

# TOSHIBA



## Powering faster service at CAT Scale with faster printing.

For nearly five decades, CAT Scale has provided professional truck drivers with fast, accurate, and certified vehicle weights through a trusted network of 2,300 truck stop partners across the United States and Canada. With an unconditional guarantee and a reputation for reliability, CAT Scale has become the industry standard for commercial vehicle weighing, helping drivers stay compliant and confident on the road.

As the largest truck scale network in the world, CAT Scale continues to invest in technology that supports both its operations and the drivers who depend on its services. Ensuring speed, accuracy, and consistency at every location is essential to maintaining its position as the #1 choice for professional drivers.

**Customer:** CAT Scale  
**Country:** USA  
**Industry:** Transportation



## EQUIPPING CAT SCALE WITH DEPENDABLE PRINTING FOR HIGH-VOLUME OPERATIONS

### Challenge

With thousands of scale locations operating alongside busy truck stops, CAT Scale needed a faster, more reliable way to print weight tickets for customers. Existing printing technology was no longer meeting the company's operational standards or supporting the level of efficiency required to serve a high volume of drivers across its network.



### Solution

Toshiba and its authorized dealer, Office Machine Consultants, collaborated closely with Brother International Corporation to identify and implement a modern printing solution.

Office Machine Consultants long-standing relationship with CAT Scale—and its familiarity with day-to-day scale operations—helped Toshiba quickly pinpoint the requirements and deployment considerations across locations. That on-the-ground insight, paired with Toshiba's collaboration with Brother, ensured CAT Scale had the right-fit printers where and when they were needed.

Together, the teams worked—evaluating requirements, testing options, tailoring configurations, and providing hands-on technical training to ensure a smooth transition across locations.

The resulting solution centered on Brother laser printers selected for fast output, dependable performance, and a footprint that fit at truckstop partner paypoints. Features such as robust paper handling, consistently legible ticket output, device security capabilities, and high-yield toner make the printers well suited to CAT Scale's demanding operational environment.



### Results

With the new Brother laser printers in place, CAT Scale significantly improved the speed and efficiency of ticket processing across its locations. Truck stop partners are now able to serve drivers more quickly and consistently, and increasing throughput during peak periods.

#### Key outcomes:

- **Lower support burden:** Decreased printer service tickets and reduced on-site interventions.
- **More predictable consumables:** Higher-yield toner reduced changeouts and improved supply planning across locations.

These improvements have contributed to higher operational efficiency and enhanced customer satisfaction, reinforcing CAT Scale's commitment to providing dependable, driver-focused service at every scale location.