

## Case Study



# Prevent Rat Infestation

## Overview

Customer : BioTec-Klute

Country : German

Industry : Public health

Application : Field service

Product Solution : CP30 mobile computer

Partner : AISCI Ident

## About BioTec-Klute :

BioTec-Klute GmbH, with its corporate seat in Borcheln, Westphalia, offers its clients customized systems for pest prevention – throughout Germany, for every industry and for companies of every size. IHK-certified pest control specialists provide for maximum security thanks to innovative technical solutions and a rational organizational structure.

While taking measures for pest control, BioTec-Klute uses the most state-of-the-art technology and utilizes the best engineering and innovations available. At the same time, safety of people and environment are of paramount importance. Biotec-Klute serves primarily food-producing companies and their suppliers which are certified according to high standards (IFS 6, AIB, BRC, etc.) and rely on the competency of “their” pest control company.

*“Reliable and easy to handle, CP30 meets all the requirements and offers the optimum total cost of ownership(TCO).”*

*Wilhelm Bock, EDP Manager of BioTec-Klute*

The pest control company BioTec-Klute has equipped its field service technicians with new mobile data collection devices (MDE) of CipherLab CP30 type. They provide reliable information on the kind and the intensity of the infestation and thus further increase the pest control efficiency. The implementation partner is AISCI Ident, a specialist for automatic identification.

In the area of professional pest control, an efficient information management is a prerequisite for a high customer satisfaction. Ideally, an infestation with mice, rats, cockroaches or moths should never occur; but if it does, it should be brought under control and eliminated as soon as possible. For example, food producers are subject to very strict hygienic regulations, and thus they are very interested in effective pest control solutions. Manufacturers of paper or packaging materials who supply the food producers must also satisfy these high hygienic standards to the same extent.

## Bait stations and catch boxes equipped with barcodes

For the efficient pest prevention and control, BioTec-Klute uses the so-called monitors – bait stations or catch boxes equipped with a barcode and providing information on the kind and the intensity of the infestation. The integrated scanner of CP30 detects the barcode; the associated information is retrieved from the central database and displayed. For the purpose of data exchange, BioTec-Klute has developed its own web portal which enables a smooth communication. Some of the bait stations even provide information to the quality management representatives of the customer directly per SMS or email – for example, when a mouse gets trapped. This saves the customer's time as he doesn't have to check the traps once a day in any case and thus guarantees the compliance with the German animal protection act.



The catch boxes are equipped with a barcode and thus provide information on the kind and the intensity of the pest infestation.

In order to enable a full and comprehensive documentation of these procedures, the pest control company has equipped its service technicians with mobile data collection devices which help ensure the maximum transparency and, consequently, a quick intervention to eliminate the problem. It can happen,

for example, that big food producers have more than 1000 such bait stations in use. In such cases, efficient processing of the data collected plays a crucial role.

## Robust touch screens of MDE devices are important for field activities



The quality and the robustness of the touch screen is a decisive success criterion for BioTec-Klute.

"Since our technicians, while on site with the customer, have to partly enter information manually, the MDE devices used in the past were particularly likely to have defective touch screens", this is how Wilhelm Bock, EDP manager of BioTec-Klute, describes the main problem with the predecessor products in everyday work. "This was one of the main reasons why we wanted to switch the device provider to another as soon as possible, so we contacted our long-standing partner AISCI with this issue."

Together, we decided to introduce CP30 of CipherLab. With its compact design and powerful features, it offers the desired flexibility and the potential to sustainably optimize and accelerate the work processes of BioTec-Klute. Reliable and easy to handle, CP30 meets, according to the manufacturer, all the requirements and offers the optimum total cost of ownership (TCO).

## Time and paper savings

The data communication is performed in the following manner: "On CP30, there is an application installed which was developed by us; it is required for the data collection in the field and for transmitting the data after the corresponding service action has been completed", explains Bock. "All data collected by our Field-Service Technicians are then sent to our server via the File Transfer Protocol (FTP)." Then, these data are loaded into the BioTec-Klute database where they are available via a web portal to the customers and, if necessary, to their auditors.

Another important aspect is the capability of remote servicing of the program and of the data update, as well as the localizing, e.g. via the management solution Mobi Control. "Furthermore, our technicians use the office suite available on CP30 for all of their work-related mail traffic and for creating or sending their action reports for internal purposes", says Bock.

"The bottom line is that both our customers and ourselves save a lot of paper this way, which definitely has a positive impact on the environment."



CP30 of CipherLab offers an attractive value for money - especially for use under rough conditions.

## Efficiency and reliability have increased significantly

"Another important requirement of BioTec-Klute was the capability for the service technicians to work with the devices everywhere online", adds Timo Kohlmeier, the responsible project manager on the part of AISCI Ident. "In the past, the price of the MDE devices available on the market and especially of those which had an integrated barcode reader, was, plain and simple, too high."

The CP30 of CipherLab which is relatively new on the market would currently provide, in the opinion of Timo Kohlmeier, an almost unbeatable value for money for a MDE device

having an integrated barcode reader. "For this reason, we have also recommended it to our client BioTec-Klute", says Kohlmeier. "Nowadays, about 20 such devices are in use." And the decision has proven to be worthwhile - not only because the performance, compared to the previously used product of a competitor of CipherLab, has significantly increased since November 2012 when the devices were introduced. The reliability of the MDE devices in the practical use significantly improved, too. "And the time that both the technicians and ourselves in the central office need for the remote maintenance of the devices has reduced, too, compared to the predecessor models", mentions Wilhelm Bock of BioTec-Klute another

advantage. "Today, all of us work in a much more efficient and relaxed manner."

**Author :** Thomas Wöhrle, specialized journalist, Karlsruhe

**Photos :** BioTec-Klute



CP30 Series Mobile Computer

### About AISCI Ident :

Established in 1995 at the current location in Bad Salzflen, AISCI Ident GmbH has grown to become one of the leading system houses for automatic identification systems in Germany. Apart from selling systems for creating and detecting barcodes, the company offers comprehensive consulting and other services in the area of barcode hardware and software.

As a system house, AISCI further implements complex automatic identification projects in the areas of production, commerce, logistics and related industries. Its clients are, among others, Arvato, Jomo GV-Partner, Klöckner Stahl, Meyer Werft, Mr. Wash, Norddeutsche Landesbank and Tchibo.

For more information visit us at [www.cipherlab.com](http://www.cipherlab.com), or call your local sales representative.



**HEADQUARTERS**  
CipherLab Co., Ltd.  
12F, 333 Dunhua S. Rd., Sec.2  
Taipei, Taiwan 10669  
Tel +886 2 8647 1166  
Fax +886 2 8732 3300  
[www.cipherlab.com](http://www.cipherlab.com)

**CipherLab Electronics Trading**  
**(Shanghai) Co., Ltd.**  
J Room, 4F, No.728 West Yan'an Rd.  
Changning District, Shanghai  
China 200050  
Tel +86 21 3368 0288  
Fax +86 21 3368 0286

**CipherLab USA Inc.**  
2552 Summit Ave.  
Plano, Texas USA 75074  
Tel +1 469 241 9779  
Toll Free 888 300 9779  
Fax +1 469 241 0697

**CipherLab GmbH**  
Gießerallee 21  
47877 Willich  
Germany  
Tel +49 2154 89777 20  
Fax +49 2154 89777 32