

# Brother® Mobile Printers Field Service Solutions

## Brother MPrint™ Mobile Printers Help Improve Productivity and Reduce Errors for Field Service Professionals.

### Business Problem

Many field service workers still rely on manual processes to get their job done. Poor handwriting and low quality carbon forms can increase the chances for errors and reduce productivity or responsiveness to customers.

Automated processes are being implemented for many field service applications, and a key to a successful solution is the ability to accurately communicate information with customers in the field. Until now, the ability to print this information onsite hasn't always been available.

Now, it's no longer a problem, with the Brother ultra-portable MPrint family of mobile printers!



### Business Solution

Brother MPrint printers provide high quality, 300 dpi output in a lightweight design for field service professionals in many industries. The printers can help increase productivity and improve customer satisfaction by providing the ability to print on-the-spot hard copies of data and transactions that are critical to your business. These compact printers can easily be carried in a case, hung from a belt, worn with a shoulder strap, or mounted\* in a vehicle.

Brother offers three MPrint models:

- MW-120, with USB, IrDA and Serial interfaces
- MW-140BT, with USB and Bluetooth® wireless technology interfaces
- MW-260, with USB, Bluetooth® wireless technology, and IrDA interfaces

The super slim MW-120 and MW-140BT printers measure 6.3" (L) x 3.9" (W) x 0.7" (H), weigh less than 11 ounces, and print on A7 size paper (2.9" x 4.1"). The MW-260 measures 8.2" (L) x 5.2" (W) x 0.7" (H), weighs less than 1.2 pounds, and prints on A6 size paper (4.1" x 5.8"). Included with each printer is a 50-sheet paper cassette, rechargeable lithium ion battery, USB cable, and AC adapter.

The MPrint ThermaPlus® M paper is designed specifically for mobile

\* Additional Purchase required



### FAST FACTS

**Industry:** Field Service

#### Challenge:

Help improve field worker productivity, eliminate errors due to poor handwriting, increase responsiveness, and complete transactions faster.

#### Solution:

Brother MPrint Mobile Printers were developed for mobile professionals who need to share the information they create with their clients while in the field.

The printers can help increase productivity and improve customer satisfaction by providing the ability to print on-the-spot hard copies of data and transactions that are critical to your business

#### Benefits of Brother MPrint Mobile Printers:

- Helps increase customer satisfaction.
- Helps reduce invoicing errors by eliminating handwritten forms.
- Produce documents on demand.
- Complete transactions on-site.
- Print maintenance and repair reports, customer receipts and invoices, service records, and safety inspection certificates on the spot.

For more information about Brother Mobile Printing Solutions, contact Compsee at:

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# MPRINT®

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applications. It feels like plain paper, is easy to write on, allows the use of highlighters, and was developed to reduce print fading.

Brother also sells carbon copy paper for those applications that require a second copy. Both the ThermalPlus M paper and carbon copy paper are great for receipts, work estimates, customer invoices, maintenance and repair reports, and more. The cutsheet paper comes in easy-to-load cassettes and produces professional looking documents without the curls or torn edges common with paper rolls.

Field service operations can benefit from mobile printing in a number of ways, including: improved customer satisfaction – on-site printing of high quality cut-sheet receipts (versus curled receipts or hand-written receipts) and invoices; increased productivity - faster transactions with mobile printing can lead to more stops in a day and thus more revenue for the company; and reduced errors - customers can be given proof of work performed and on-site invoicing can help to reduce invoicing errors..

Brother MPRINT printers are a perfect complement to many mobile solutions. The ultra-portable Brother MPRINT MW-140BT and MW-260 mobile printers, which utilize Bluetooth® wireless technology, provide field workers with an affordable, reliable way to print high quality mobile service and proof of delivery receipts, on demand, directly from their mobile computers.

Brother is promoting the efforts of hardware and software industry leaders to provide complete mobile solutions for the field service industry by encouraging those leaders to ensure compatibility of their products with our MPrint products. For hardware vendors, Brother is assisting major mobile computer manufacturers to test MPrint's compatibility with their products. This helps confirm for the end user that Brother's mobile printers are compatible with their field service computer hardware.

Field service software companies have integrated MW-260 printing capability into their service management software. These

companies provide service lifecycle management and mobility software solutions designed to help service companies reduce costs, minimize errors, and improve the productivity of the field technicians.

Assisting these companies helps confirm to the end-user that Brother's MPrint mobile printers are compatible with market leading software. MPrint compatible software will enable customers to print documents on demand in the field – work orders, repair estimates, service reports, customer invoices and more, providing the enhanced benefits of mobile printing in a seamless, total solution.

Brother is committed to offering innovative, affordable, and easy-to-use printing solutions for the field service industry. The unique, compact MPrint design is one result of that commitment.

For more information about Brother mobile printing solutions, contact Compsee's Systems Group at:

Phone: 800-852-2382 (West Coast)  
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