

Case History

PromiGroup

Bricocenter printing environment management



To innovate it takes curiosity and courage

The innate curiosity about the new, combined with the ambition to excel in its sector, makes PromiGroup a reliable and professional technological partner that it's always able to find new solutions for the market.

For Bricocenter we have chosen the innovative **Epson Rips printing technology**.



- *Reduction of over 90% of the energy consumption of printing devices;*
- *High autonomy of consumables;*
- *Total elimination of fine dust emissions typical of Laser technology products.*

Bricocenter, which works in the retail field, placed in 50 different locations all around Italy, has chosen to change their 300 laser technology printing devices with the new **Epson Rips printers**, combined with our totally customized copy cost service.



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Timeliness, Professionally, Quality.

The first step was focalized on the preparation of peripherals in our stores, where it was made a first processing, in addition to the necessary storage.

The installation activity was carried out in **less than 6 weeks** thanks to the use of many highly qualified teams that could remove the old devices, place the new ones, provide for the integration of the products in the information system and finally the operational explanation, to allow users to use immediately the new printing solution.

Max Relax

Our specialized technicians monitor the products daily and, through a proprietary **PromiGroup platform**, automatically send the consumables to the point of use.



This step has favored the timeliness of the installation in the sale points, allowing them to **continue the commercial activity** without annoying the clients.

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Money save

Thanks to the very high autonomy of the Rips bags, it has been possible to streamline the process of shipping and storage of consumables, thus achieving the objectives of economic and ecological savings for the entire management of the contract and minimizing machines downtime in the stores

Dedicated Help Desk

The **PromiGroup help desk service** provides the customer a dedicated reference number, also available on holidays, which enables them to manage and resolve technical and / or functional problems at each point of sale.

This service allows the customer to dedicate his resources to other valuable activities, certain to be able to count on an effective and totally personalized service.

On specific request, we have also planned the **monthly sending of a detailed report** that simply summarizes the performance of the installed fleet and the performance of the Help desk service. Finally, we have allowed the customer to access our management software to go further into the status of an individual printer or the detail of a specific call received.

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