

# DASCOM SolutionNews

Case study of DASCOM Europe GmbH

Issue B/2009

## DASCOM dot-matrix printers at RohrMax Perfect on-site printing

### The customer

RohrMax AG has been providing pipe-cleaning services in Switzerland since 1973. The pipe-cleaning specialist's 140 employees and their 90 vehicles fulfill approximately 45,000 orders, from cleaning sewers in underground car parks to removing blockages from drain-pipes. RohrMax has private customers, as well as enterprise business customers. The company puts particular emphasis on prevention: regular customers benefit from regular checks, free of charge. Should an emergency arise despite this, RohrMax will attend to it right away - the emergency call-out team works around the clock.



the only way of leaving a copy of the order with the customer after completion. The challenge, however, was trying to find a printer that would match RohrMax's exacting requirements. Of course, a printer for use in vehicles needs to be robust, but also easy to use and most importantly must be extre-

### Optimal scheduling thanks to an innovative system.

With a fleet of 90 vehicles throughout Switzerland and several hundred call-outs a day, scheduling is key to efficient operations. For this reason RohrMax and the specialists from SatWork have developed an SMS and GPS-assisted system for the scheduling and processing of orders, allowing assignments to be sent directly to the technicians' vehicle. This allows RohrMax to react quickly to customer requests, while optimising their use of technicians and vehicles.

When a new order is received the scheduling manager can determine immediately which vehicle is nearest to the new order location. The order is then sent by SMS to a small compu-



ter in the driver's cockpit. Via a printer connected to the computer the technician can print off the new order. After completion of the contract the technician scans the chargeable items via bar codes and sends a report by SMS to head-office, where the data can be used immediately for invoicing. If, in the meantime, a new order has been received it can be printed off straight away without wasting valuable time.

### Important criteria for a professional operation.

The possibility of printing orders on-site was a particularly important aspect for RohrMax during the development of the entire system. A print-out, as opposed to an SMS, can clearly display all order details, which allows the customer to review the order prior to execution. In addition, this is



mely reliable - after all, the on-site technicians have no access to specialist help or a replacement printer. Furthermore, the printer

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should also be mounted in the cockpit in such a way that the drivers view is not obstructed, yet it has to be easily accessible at all times. During the first couple of years RohrMax used 9-pin matrix printers that were mounted in a specially developed metal casing. In 2006 the printer system was re-evaluated, especially as the print quality was no longer state-of-the-art and because the special casing was obstructing the drivers view due to its size.

### First choice for use on the road.

During the search for alternatives RohrMax and SatWork came across the MIP480 24-pin-matrix printer by DASCUM, which had been developed especially for use in vehicles. Highly reliable, low maintenance and ease of use were the deciding design aspects. In addition, the MIP480 offers flexible mounting options for the driver's cockpit. The printer can be operated with 12 or 24 volt, which makes it ideal for all commonly used outputs. Thus, in collaboration with the Print Tech Plus AG from



Samstagern, DASCUM's specialist trade partner, a concept for the MIP480's use by RohrMax was developed and installed in the first couple of vehicles.



### Proven in practice.

"The new printers are genius", Christian Strickler, a RohrMax technician, sums it up. His vehicle was one of the first to be fitted with the MIP480. Not only has the print quality and speed significantly improved, compared to the old system, it is also much easier to use. "Until now I was forced to disassemble half the device, if I needed to replace the paper. Now I can do it by pressing two buttons. Especially when working with multiple forms this makes it a lot easier." The compact design allows the printer and additional paper to be installed in place of the cockpit's middle seat, which is not used by RohrMax, and therefore does not obstruct the driver in any way. New RohrMax vehicles are now fitted with the MIP480 as standard, while the existing systems are gradually being replaced.

### Highlights on a glance:

- Fast and easy to use in-vehicle printer
- Robust assembly
- Easy to replace ink ribbon
- Easy to use paper feed for continuous paper and multi-layer carbon copy paper
- Multiple connectivity via Bluetooth, serial RS232 or USB
- 12/24 volt connection for a variety of vehicles
- Comprehensive selection of accessories (mounting device etc.)

### Mobile printers: MIP480

The market for in-vehicle printers has exact requirements for size, performance, connectivity and costs. DASCUM's MIP480 combines speed, flexibility and robustness and is therefore the ideal output interface for order confirmations and other mobile applications. With a print-head life-span of 250 million characters, an ink ribbon able to be used for up to six months and a continuous usage of 7000 hours without fault, the mobile printer is a very reliable partner, especially for the use in storage logistics, transport and security technology. The MIP480 has a print speed of up to 480 characters per second and with its 24-pin print-head prints excellent text and graphics, both on continuous print forms as well as single sheet paper. It can process paper with up to 4 carbon-copy layers. The MIP480, therefore, is the ideal device for printing multiple copies or printing on continuous paper on the road.

## The products of DASCUM Europe GmbH:

### Dot-matrix printers

#### Innovative all-rounders.

The right decision if you need to print quickly, cost-effectively and in large volumes with multi-part forms.

### Thermal printers

#### Robust and compact.

Suitable in several areas such as production, medical supplies or trade for a wide variety of uses.

### Mobile printers

#### The work place professionals.

Compact in size, well thought out details, cost-effective basic model with numerous upgrade features.

### Line printers

#### High speed and quality.

The speed professionals. Maximum output with the highest quality and lowest costs per page - even with multi-part forms.

### Laser printers

#### The Office specialist.

A complete range of laser printers for personal desktop printing or a departmental print station.

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