

Facts and figures

Firmierung: Dignet GmbH & Co. KG

Website: www.pixum.de / www.pixum.com / www.pixum.co.uk

A short history:

- 2000: Founding of Pixum AG in Lohmar near Cologne as Germany's first online photo service, number of employees: 3
Move to Zollstock, Cologne, Gottesweg 64
- 2001: Launch of the Pixum brand in Austria, Switzerland, the Netherlands and the United Kingdom
Takeover of Dutch online photo service Colorwonder
- 2005: Launch of separate web presence in France and Italy
- 2006: First Pixum Photo Book, the EasyBook brought on to market
- 2007: Move to Vorgebirgsstraße 338, Zollstock, Cologne, Number of Employees: 28
Launch of Pixum in Danish
- 2008: Company becomes GmbH (Ltd. company).
- 2009: Pixum offered in Spanish for the first time
- 2010: Takeover of French photo service, PhotoReflex
- 2011: New company headquarters opened at Industriestraße 161, Rodenkirchen, Cologne, number of employees: 100
Takeover of photo services ColorMailer, FastLab and NetFoto from Swiss company FotoDesk Group AG

CEO: Daniel Attallah

Managing Directors: Marc Rendel & Thomas Alscheid

Employees: 115 employees at company site in Rodenkirchen, Cologne

Range of products:

- Several hundred different photo products with something for everyone and for every occasion, from the Pixum Photo Book to personally-designed greeting cards and a wide variety of large format prints to individual photo gifts and photo prints.
- Multi award-winning Pixum Photo Book, available in a large variety of formats, with different colours, sizes and binding, high printing quality and professional binding

- Printing and exposure carried out exclusively using high-quality materials and using state-of-the-art, environmentally friendly printing technology.
- Free Pixum Photo Book software for creating individual Photo Books, photo calendars and greeting cards; Pixum Photo Book software with the Photo Book assistant, large range of design templates, automatic image optimisation and an almost limitless number of layout options
- Pixum room simulator for previewing how the finished big print will look in the customer's living room.
- Choice of over 14 million images from professional photographers for large formats in the Pixum Gallery.
- Ability to save image files in online albums on the website and to share them with other users using community features
- Pixum mobile: Pixum Instacard App for creating and sending individual, genuine postcards from a smartphone or tablet

Services:

- Expert, multilingual customer service available 9am-10pm Mon-Fri, Sat and Sun 12noon-8pm for the cost of a local call
- Comprehensive online help section
- Interactive Pixum service forum where customers can receive help, information and solutions to their problems and questions from other customers and Pixum employees.
- Money back guarantee
- Transparent pricing structure with no hidden charges.
- Payment with all major credit and debit cards.
- Secure SSL data transmission
- Delivery in as little as 24 hours with DHL or a local logistics partner (e.g. Royal Mail)
- Certified member of the Trusted-Shops group, with a rating of "VERY GOOD"
- Personal "My Pixum" Customer area, making it easier to view and manage orders and online albums,
- Permanent quality controls on all orders to ensure Pixum quality standards
- Web presence in seven different languages
- Individual solutions for major and business customers
- Attractive offers and exclusive discounts for newsletter subscribing
- Pixum Facebook communities for each country: e.g. www.facebook.com/pixumuk www.facebook.com/pixum

Current awards:

- April 2013: Magazine DigitalPHOTO tests the Pixum Photo Book large with photo paper, rating it as “VERY GOOD”. Those carrying out the test are also impressed with the “Speedy Delivery”.
- Februar 2013: Judges in the “Show your App” Award 2013 name Pixum Instacard the second most popular App - from a total of 165 mobile applications in the competition.
- December 2012: fotoMAGAZIN rates the Pixum Photo large on genuine photo paper “VERY GOOD”. Those carrying out the test go on to say “The book has a high-grade finish, is sturdy and shows no evidence of any flaws. The quality is very good.”
- December 2012: Swiss magazine PCtipp rates the Pixum Pocket album as „VERY GOOD“. PCtipp writes: “You can literally feel the quality of the pages. The contrast ratio of the photos is good. Colours and skin tones look very natural.”
- September 2012: DigitalPHOTO Magazine tested forex photo prints. Their conclusion on Pixum: “Pixum’s forex print is a top quality product, (...) for those, looking for a first-class way to show off their works it is worth buying quality like this. The mounting is also worthy of praise, it is included in the price and very stabile. The overall result of the test is “VERY GOOD“.
- September 2012: Computer Magazine tests eight photo service providers and names Pixum as having the “best photo quality”.

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