



## Case Study: When Brother's label printers helped District Heating

### Field Workforce Labelling Solutions

#### Background

When the goal is to deliver the cheapest district heating and the best customer service, an efficient workflow and low costs are core elements of the strategy.

At Funen's largest district heating company with around 90,000 customers in and around Odense, the streamlining is largely done by means of digitisation.

Past paper heaps at District Heating Funen have been replaced by wireless communications and mobile devices with digital storage.

Today, all approx. 64,000 meters of District Heating Funen can be read remotely and wirelessly. In most cases, this is done by Odense's refuse lorries that collect waste from all properties in the area once a week.

Refuse lorries are provided with radio equipment that automatically read the district heating meters when passed by the vehicles.

The results are then forwarded – electronically – to District Heating Funen's computers to help the utility company's employees regularly monitor consumption, load variation, etc.

#### The Challenge

Spot checks of the district heating meters are carried out every six years. This means that every year a part of the meters – between 500 and 1,000 pcs. – will be dismantled and sent to an accredited laboratory.

In the past, technicians needed to fill out a lot of papers and print labels manually. Both for internal use, to customers as proof of their consumption – and to identify the individual meters.





## The Solution

The spot checks are now done electronically using a device alongside Brother's mobile printers. District Heating Funen's technicians take out the Brother RJ-3050 printers together with iPads, for which the company has had its own app designed.

The Brother printers are used for printing e.g. special self-adhesive labels from Funen's app on the technician's iPad. The customer gets a label with a signature, and another label is attached to the meter that has been replaced.



## The results

District Heating Funen currently has six Brother RJ-3050 printers in operation, and they run impeccably every single day. More printers will be purchased as the utility company – according to plan – introduces further digitisation with the use of smartphones and iPads.

Lars Rasmussen, Team Manager of the Meter Department at District Heating Funen, says "Our progress in digitisation is already evident. We used to have a lot of binders with metering results on paper. Today, we have none".

### Quote from Team Manager of the Heating Department at District Heating Funen:

“ We carefully researched the market, and only Brother's printers could live up our expectations.

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### CONTACT US

For more information on this case study or to find out more, contact the Brother Commercial Team today:

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Brother provide a comprehensive range of RJ mobile printers. They feature impressive print speeds and a rugged build quality to fit the requirements of a wide range of vertical market applications. Bluetooth, Wireless & USB connectivity options make it possible for busy mobile workers to print on site or in the field.



## RJ professional mobile label printers



### Rugged design

Due to the nature of many mobile applications, printers may be exposed to a range of outdoor conditions which can affect the print operation or cause damage e.g. traffic warden printing in the field. However, RJ carries IP54 certification offering that extra piece of mind for such outdoor applications subject to damp /moisture or indoor environments where dust is present. In addition, The RJ range is drop tested up to 2.5 metres to provide extra credibility in terms of toughness and reliability.



RJ-2030

RJ-2050

RJ-2140

RJ-2150

RJ-3050

RJ-3150

RJ-4230B

RJ-4250WB