



# **YOUR GUIDE TO INSTANT PRODUCT PERSONALISATION**

**DISCOVER A WORLD OF HIGH-PROFIT  
DIGITAL PRODUCT PERSONALISATION**

Differentiate your business from your competitors by adding a product personalisation service, and charge a premium on the products you're selling. This guide will explain how incorporating a Roland DG instant personalisation solution into your business can expand your offering and increase your profitability.

# CUSTOMER EXPECTATIONS

It is well documented that in recent years brick and mortar retail store sales have steadily fallen as a result of the increased competition posed by the online retail sector – both in terms of price and ease of access.

However, we are now starting to see a return to physical retailers as customers seek the social immersive experience this provides. Whatever the preference, the individual is the key and how you engage with the individual to provide a unique shopping experience will dictate success.

This is supported by a shift in spending on experiences rather than possessions, which in turn is changing purchasing patterns as customers look to connect with the product and the product creation process.

With this constant and instant access to products and services, consumers are increasingly dictating what they want, where they want it and when. And given the correct equipment and support, a personalisation solution can meet this need.

The shift in buyer behaviour has also made shoppers more discerning in their purchases, looking for quality over quantity, and bespoke over mass-production. This means that while shoppers may be making less purchases in total, they are willing to spend more per purchase for quality goods especially if they can connect with the purchase on some level.

All of this means there is huge potential for retail businesses, both physical and online, to incorporate instant personalisation into their offering in a way that could make them stand out from their competitors.

# PERSONALISATION DEFINED

## There are 3 types of product personalisation:

**Mass personalisation:** products are mass produced but can be created in multiple variations to meet customer preferences with no input from the customer. An example of this is soft drink bottles with individual names on the labels, or named keyrings often found in museums or theme park gift shops.

**Mass customisation:** products are mass produced but the customer is offered limited options to customise the product. For example, football jerseys – fonts, characters and numbers are limited, but customers can choose what they like from within a certain range.

**Bespoke goods & services:** the customer is involved from beginning to end in the process to create a unique product. You can see examples of this in photography shops and supermarkets, where a customer's image can be printed onto mugs, cushions, canvasses etc. These sorts of items often hold great emotional appeal to customers or visitors, as they are a long-term memory of a specific moment in time.

For the retailer, the commercial benefits of instant personalisation are potentially game-changing. The profit margins are higher than on pre-designed products, and you can define the offering – you choose the range of items to customise to fit with your positioning, you decide how many you produce in a week, and you decide the price points.

And the benefits go beyond just the financial – customer loyalty plays a key role. Both in terms of individuals who will return for future purchases and share their experience with friends, relatives and colleagues thereby promoting your business through word of mouth.

Whether it is as a gift for someone else, or as a treat for themselves, 1 in 3 consumers want personalised products, and of those 1 in 5 are willing to pay a 20% premium\*. And this statistic is even higher amongst millennials, with 57% stating they would be willing to pay more for high-end fashion or luxury items if they were personalised.\*\*

By purchasing a personalised item, the customer gets exactly what they want, and they are involved in the design process resulting in a unique and engaging shopping experience, one that will be treasured long after the purchase is complete.

\* The Deloitte Consumer Review: Made-to-order: the rise of mass personalisation (2015)

\*\* Deloitte: Blin it on | What makes a millennial spend more? (2017)



# UV PRINTING



Whether you already supply customers with branded give-aways and personalised accessories, or you would like to expand your product offering to meet increasing customer demands, UV printing is the perfect solution. UV printing technology lets you print directly onto a variety of materials such as leather, wood, ceramic, stone and acrylic so that you can transform ordinary low-cost objects into personalised, high-profit items.

## Customise a Vast Range of Items

UV printing can produce unique graphics products with incredible detail, colour and even embossed effects on a virtually unlimited range of items. A UV flatbed printer is quick and easy to set up, and variable data allows for customised output on multiple objects; making the technology very economical for one-off and short runs, prototypes and custom and personalised products.



## Profit Potential for Retailers

UV printing technology is becoming more affordable and accessible – presenting an opportunity for retailers and suppliers to the retail sector, to quickly realise a return on investment and achieve significant profits.

The commercial world is evolving and modern clients are constantly looking for new and interesting ways to promote their brands. UV printing allows you to supply this demand. No longer perceived as a “novelty”, there is now real growth in demand for personalisation in the retail industry, as many shoppers look for quality rather than quantity.



# PRINT & CUT

Roland DG's integrated print and cut machines offer versatility, durability and quality. The equipment you need to add wide format and custom short-run graphics is inexpensive to acquire and cost-efficient to operate, giving you a fast and impressive return on investment.

## Heat Transfer Apparel and Graphics of all Sizes

With Roland DG technology you can quickly and easily print and contour cut full colour heat transfers for short run apparel, to create custom garments such as shirts, jackets and hats, plus all kinds of sportswear with heat applied digital cut graphics, including flock, reflective, neon, glitter and twill.



With print widths ranging from 515mm up to 1615mm, you can also produce custom window and wall graphics, and unique contour cut labels and decals in virtually any shape or size.

## Grow Your Product Range

The cost-effectiveness and versatility of print and cut machines means that it is easy to increase the product range you can offer, growing the profit potential of your business.





# ENGRAVING & MARKING



With your Roland DG engraver or impact printer you can quickly and easily add inscriptions, logos, graphics and images to a wide variety of surfaces – transforming ordinary items into one-of-a-kind keepsakes your customers will love.

## Awards and Trophies

Engravers and impact printers can all be used for the professional personalisation of trophies, awards and gifts. Roland DG's engraving devices are versatile and easy-to-operate, allowing you to produce exceptionally crisp text and graphics, 3D reliefs and even rhinestone decorations to metals, acrylics, woods and laminates.

## Personalise Giftware and Promotional Items

Perfect for retailers looking to add value to ordinary gifts and accessories, impact printers quickly and precisely imprint photo-realistic images, text, logos and graphics to a wide variety of metal and acrylic items, from souvenirs and plaques to charms and pendants.

## Increase Your Retail Business

Roland DG's range of engraving machines and impact printers are cost effective, easy-to-use and enable personalisation onto a range of items, which is key to increasing profit.

# DIRECT-TO-FILM

Direct-to-film printers let you create vivid, durable transfers for a huge range of garments and accessories, opening up profitable opportunities in custom apparel and merchandise.

## Brilliant Colour on Virtually Any Fabric

With Roland DG direct-to-film technology, you can print full-colour designs onto a special film and heat-press them onto cotton, polyester and blended fabrics with ease. These compact, professional printers deliver sharp detail and vibrant colour on demand, featuring simple operation, low-maintenance performance and a streamlined workflow that makes customised clothing fast and hassle-free.



Direct-to-film printers give you the freedom to add bold, full-colour designs to an extensive range of garments and accessories. From T-shirts and hoodies to tote bags and caps, they produce vivid, durable graphics and intricate detail on a wide variety of fabrics, making it easy to offer professional custom apparel that stands out.

## Open Up Profitable New Apparel Opportunities

Whether you're starting a custom clothing venture or adding new services to an existing shop, direct-to-film printing delivers an easy, low-maintenance way to offer high-margin personalised garments and merchandise, expanding your product range and attracting new customers.



# 100% SUPPORTED



## ROLAND DG CARE SUPPORT

Roland DG Care includes a complete range of premium services to help our customers throughout the life-cycle of their experience with Roland DG.

We provide support, service and warranties designed to assist with the smooth operation of our customers' businesses, and to ensure that professional users and beginners alike can use Roland DG products with peace of mind for many years to come.

After sales support can have a dramatic effect on how smoothly and profitably a business runs. With Roland DG Care, you not only get extensive coverage for your device, but you receive the best service and support in the industry.

## ROLAND DG ACADEMY TRAINING

Roland DG's Training Solutions include courses on products, software, equipment and technical support. Training is an important part of Roland DG's commitment to after sales support.

Our Roland DG Academy Training Courses, including software training, can help you expand your knowledge and skills, whilst our RolandClinic sessions give you free one-to-one advice and technical support.

[www.rolanddg.com.au](http://www.rolanddg.com.au)

Roland DG Australia  
1800 500 119  
[sales@rolanddg.com.au](mailto:sales@rolanddg.com.au)

