



THE OTHER PART OF YOUR BUSINESS

DACOM



THE MYTH OF THE HALF

“each of us is in constant search of their own half, finding that they return to ancient perfection...”

Platone

DACOM THE OTHER PART OF YOUR BUSINESS

DACOM

YESTERDAY

Dacom was founded in the early eighties as a business unit of the Swiss multinational company Brown Boveri. In 2006, it became a skilled distributor in the AIDC sector. The turnover increased rapidly thanks to the completeness of the offer and the quality of service provided to customers: training, help desk, software support and engineering. By 2007, Dacom had opened a subsidiary in Spain and in 2016 in France and Germany.

TODAY

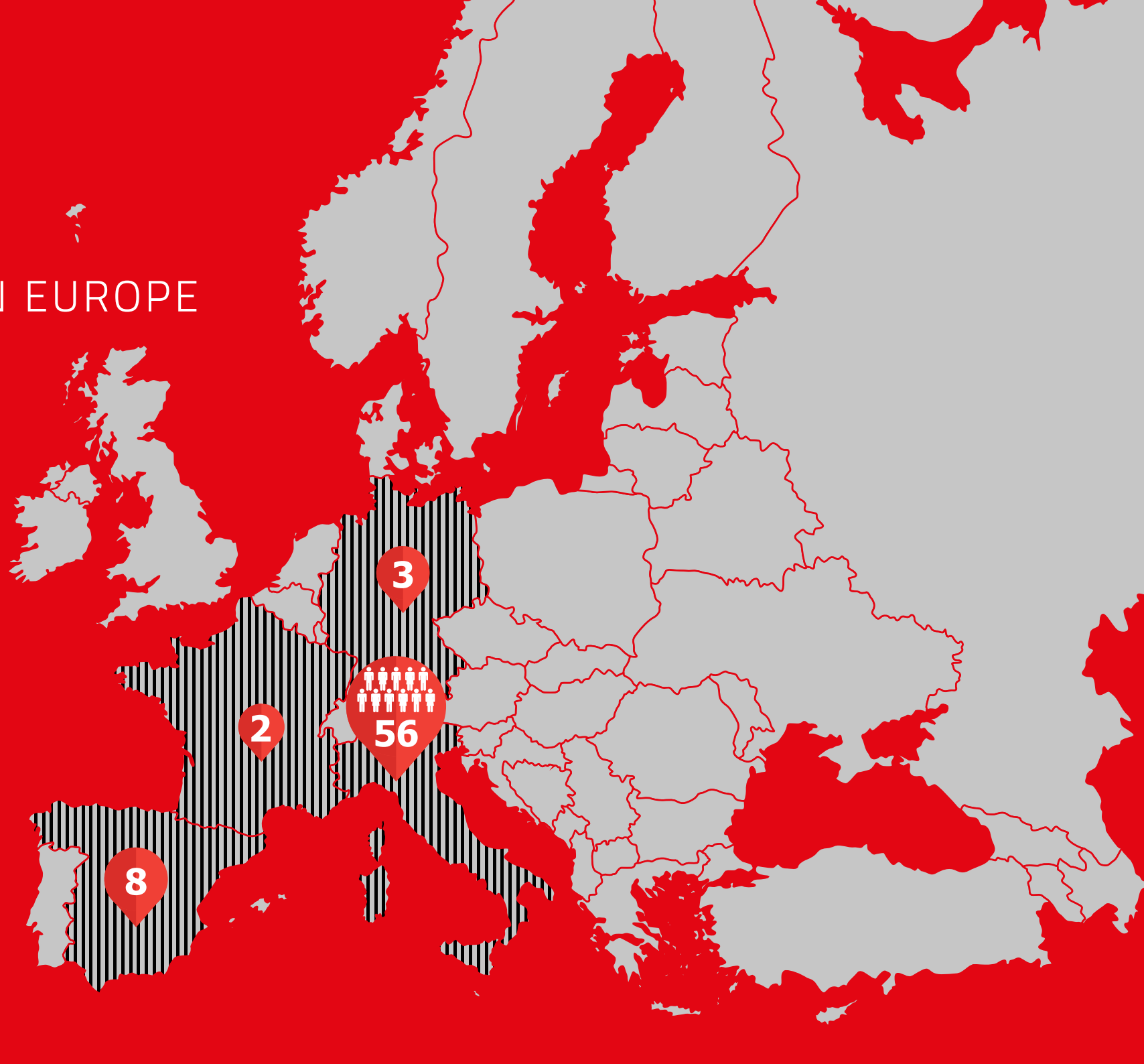
We have developed to become a leading company for the supply of products and services for AIDC, a position achieved thanks to a consistent expansion of the commercial network, the development of logistics infrastructure and an increasingly wider product catalogue, enriched by a targeted selection of brands. Our customers are software houses, system integrators, retailers of IT products and supplies for Office, Retail, Production, Logistics and Public Administration. We are always able to propose, for any sector of activity, the right combination of products, which meet the requirements of the specific market served.

Paolo Gatti - Manager



DACOM IN EUROPE

56 Italy
2 France
3 Germany
8 Spain





OUR MISSION

We have only one priority: to be by your side, supporting you in your choice, helping you during the purchase and providing you with assistance in the use of our products. We want to be part of the solution to the problems you face every day.

And that is why:

- We select the products of **the best brands**
- We guarantee the **warehouse stock**
- We put at your disposal an efficient **customer care service**
- We provide you with pre- and post-sale **technical support**
- We give you the possibility of ad hoc **customizations** and engineering
- We support you to ensure the necessary **bureaucratic compliance**
- We develop e-commerce tools for **quick purchases**

Believing in our proposal means having all this at your disposal.



Alessandro Battaglia - Sales Manager

OUR BEST BRANDS

THE MOST RELIABLE PRODUCTS

We are certified distributors of all the most important brands in the sector, of which we have selected the best products for automatic identification:

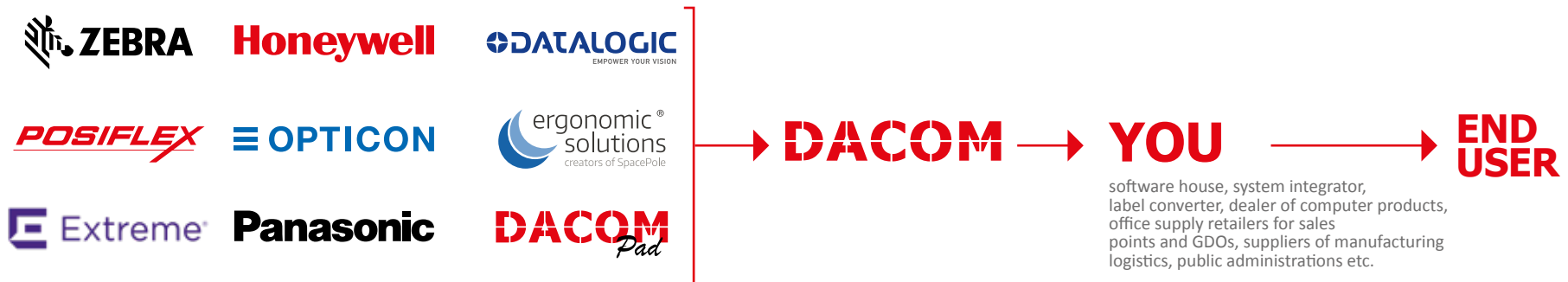
- Thermal and thermal transfer printers
- Labels and ribbons
- 1D and 2D barcode readers
- Industrial terminals and PDAs for mobile work
- RFID, Wi-Fi and POS solutions



Mary Ann Annunziata - Customer Support

WE HAVE MADE A CHOICE

We believe in commercial fairness and lasting collaboration with our customers. For this reason we have made a precise choice: never sell to the end user. We seriously stick to our decision, because we aim to rely on business partners, more than on customers



STOCKS ALWAYS AVAILABLE

An optimal way to satisfy our customers is to offer products that are always available in stock. Therefore, we have invested in a modern warehouse that covers an area of over 3,000 square meters. We also guarantee quick and precise deliveries of all orders, traceable 24/7 with a simple click. This is also another very concrete way to support those who have chosen us.



CUSTOMER CARE

Dacom has employed 15 people dedicated to customer care: every question about an order or shipment and every change that a customer wants to make is taken on board and managed by a trained assistant in possession of all the necessary information. Constant and careful support.

DEDICATED COMMERCIAL SUPPORT

The customer for us is not just a number. Everyone can rely on dedicated commercial support. If we want to talk about numbers, it is important to know that, in Europe, we have 7 internal sales managers and 20 area managers.

Our sales managers constantly take part in refresher courses on market trends and brand products.

This ensures that each customer has a dedicated and expert figure trained on the products proposed, able to address not only commercial problems but also technical questions.



Commercial Support Team



Technical Support Team

TECHNICAL SUPPORT

We have always placed great importance on the training of our technicians. Providing timely support both during the project processing phase and after the sale requires the presence of 16 people.

They are professionals of fundamental importance: it is these people that make us unique in our sector!

Relying on us means being followed step-by-step by people with a deep knowledge of both hardware and software, technicians with a long experience in the AIDC sector who are able to supply consultancy even in case of ad hoc customizations and engineering.

SIMPLIFIED BUREAUCRACY

Our customers develop business at a national and international level and need adequate support from an administrative, financial and legislative point of view. For this reason, buying from an Italian company means important and immediate benefits

- Products under approval
- Exemption from declaration obligations related to intra-EU trade (INTRA)
- Access to alternative financing and payment formulas, such as Reverse Factoring, the operational rental lease back
- Documentation for duty reliefs in real-time



As national manufacturer we are listed in the registers by the Ministry for Environment, Land and Sea Protection of Italy. Once again, this means less bureaucracy and consequently more time for your business.

Davide Bano - Management (Finance - management Control)

DACOM

170

DELIVERIES
PER DAY

3.500

DELIVERIES
PER MONTH

42.000

DELIVERIES
PER YEAR

OUR
NUMBERS

4

COUNTRIES

ITALY - FRANCE
GERMAN - SPAIN

69

EMPLOYEES

3.000

M² OF
WAREHOUSE

66

MILLIONS €
TURNOVER 2018

70.000

ORDER LINE
PER YEAR

35

YEARS
ON THE MARKET

13

CUSTOMER CARE
RESOURCES

7

INTERNAL SALES
RESOURCES

400.000€

PRODUCTS UNDER
APPROVAL

20

MANAGER SALES AREA
RESOURCES

16

SKILLED
TECHNICIANS

OUR NEW WEBSITE WWW.DACOMAIDC.COM

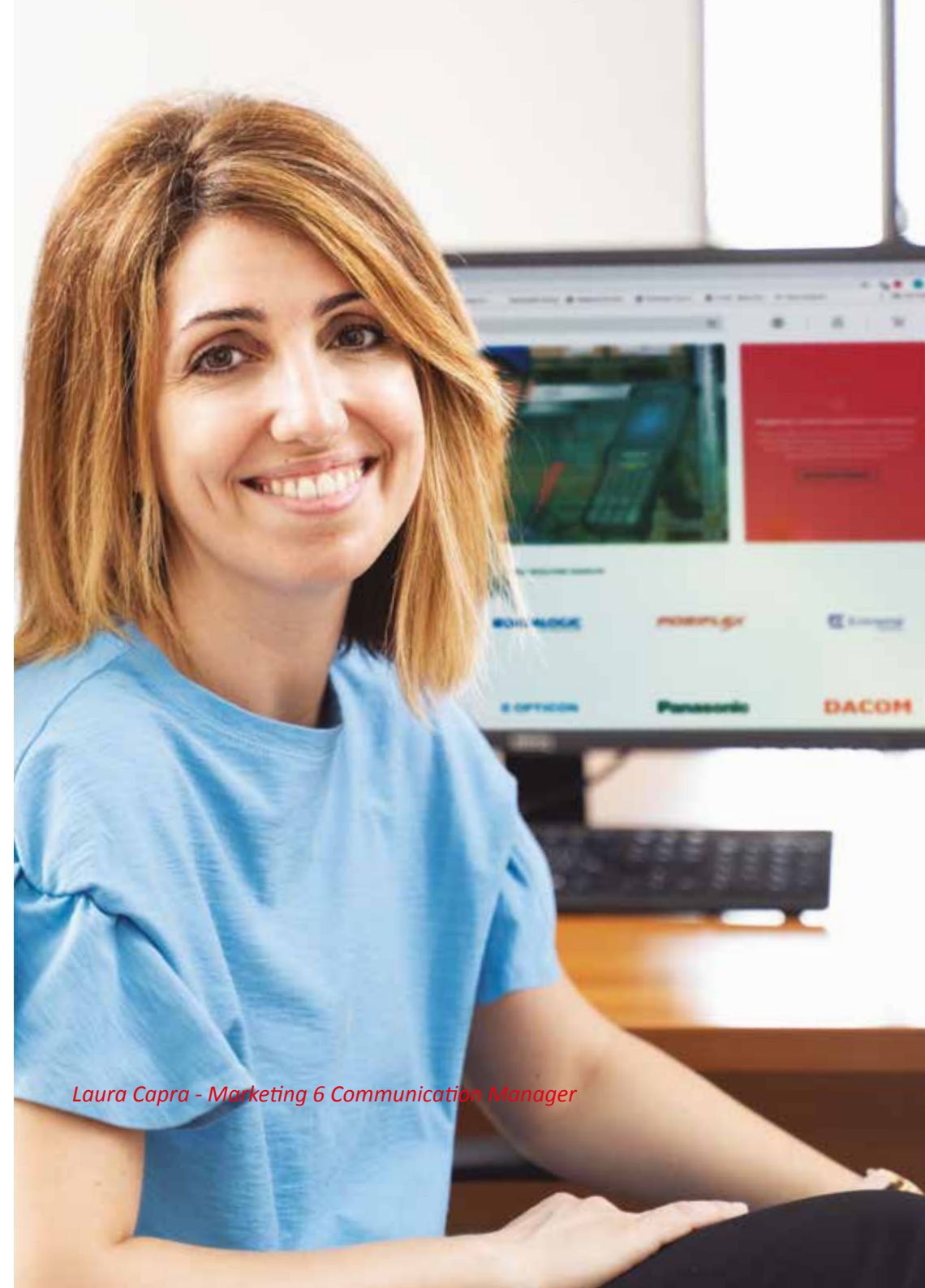
The new Dacom e-commerce is a portal designed to facilitate the consultation and purchase of our products, error-free. It collects all the **product and brand information** on one unique platform.

It allows customers to see the **purchase history** and to view all the related documents. It contains information about the **progress of the order**. Moreover, it highlights all the news and **active promotions**.

Our aim is constant improvement, therefore the new implementations are already in progress:

- Learn about specific special conditions
- Consult the prices of all vendors (deadlines, prices, etc...)
- Load the order using the price still open
- Apply for price renewal request with progress of the order (sent, waiting for answers from the vendor....)
- Send quick questions via the always-on support chat

If you are already a customer and want to know about the new products or services dedicated to you, call **+39 02 9348151** or email **commerciale@dacomaidc.com**



Laura Capra - Marketing & Communication Manager

Dacom Italia

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