



Managing your Building  
is our profession

## THE COMPANY

Nazca is an expanding Italian company in the market **since 1993**.  
We are specialised in Facility Management, Property Management and ICT solutions.

Our strength points are **Self-performing and Innovation**.  
With 350 employees and 4 operative branches (Milan, Novara, Rome and Bari),  
Nazca sets itself to be the only direct provider of a quality and tailored service.  
We employ the best resources, competences and innovative technologies.

*"An on-going dialogue with clients is our stimulus to work towards higher efficiency in the services we provide daily. During this continuous open conversation, we support our clients with specific technical expertise."*

**Piertommaso Noviello, CEO Nazca**

## MISSION AND VALUES

For over 20 years, we have worked with our clients to guarantee functionality and profitability of buildings and business processes. This translates into **Work Force Management**.

Our mission is to invest in people and technology to guarantee an integrated and innovative management of services regarding properties.



Expertise



Constant  
updating



Flexibility



Technological  
innovation

## NATIONAL COVERAGE



+20

Years of  
experience

4

Operative  
Branches

350

Direct  
Employees

2M

Square Meters  
Managed



ISO 9001  
Quality  
N. IT258214



OHSAS 18001  
Occupational health and  
safety management  
N. IT259165/UK



ISO 14001  
Environmental  
management  
N. IT266737/UK

# Business Lines



## FACILITY MANAGEMENT

Nazca has been on the market as a provider of all Facility Management services since 1993. Our own staff, distributed across Italy, offers integrated services to people and buildings, and highly technological and innovative ICT solutions tailored to the specific needs of every client. Nazca makes a team of professionals, who have specific expertise in every field and market, available to you. They co-ordinate different activities and level out complex processes thanks to cutting edge IT systems for planning and reporting.



## PROPERTY MANAGEMENT

Nazca's Property Management division cares for all aspects of property management. We have integrated them with advanced IT systems to give the property or the asset manager the tools to make the best strategic choices.

Our professionals are dedicated to carefully manage our clients' properties, including maintenance, financial and administrative aspects. We work to maximize profitability and increase the value and functionality of buildings, all the while regularly monitoring costs.

## ICT SOLUTIONS

In 1998 Nazca created its own Research and Development centre. The staff here is dedicated to create solutions with a highly technological and innovative content of Work Force Management and Data and Document Management.

Nazca offers Cloud business implementations. These can be integrated with existing infrastructures and systems and stand out for their ease of use and great flexibility and adaptability to the client's specific needs.

# Facility Management

## SOFT SERVICES

CLEANING

RECEPTION

MAIL AND  
DELIVERIES

ARCHIVE  
MANAGEMENT  
AND LOGISTICS

ADDITIONAL  
SERVICES

## HARD SERVICES

BUILDING  
SERVICES AND  
MAINTENANCE

FIRE  
PREVENTION  
SYSTEMS

ENERGY  
MANAGEMENT

PROJECT  
MANAGEMENT

TURNKEY  
OFFICES



## THE MARKETS WE SERVE

Offices, retail chains, large-scale retail trade, logistics, manufacturing and hotels are supervised by our dedicated Project Managers, to satisfy all your requirements in real time.



## OUR ADDED VALUE



### Our know-how

Technical, engineering and process expertise gained over more than 20 years of activity.



### Direct Personnel

A team of qualified professionals to guarantee high-quality services and fast problem-solving.



### Technological Solutions

The Nazca WFM software guarantees the technical and economic control of services, buildings and operative personnel.



### National Coverage

4 operating branches and teams on the field for 24/24 availability and prompt interventions.



## OUR BUSINESS MODEL

### Open dialogue with the client and open-book offer

Care for and analysis of the client's needs, planning of the service and a complete offer in open-book, for full transparency on its cost.



### Kick-off and beginning of the service

Assignment of a dedicated Project Manager, due diligence, assessment of spaces and floor areas, staff changeover, personalization of Nazca WFM and sharing of SLAs and KPIs with the client.



### Cross Structure Staff

All of our staff is available to help you, supporting operative management and guaranteeing compliance with current regulations: the Technical and Engineering Management, Specialists on Health, Safety and Quality, the Contact Centre, HR and Administrative Management.



### Performance

Continuous fine tuning, implementation of improvements, scheduled reports to monitor the course of the service and commissioned budget (Opex and Capex).



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