



BOOSTING EFFICIENCY AND ELEVATING CUSTOMER SATISFACTION



In 2024, before ShippyPro, we relied on just three carriers and a maze of manual processes. Tracking was painful—slow, costly, and risky at our scale of roughly 1M shipments. With ShippyPro, we now handle 75% of shipments automatically.”




Francesco Merola
Sr. Logistics Manager at PhotoSi

BETTER WITH SHIPPYPRO

30%

Reduction in working hours by eliminating manual invoicing

40%

Reduction in carrier integration costs

20%

Fewer Customer Care tickets and associated costs

Customer satisfaction and efficiency, elevated to the next level

With over one million annual shipments, the company aimed to streamline its invoicing and shipping management processes while maintaining flexibility across multiple carriers. By adopting ShippyPro, PhotoSi eliminated manual invoicing, saving 30% of working hours, and gained cost-effective, scalable integrations with global Carriers. Customer Care efficiency also improved significantly: requests dropped by 20%, reducing associated costs and increasing customer proactivity, while the company achieved an NPS of 67 (as of August) – a clear reflection of higher satisfaction levels.

Thanks to ShippyPro's effortless and fast Carrier setup, PhotoSi is fully prepared for its 2026 logistics roadmap. Looking ahead, PhotoSi is already working on the next stage of its logistics evolution. The team plans to introduce PUDO Maps, offering customers even greater flexibility and convenience in how they receive their orders. At the same time, Carrier Performance Analysis will provide deeper insights into delivery efficiency and reliability, paving the way for smarter, data-driven decisions by 2026. Finally, the upcoming Optimizer tool will help detect hidden costs and prevent discrepancies – ensuring every shipment is as efficient and cost-effective as possible.



With ShippyPro, we've scaled to five carriers with ease. Our checkout now includes pick-up/drop-off maps to improve our customers' delivery experience, and address validation saves us from costly delivery errors across global shipments.

Plus, paperless invoices — especially for international — expose hidden charges, giving us full cost control."



Francesco Merola
Sr. Logistics Manager at
PhotoSì



KEY PROJECT NUMBERS

SHIPMENTS PER YEAR

> 1 Million shipments in more than 40 Countries

75% of shipments managed by ShippyPro

SELLING POINTS

**2 sales channels for Consumers
1 Proprietary app
2 B2B sales channels**

INTEGRATIONS

**5 Carriers
Pick-up & Drop-off Points Maps
AddressValidation
Paperless Invoice**

Photosì, where every photo becomes a story

PhotoSì S.p.A. is Italy's leading photo printing company and a growing international player. Founded in 1973, the company has evolved from a traditional photo lab into a fully digital brand — bringing memories to life through high-quality, customizable products.

With a team of over 180 employees and a presence that now reaches customers worldwide, PhotoSì serves both B2C and B2B markets, offering a wide range of personalized photo products — from PhotoBooks and Wall Prints to creative custom gifts for every occasion.

The company operates through its proprietary e-commerce platform and a mobile app launched in 2012, which has already surpassed 5 million downloads.

In 2024, PhotoSì achieved a turnover of €45.5 million, confirming its position as a benchmark in the photo printing industry and a symbol of Italian innovation in digital personalization.

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