

10 YEARS ASSISTING BRITISH AND IRISH CLIENTS

SINCE 2015 SMI HAS BEEN CONSISTENTLY COMMITTED TO PROVIDING ITS CUSTOMERS IN GREAT BRITAIN AND IRELAND WITH FAST AND EFFICIENT LOCAL SUPPORT, BOTH COMMERCIAL AND TECHNICALLY, TO MEET THE NEEDS OF A RAPIDLY EVOLVING MARKET.



SMI (UK & Ireland) is a company based in Manchester; a major logistical and industrial hub strategically positioned to assist the current and potential customers of the SMI Group and respond promptly to their service requests.

The staff, currently consisting of six people, coordinated by Paul McGovern, Sales Director of SMI (UK & Ireland), assists customers with commercial requests, technical enquiries, spare parts supply, maintenance, and new applications. Competence and professionalism are

undeniable strengths of the UK-based branch of the SMI Group, increasingly engaged in managing important projects such as the recent supply of secondary packaging machines to Radnor Hills to meet the needs for valuable and eco-sustainable packaging solutions.

We discussed this subject in depth with Paul McGovern, Branch & Sales Director of SMI (UK & Ireland) Ltd.

"In 2015 Mr Paolo Nava, the SMI Group's CEO, asked me to open an SMI Branch in the UK. At that time SMI had

been servicing the UK & Irish markets remotely from Italy.

"Although historically SMI had sold a respectable number of machines into the UK & Ireland markets, the overall business turnover in this area was gradually declining and for that reason SMI decided that opening the branch in the UK, in order to have a physical presence with locally-based people managing existing and new customers, was the only way to increase our sales again and improve our customer service."