

Application Note

# Linx leverages IIoT to deliver customer service excellence

## Linx PrinterNet

Enabling our customers to see the status of their coding and marking, anytime, anywhere

Linx PrinterNet is a cloud-based application that enables our customers to use printer information to see the status of their jobs, check the printers' health, and remotely control them whenever they need to, keeping customers connected to their line and enabling them to perform coding operations more efficiently.

With the Linx Technical Support team also monitoring our customers' printers, Linx PrinterNet helps them to keep their printers running smoothly. Remote access to Linx printers enable the Linx Technical support team to support and guide our customers through printer setup or maintenance to quickly resolve an issue and upskill their staff.

## Customer success stories

**PrinterNet, the Linx IIoT solution, has delivered value to our customers supporting them to improve their productivity**

### Avoid line stoppages due to low fluids

A food manufacturer did not see the low ink PrinterNet alerts, but our Technical Support team noticed the alerts had not been acted upon so contacted the customer to ask them to replace the ink cartridge. The printer was working again within 5 minutes.



### Reduce downtime & waiting for an engineer

A customer thought he had a nozzle alignment problem on one of their printers, he rang Linx Telephone Support to book a service engineer visit. Linx Technical Support were able to access the printer remotely and were able to identify a missing solvent cartridge. The customer checked and discovered that the cartridge had been taken for another printer during the night shift. A new cartridge was inserted, and production restarted. Reduced downtime and no need to wait for an engineer visit.

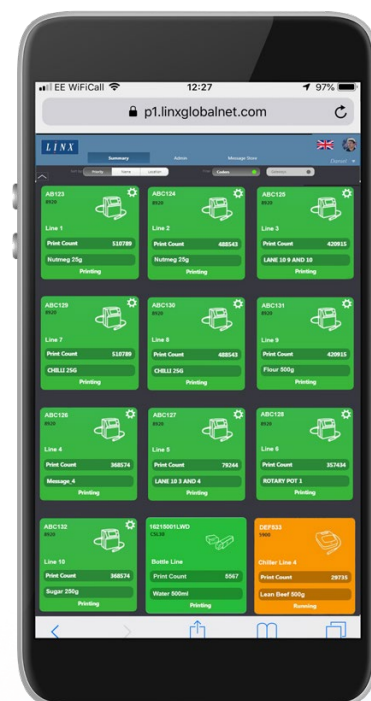


## Avoid re-work or fines

PrinterNet raised alerts to recurrent Overspeed errors which prompted our Technical Support team to contact a customer. The customer had seen the alerts but was unaware that these could lead to missed prints. Our support team connected to the printer and talked the customer through how to set up their line so that the errors no longer occurred, saving the customer potential re-work or fines.

## Alerting operator issues

PrinterNet alerted a customer to recurrent EHT trips, which led the customer to believe the printers were failing. Our Technical Support team investigated the EHT trips and realised that the majority of these followed an Incomplete Shutdown event. This suggested that operators were pulling the power on the printers rather than shutting them down correctly. Over a period of weeks, it became clear that this was occurring on different printers, which helped the customer to identify the operator involved.



*"The new PrinterNet service is great... I can get useful feedback on the printer just by checking my emails, and the simple to use dashboard shows me the real time status of the printer wherever I am in the factory"*

**Duane Porter, Operations Manager, Glowcroft Contract Packing**

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