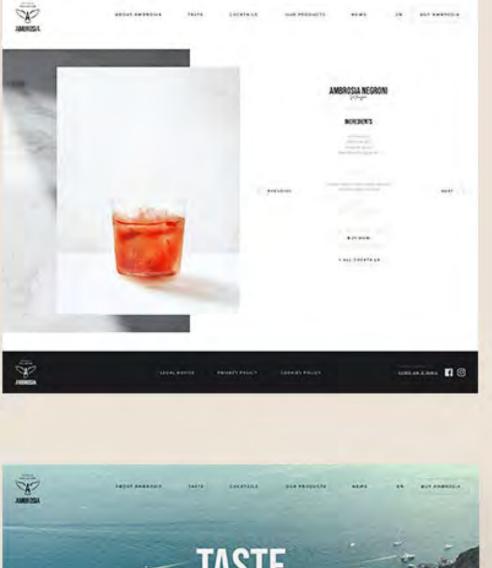
Il nostro processo Agile parte da wireframe e prototipi interattivi, che, una volta testati, ci permettono di produrre in breve tempo dei Minimum Viable Products (MVP), ovvero delle versioni incrementali del prodotto finale con tutte le funzionalità di volta in volta più importanti.



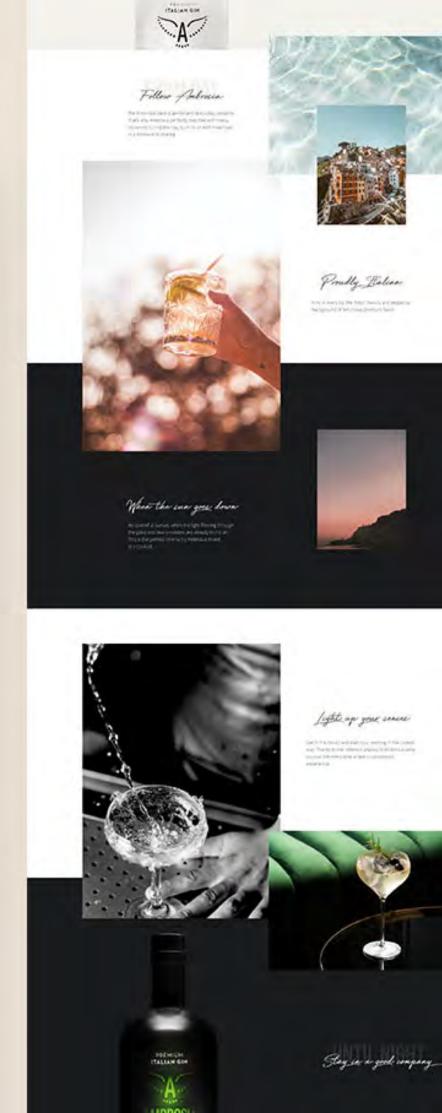














## DYNAMIC CONTENT

WHAT IT IS AND HOW IT WORKS?

#### Dynamic Content

Is a type of web content used in particular in web marketing and email marketing.

Generally these are parts of HTML code such as forms, landing pages or parts of pages that can change depending on the user who views them based on the profile and past history of the visitor (actions performed, pages viewed, searches carried out, etc.), these contents will be modified in order to offer him a personalized and tailored experience.





## A PERSONALISED CATALOGUE NEWSLETTER

#### UPDATED AND BASED ON CLIENTS' SHOPPING EXPERIENCE.

SENT TO HER MAILBOX EVERY WEEK WITH OUR PROMOS AND COUPONS.

Advanced Retargeting: Delivering dynamic, personalized content based on items shoppers bought or liked.

COULD SPIN OFF INTO AN ASW AR APP TO VIRTUALLY TRY NEW SKINCARE/MAKEUP PRODUCTS



# TOPCLIENTS







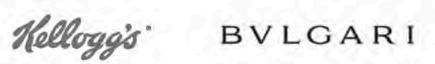
































































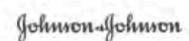




















































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