

DASCOMSolutionNews

Case study of DASCOM Europe GmbH

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The vehicle Licensing Office with a DASCOM Flatbed Scanner: Making a Good Impression

The customer

Klaus-Dieter Anselment and Dieter Sieberg made the right decision regarding the choice of printer for the Rhein-Sieg district's licensing centre. In order to be able to work speedily and efficiently, the T5040 flatbed printer will be used. This printer has been certified for various counterfeit-proof applications by the Federal Printing Office. A wise decision, especially as far as the licensing centre's customers are concerned.



Avoiding long waiting periods, thanks to a DASCOM printer.

A famous advert for a brand of German confectionery depicts the country enjoying a snack-break each morning at half-nine: this is far from the reality at the licencing centre's customer service counter, where it's busy as always. Having newly or re-registered their vehicles, the impatient owners wait for their new documents. Delays or long waiting times would quickly annoy the licensing centre's customers whilst reinforcing the cliché of the inefficient bureaucrat.



Automatic paper recognition and document layout capabilities simplify usage.

Annually, more than 120,000 customers visit the licensing offices of the Rhein-Sieg district which, with around 400,000 vehicles, is after all one of Germany's largest licensing authorities. Up to 180,000 documents are issued, including vehicle registration documents, or 'Zulassungsbescheinungen Teil 1', as they are officially known. These little green forms in particular are very tricky: with their pre-printed sections and marks of authenticity, they must be purchased at some expense from a certified printers' shop. Then the details of the person and the vehicle have to be printed on at the licensing centre. In the process, the printing machine has to print exactly within lines only a few millimetres wide. Lopsided or mis-fed forms are rendered unreadable and must be destroyed, much to the frustration of the waiting customer and to the issuing

authority, which must of course pay for the misprints.

Normal printers quickly reveal their limitations here.

This is why, as so many other authorities, the Rhein-Sieg district uses a flatbed scanner. With its automatic margin recognition technology, the T5040 prints accurately inside the document. The operator also needn't worry about paper thickness as the printer automatically recognises it and adjusts accordingly. Without any further input by the operator, the matrix-printing mechanism then fills out the form at 400 characters a second. The machine is also pleasingly silent when operating, a very useful characteristic in a device most often used in close proximity to the customer service desk. Flexibility was also an important criteria for the licensing centres of the Rhein-Sieg district. "We changed our procedures, and it was during the changeover period especially that we needed a printer which could cope well with both data-processing procedures", explains Klaus-Dieter Anselment, responsible for purchasing the printer. In diverse environments especially, it is important that a printer possesses a broad spectrum of standard interfaces, and that it is compatible with practically all current systems and programmes via numerous emulations. Thus after examining a number of different competing products, the selection of the DASCOM T5040 was made. 50 flatbed printers of this type are now in operation and ensure that day-to-day operations continue to run smoothly.

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THERMAL PRINTERS
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FLATBED PRINTERS

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Highlights at a glance:

- **Speed:** up to 400 char/s.
- **Printing volume:** up to 5,000 transactions/month
- **Resolution:** Max. 360x360 dpi
- **Interfaces:** x parallel, 1x serial, 1x USB
- **Emulations:** IBM, Epson, Olivetti
- **Printing width:** 80 characters at 10 cpi
- **Copy numbers:** 1 original and 4 copies

"The customers didn't notice the changeover at all", says a pleased Dieter Sieberg, Managing Director of Sieburg's Department for Transport. There were no problems during the installation.

"The introduction of the printers went very well, without any hitches anywhere",

confirms Dieter Sieberg. "The joint work with DASCOM's technology support person and sales representative has been very good and played a significant role in our decision to purchase a DASCOM machine". By providing good service and functionality, the manufacturer has been able to win contracts with many other authorities too.



"We have achieved a definite increase in customer satisfaction levels by using DASCOM printers",

agrees Thomas Holz, Managing Director of the Munich Vehicle Licensing Centre. Responsible use of taxpayers' money is as much a matter of course in the Rhein-Sieg district as it is in Munich. This is also why the long-lasting expendable supplies for the matrix printer are appreciated. Public authorities especially should of course also be trailblazers where green issues are concerned. Here too the flatbed scanner plays its part. The automatic positioning function avoids misprints and hence waste. The machines can print up to 10 million characters before the narrow colour ribbon cartridge needs changing. The tried-and-tested impact principle has also proved to be extraordinarily environmentally friendly in practice: it uses a sixth of the energy which, say, a laser printer would use for the same task. The printer stands out through its extremely low costs and multi-faceted functionality.

DASCOM Flatbed Scanner T5040

With a speed of up to 400 characters per second, the T5040 processes various print media, such as passports and account books, cheques and receipts, in form sizes ranging up to A5 and A4. The flatbed design ensures the most secure form of paper processing. Additional functions such as automatic document layout and automatic print-head spacing (AGA) provide unbeatable simple use. Its use of serial matrix printing technology makes the T5040 a durable, robust, and reliable printer suitable for a variety of applications. A model with a second serial interface is also available. The printer is also certified by the Federal Printing Office for various applications.

Configuration:

- > **T5040** Standard
- > **T5040 MSR-H** with horizontal magnetic stripe reader

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