



## Esprinet signs a distribution agreement with LiveHelp

Vimercate (Monza Brianza), 22 May 2023 - ESPRINET (PRT:IM), a leading group in consulting, the sale or rental of technology products and IT security, enriches its service offering for resellers with LiveHelp, the digital engagement platform created to support companies' sales and service objectives on digital channels.

LiveHelp is the first Italian digital platform that helps companies create the best omnichannel customer care experience through the intelligent use of technology. In fact, it is a Digital Customer Care suite that allows to interact with customers at any time via chat, video chat, manage requests in the form of tickets, enable listening on different social channels with a single interface, and finally, automate the Customer Care service with the chatbot.

The partnership with Esprinet allows LiveHelp to expand its distribution network by relying on with a solid, international and recognized partner in the IT world. Indeed, Esprinet provides the vendor with a team of professionals of the highest value and empathy dedicated to the service proposition, in addition to the most extensive Dealer network in Southern Europe.

This partnership is particularly strategic because it represents the consolidation of Esprinet's leadership in the world of digital services. It allows, in fact, to meet the needs of all Target customers, thanks to two solutions designed specifically to go against all market needs: the first is LiveSuite, the solution designed for large companies with Omnichannel Digital Customer Care needs that need a reliable and competent Partner like LiveHelp for complex projects; the second is LiveSmart, which offers even small and medium-sized companies the opportunity to create extraordinary relationships with their customers by taking their first steps toward multichanneling through a fully self-service solution.

*"The partnership with Esprinet is a great opportunity for us", affirms Valentina Trevaini Co-Founder and Sales Manager of LiveHelp. "Collaborating with a well-established and important reality allows us to expand our distribution network, reaching out to new clients and expanding our service offerings. In fact, thanks to this partnership, we have taken up the challenge of creating a platform completely in Sel-Service, Live Smart, which complements our tailor-made platform, LiveSuite, which has made us a well-known and successful reality in the world of Digital Customer Care for several years. We look forward to starting this new collaboration strong with two opposing approaches that will allow us, together, to be able to meet the needs of every type of customer".*

*"The partnership with LiveHelp is a further confirmation of Esprinet Group's strategic focus and evolution as a Full service Provider", commented Patrizia Combi, Group Digital Solutions Division Manager of Esprinet. "In fact, the LiveHelp platform enriches our digital solution offerings, enabling reseller customers to enhance their Customer Satisfaction strategy effectively, as well as representing an attractive business opportunity that our partners can convey to the end market".*

**Esprinet** is an enabler of the technological ecosystem, promoting tech democracy with a strong vocation for environmental and social sustainability. With a comprehensive offering of advisory services, IT security, services and products for sale or rental through an extensive network of professional resellers, Esprinet is the leading Group in Southern Europe (Italy, Spain and Portugal), the fourth in Europe and in the top ten at the global level. Boasting more than 1,800 employees and € 4.7 billion in turnover in 2022, Esprinet (PRT:IM - ISIN IT0003850929) is listed on Borsa Italiana, the Italian stock exchange.



Press release available on [www.esprinet.com](http://www.esprinet.com)

For more information:

**CORPORATE COMMUNICATION**

ESPRINET S.p.A.

Tel. +39 02 404961

Paola Bramati

[paola.bramati@esprinet.com](mailto:paola.bramati@esprinet.com)

CORPORATE COMMUNICATION CONSULTANTS

**BARABINO & PARTNERS**

Tel: +39 02 72023535

Federico Vercellino

E-mail: [f.vercellino@barabino.it](mailto:f.vercellino@barabino.it)

Mob: +39 331 5745171

Linda Battini

E-mail: [l.battini@barabino.it](mailto:l.battini@barabino.it)

Mob: +39 347 4314536