



“Our workers love the new system, which is simple to use and makes their jobs easier. Our customers have also been impressed by our improved service and I believe it sets us up for a very bright future.”

Gareth Turner

Integrated Pest Management

IPM is going for growth with Brother mobile printers

Integrated Pest Management's adoption of Brother's PJ range of mobile printers, combined with mobile pest management software from Azura, has helped them improve efficiency and customer service. The company replaced its previous system with an accurate, efficient and modern mobile technology that instantly boosted service levels while saving time and money.

The integrated system manages all appointments, as well as enabling them to share data and documents with head office. It also means they can print out regulatory notices, which are required by legislation, wherever they are.

Director Gareth Turner said: “Our technicians are out with our customers every day and before we discovered Brother's PJ mobile printers and the Azura AZ-One software system they were still writing up field reports using carbon paper and physically delivering them back to the office. The new system is much more efficient, accurate and professional, saving thousands of man hours every year and giving us the platform we need to make the most of growth opportunities.”

- Improved efficiency and accuracy
- Reduced paper use and travel costs
- Better customer service
- Provides a platform for growth

“Efficiency and accuracy are hugely important aspects to our business, which is highly legislated. The system developed by Brother and Azura gives the company and our customers absolute confidence that we are complying with all regulations and operating effectively.”

Gareth Turner



Integrated Pest Management Ltd

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Integrated IT generates savings and better service

Enfield-based IPM has a team of seven field service technicians who are dispatched across the country to inspect its clients' buildings for evidence of pests like rodents and birds. It has adopted the Azura AZ-One pest management software system, which its mobile workers run on PDAs wirelessly connected to a Brother PJ printer.

The integrated system manages all appointments, as well as enabling them to share data and documents with head office. It also means they can print out regulatory notices, which are required by legislation, wherever they are.

Gareth said: “This solution ensures all appointments are efficiently diarised, has reduced paper usage by 75 per cent and our technicians no longer have to spend time travelling back to the office as they can email inspection notes. I estimate it has saved more than 2,000 man hours a year. That means we can complete almost 600 more jobs every year, boosting revenue significantly without any additional staff costs. It has also freed up one of our administrators who previously managed all our appointments to do other jobs.”

Enabling an ambitious business to grow

While most of IPM's customers are based in the South East, they have multiple sites and are expanding across the country. This is providing growth opportunities for IPM, which is committed to serving its customer's entire property portfolios. As the economy continues its recovery, IPM now has the opportunity to reap the rewards with a scalable technology that can grow with the company.

Simon Pullum, Managing Director, Azura Group, said: “We were introduced to Brother's range of mobile printers about five years ago and we were impressed with their compact size. “We have also been impressed with the durability of the printers. They stand up to the wear and tear of a mobile workforce really well. They are the printers we will recommend if a client is looking for a mobile print solution.”

Quality, safety and cost savings

Cost savings

- Low set up costs combined with efficiency savings and reduced spend on travel and paper

Improved service levels

- Accurate reporting, appointment management and administration mean workers are more efficient and customers happier

Enabling growth

- The scalable system can easily grow with the company, allowing it to expand as opportunities present themselves