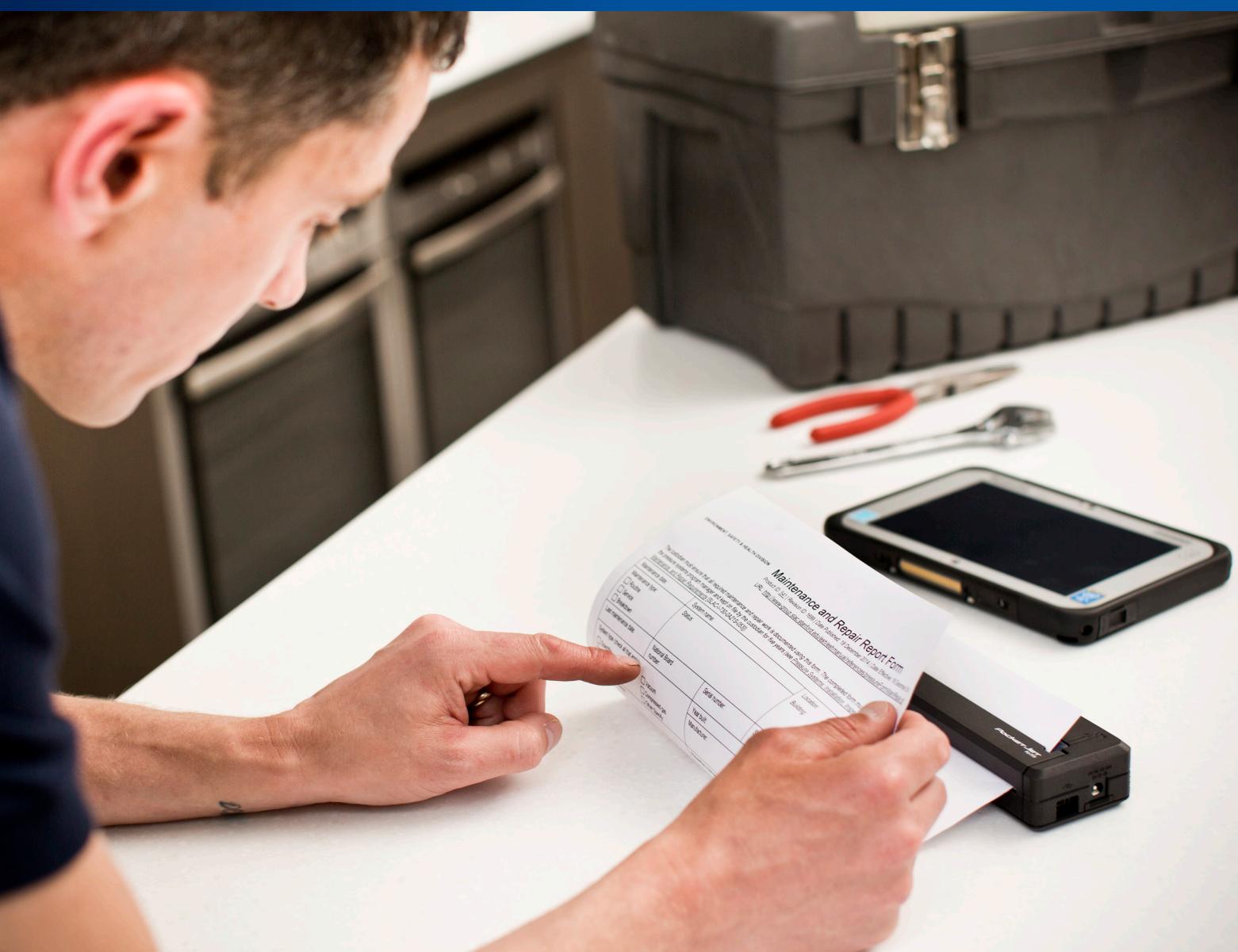


# Case Study: Field Services Solution

**brother**  
at your side



Customer: Herz Energietechnik GmbH  
Country: Austria  
Model number: PJ-700 series mobile printer

[www.herz-energie.at](http://www.herz-energie.at)  
  
Biomasseanlagen • Wärmepumpen

 **SANDATA**  
Die IT-Gruppe

"Thanks to this mobile solution, our service technicians could now print their reports, invoices and test logs easily on-site. There is no need for time-consuming document creation or administrative reworks. Our customers could immediately view their information on their paper printouts.", said Ewald Koglmann, Head of Service, Herz Energietechnik GmbH.

# The 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 across Pinkafeld, Burgenland and Sebersdorf, Styria.

They provide modern, inexpensive and environmentally friendly heating systems that are designed for maximum comfort and ease of use.

By utilising co-operation across Herz Armaturen GmbH, their Eastern and Western European branches, partners and factory representatives, Herz offers their customers a comprehensive network of trained and experienced service technicians, 7 days a week.

## The Challenge

Herz aims to provide their customers with high quality and optimal on-site service and care with work-effective and time-efficient business processes. Their service technicians need to print their reports and logs on-site for their customers.

"In the past, our employees had worked with unwieldy systems with inkjet printers. Our processes were cumbersome and error-prone, for example, in extreme hot or cold weather. Our service technicians had to spend a lot of time post-processing customers' orders.", explained Ewald Koglmann, Head of Service, Herz Energietechnik GmbH.

## Dealer: SanData IT Group

SanData IT Group is one of the most renowned IT software houses in Germany and Austria. They supply large and medium-sized companies with tailor-made IT solutions and enable digitisation for their business processes.

## The Solution

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

SanData has supported them on Brother's mobile printing solutions. With an in-house IT system, their company could deploy a new mobile printing solution to replace their old inkjet systems. Their service technicians could use Brother's PJ-700 series mobile printers with direct thermal printing technology. This technology has enabled them to have low running costs, high reliability and print quality as well as versatile application possibilities.

Their mobile solution comes with a handy case which was designed to hold both their printing device as well as their thermal paper, making it easy to transport around by their service technicians. In addition, their orders and on-site assignments are now available in electronic format and could be transmitted to their employee digitally. With mobile devices, they could connect their PJ-700 series printers easily using USB,





WLAN or Bluetooth® wireless connection on-site.

"Our compact printing devices could be set up for easy transporting around. They could be installed in our vehicle's glove compartment for increased ease and comfort. Regular maintenance and consumables such as ink or toner are not required. This has helped us to save time and money with efficient work processes. Not only our employees and but also our customers, are enthusiastic about our new solution because they could measure our values or tests that could be carried out and printed out immediately.", said Ewald Koglmann.

## Advantages of Brother's Mobile Solutions:

- ✓ Briefcase and in-vehicle integrated solutions option
- ✓ Comprehensive IT software and support
- ✓ Direct thermal printing technology
- ✓ Flexible paper options with low consumable costs



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