



# Digital Dot

digital.dot was founded to support the digital printing company of tomorrow. In addition to their activities in the 2D Super Wide Format printing market, they have also been appointed official distributor of MASSIVit 3D. This enables them to offer services in the field of: Signage and Display, Retail Space Design, Exhibitions and Events, Theming and Entertainment and 3D Concept Engineering.

The company has over 15 years of experience in the European market, both in the wide and super wide format digital printers, which allows them to find the most optimal result and ensure maximum customer satisfaction. Their products are designed for small to medium sized companies that want to boost their performance.

Business Solution  
Service Companies

Sector  
Wholesale/Retail

Collaborators  
20 - 49

Website  
[www.digitaldot.be](http://www.digitaldot.be)

## CHALLENGE

*digital.dot's biggest challenge was to set up an integrated system taking into account the different types of services and products. digital.dot installs, delivers and maintains new 3D printers as well as refurbished 2D super wide printers and consumables.*

## SOLUTION

The solution put in place is based on Odoo, with some specific developments that speed up and improve

customer service. The solution takes care of the sales department as well as the handling of quotations, sales and invoicing. The warehouse ensures an optimal stock as well as all incoming and outgoing deliveries. Supplying support and planning interventions is done via the Helpdesk module with a link to the calendar that is synchronized with Office 365.

## RESULTS

digital.dot now has a system in which all information is managed centrally and can be shared between employees and customers.

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### Modules

- CRM
- e-Commerce
- Email Marketing
- Events
- Field Service
- Helpdesk
- HR
- Inventory
- Invoicing
- Purchase
- Sales
- Timesheets
- Website