

DISTRIBUTOR STORIES

PromoPlace's journey to 75% growth with Facilisgroup

In the world of promotional products, **PromoPlace found themselves at a crucial point in their growth journey.**

Like many others in the industry, they were grappling with the challenge of finding the right tools and support system to propel their business forward.

Then, in 2020, PromoPlace made a significant decision: They partnered with [Facilisgroup](#). We asked Tim Feijer, Co-Owner and Executive Director, what led to their decision to make the switch. It wasn't just about adopting advanced technology like Facilisgroup's Syncore software, although that was part of it. As they explored platforms like Sage and commonsku, PromoPlace always had their sights set on Facilisgroup. What drew them in was Facilisgroup's comprehensive approach, blending cutting-edge technology with a supportive community that understood their needs and offered practical solutions.



Joining forces with Facilisgroup also opened doors for PromoPlace. They gained access to a robust network of suppliers, amplifying their ability to meet their clients' diverse needs. It was a game-changer for PromoPlace, positioning them for even greater success in the promo industry.

Smooth Sailing with Syncore: PromoPlace's Seamless Transition

The transition from their previous platforms to Syncore was a significant step for PromoPlace, and to their delight, the transition was smoother than anticipated. Facilisgroup's streamlined onboarding process, coupled with personalized training and real-time support, enabled PromoPlace to quickly master the new system and significantly improve their operational efficiency.

Leveraging Syncore's Tools and Reporting Capabilities to Drive Efficiency and Growth

With Facilisgroup's Syncore software in their arsenal, PromoPlace tackled business challenges head-on. The introduction of a dedicated customer service representative (CSR) role, supported by Syncore's comprehensive CSR tools, optimized their workflow and led to substantial efficiency gains and a notable uptick in sales.

The value of the reporting capabilities within Syncore, initially underestimated, revealed their worth by offering insights that were crucial for strategic decision-making, allowing PromoPlace to continuously refine their approach and seize new growth opportunities.

Beyond Just Tech: How Community Changed Everything

The impact of Facilisgroup went beyond technology. Being part of the Facilisgroup Community provided PromoPlace with opportunities for collaboration and knowledge-sharing that was instrumental to their growth journey. Through cohort groups, collaborative sessions, and networking events, PromoPlace exchanged insights and strategies with like-minded businesses, facilitating learning and growth and allowing them to navigate the industry more effectively.



"We knew by joining Facilisgroup you are joining a network of legitimate businesses that are running into the same situations you are. The advice and help that the community can give has a lot of value. That's one of our favorite parts about Facilisgroup."

– **Tim Feijer**,
Co-Owner and Executive Director

PromoPlace achieves 75% sales growth over 4 years with Facilisgroup

PromoPlace's decision to partner with Facilisgroup has led them to a remarkable 75% sales growth since 2020. Their story highlights the importance of collaboration and the holistic ecosystem that Facilisgroup offers to its partners, contributing to their success in the ever-changing promotional product industry.

Let's talk business growth!

[Schedule a 1-on-1 with our sales team](#) and discover how partnering with Facilisgroup can scale and grow your business.