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MOBILE
PRINTING SOLUTION

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THE QUEEN'S AWARDS FOR ENTERPRISE: SUSTAINABLE DEVELOPMENT 2011

Case Study

Dakro Environmental LTD & Bronze Software Labs

Dakro needed a portable A4 printer that could offer real time, off line printing to work with an innovative Android based application developed by Bronzelabs. PocketJet was the perfect solution.

DAKRO
e n v i r o n m e n t a l

bronze

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Challenge:
Dakro's engineers needed a more efficient electronic system for recording and printing their risk assessment and engineer service reporting forms out in the field.

Solution:
Bronze Software Labs developed a customised Android tablet application that connected to Brother's PocketJet mobile printer.

Benefit:
Dakro's engineers work more efficiently offering instant reporting and real time invoicing. Admin, travel and paper costs have all been reduced.

" *Bronze Software Labs and Brother were very easy to work with and have collaborated to provide us with the perfect solution for our needs. The result has more than exceeded our expectations. It has improved our customer experience, helped to make us more efficient and reduced costs along the way.* "

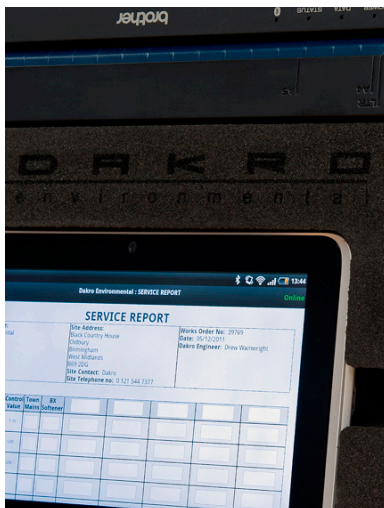**Antonio Solimena, IT Manager, Dakro Environmental Ltd**

PJ663

Overview of customer and their challenges

Bronze Software Labs is a software development company specialising in the design and implementation of bespoke software systems and mobile applications.

Dakro Environmental Ltd specialises in all aspects of Legionella control, water treatment and air hygiene on long term contracts nationwide. They provide a vital management record system for their client's water and ducted air services on site. Their engineers had an obligation to provide a signed report whilst on a customer site, which was completed manually using multipart forms. The process was slow and often forms were lost or misread which amounted to a poor customer experience. Dakro needed an electronic system to speed up the process with the ability to print their signed forms in real time at a customer's premises.

Brother's Solution

Dakro collaborated with specialist software development company, Bronze Software Labs and Brother to develop a bespoke Android application and print solution to resolve their needs. It enables Dakro's field sales people and service engineers to complete electronic, signed risk assessment forms via their Android tablet's and wirelessly print through Brother's PocketJet A4 mobile printer PJ-663 via Bluetooth technology. The bespoke solution has been rolled out to all of Dakro's 40 engineers following a successful trial period.

Conclusion

The new electronic system has been extremely well received by Dakro's customers. **Antonio Solimena, IT Manager at Dakro** said "The immediate benefit has been an improved customer experience. Our sales staff and engineers can now complete the forms electronically whilst on site, including a customer signature, and a report is printed out there and then for their records. It is a much more efficient and professional process and has improved our customer service."

Bronze Software Labs developed the application to replicate Dakro's existing paper forms so using the new software has been an easy transition for staff. Antonio explains, "The Android tablet, PocketJet printer and thermal paper are all stored in a branded Dakro carry case, which looks very professional. Our engineers can complete their forms electronically, save directly to our web portal for immediate access by other staff members back at the office, and because it is linked to our accounts system, an invoice is raised automatically. The engineer can print off the signed form instantly using the PocketJet to give to the customer before they leave. Our forms no longer get lost in transit because staff do not have to travel back to the office to get forms typed up, reducing admin and travel costs."

Bronze Software Labs is looking forward to a continued relationship with Brother's development team in the future. **Richard Howells, director at Bronze Software Labs** said, "This collaboration has produced an exciting solution that meets the needs for many organisations who have staff out of the office requiring real time, off line printing. All of our applications are about resolving sustainability needs and with its durable design and Bluetooth technology, PocketJet really complements those requirements."