



Optimizing on-site work with mobile printers



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"Thanks to this mobile solution, our service technicians now print their reports, invoices and test logs easily on site. There is no need for time-consuming document creation. Our customers can immediately view the information on paper printouts."

Ewald Koglmann, Head of Service, Herz Energietechnik GmbH

Case study: Mobile printing solution for customer service on the road

Herz Energietechnik GmbH (Herz) like to provide their customers with a high quality on-site service and work effectively with time-efficient business processes. That's why the company looked to use the mobile printing solution from Brother.

Herz service technicians print their reports and logs on-site and give them directly to the customer. The compact solution reduces the cost of consumables and maintenance, is easy to use and increases satisfaction among employees and customers.

Customer: Herz Energietechnik GmbH

Herz is an Austrian-based organisation that supplies a full range of renewable energy systems, including wood heating and heat pumps. They have over 200 employees in production and sales based across two locations: Pinkafeld, Burgenland and Sebersdorf, Styria.

Their unique offering focuses on providing modern, inexpensive and environmentally friendly heating systems that are designed for maximum comfort and ease of use. Their customers also have access to a comprehensive network of experienced service technicians who are available 7 days a week.

Dealer: SanData IT Group

SanData IT Group is one of the most renowned IT software houses in Germany and Austria. It supplies large and medium-sized companies with tailor-made IT solutions, enabling the digitisation of their business processes.

SanData supports Herz Energietechnik GmbH by equipping them with mobile printing solutions from Brother.

Advantages of Brother's mobile printer at a glance:

- ✓ Briefcase and in-vehicle integrated solutions available
- ✓ Comprehensive software and support for IT integration
- ✓ Durable direct thermal printing technology
- ✓ Flexible paper options and low consumable costs



The mobile print solution includes a handy fanfold case which is designed to hold both the printing device as well as the necessary thermal paper, making it easy to transport for the service technicians. In addition, the orders and on-site assignments are now available in electronic format and transmitted to the employee digitally. With mobile devices, they are able to connect their PJ printers easily via USB, WLAN or Bluetooth on-site.

Result: High satisfaction with customers and employees

"Thanks to this mobile printing solution, our service technicians can easily print reports, invoices and test reports on-site. There is no need for time-consuming administrative reworks," explains Ewald Koglmann.

"The compact printing devices can also be setup for easy transport. They can be installed in-vehicle, in the glove compartment for example, which adds to increased ease and comfort. Regular maintenance is not required and neither are consumables such as ink or toner. This saves us time and money and it also enables efficient work processes."

"Not only our employees, but also our customers, are enthusiastic about the new solution because they can have measured values or tests carried out and printed off immediately."

Challenge: Digitisation of business processes

Herz aims to always provide its customers with optimal on-site service and care. By utilising cooperation across Herz Armaturen GmbH, their Eastern and Western European branches, partners and factory representatives – Herz offers customers a comprehensive network of trained service technicians.

"In the past our employees worked with unwieldy systems that were equipped with inkjet printers," explains Ewald Koglmann, Head of Service in Austria. "The handling of these systems was cumbersome and the devices were error-prone under varying conditions, for example, in extreme hot or cold weather. In addition, the service technicians had to spend a lot of time post-processing customer orders."

Solution: Switching to handy mobile printers

Herz decided to switch to mobile printers so they could optimise on-site processes and maintain the high level of customer service.

With help of an in-house IT system, the company deployed a new mobile printing solution to replace the old inkjet case systems. Their service technicians now use Brother PJ-700 mobile printers which offer direct thermal printing technology. The technology enables Herz to experience low running costs, high reliability and high print quality as well as versatile application possibilities.



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