Scanbot SDK

KROHNE Group switches from open-source to Scanbot SDK

for more accurate Data Matrix scanning

KROHNE Group

Company overview

KROHNE Group is a global manufacturer and provider of process instrumentation, measurement solutions, and services. With local sales and service contacts in over 100 countries and 12 production facilities worldwide, KROHNE Group is one of the market leaders in process industry.

Headquarters

Duisburg, Germany

Product

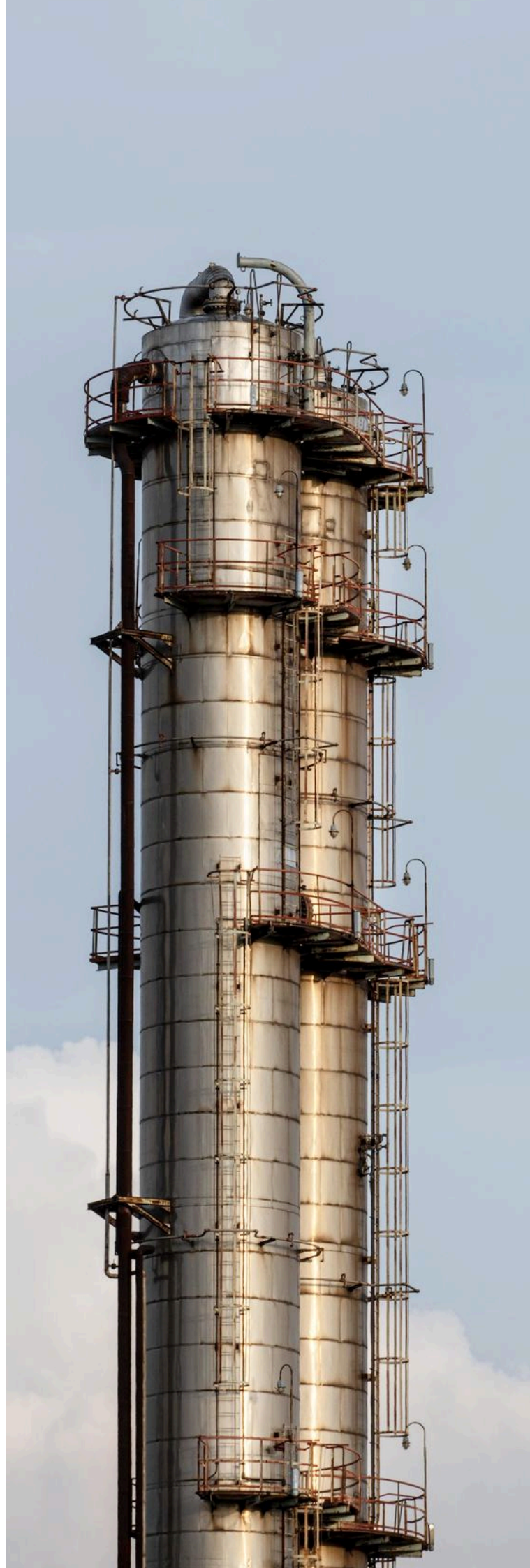Barcode Scanner SDK

Industry

Manufacturing & Supply Chain

Availability

iOS, Android

Development platform

.NET MAUI with C#

⚗ Goal

To enhance their B2B mobile app, KROHNE Group was looking for a barcode scanner solution that could reliably scan Data Matrix codes on product nameplates.

〽 Challenge

The KROHNE Group team struggled to find a solution that enabled seamless barcode scanning while offering a suitable pricing model.

💡 Solution

With the Scanbot SDK, the KROHNE Group team found what they needed: fast, reliable barcode scanning at a flat annual fee.

Key results

A seamless lookup experience

Customers can quickly access all product information with a simple scan.

Reliable Data Matrix scanning

Users no longer struggle with scanning the codes on nameplates.

A growth-friendly pricing model

Unlimited scans without user or device tracking – thanks to the fixed-price model.

The open-source solution performed unreliably

KROHNE Group strives to provide a seamless customer experience. Part of this effort includes PICK, a free online tool to look up product information like handbooks, data sheets, software tools, and parts lists. To access this information, users must type in the product serial number – which can be cumbersome, especially on-site.

For quicker, simpler access, the KROHNE Group team developed the PICK mobile app. With the app, customers can simply scan the Data Matrix code on a product's nameplate to access specific product information.

Initially, the KROHNE Group team used ZXing.Net.Maui as the barcode scanning library for this customer-facing app. However, the open-source solution struggled to detect and scan Data Matrix codes reliably – the exact capability KROHNE Group needed for its use case. Barcode scanning was also slow, significantly degrading the app's usability.

The Scanbot SDK offers it all

The team thoroughly tested several solutions. The Scanbot SDK proved to offer the best combination: a fixed pricing model – suitable for the free-of-charge PICK service – and reliable performance that guarantees fast and seamless barcode scanning.

Since its implementation in May 2024, the Scanbot SDK has enabled KROHNE Group's customers to access detailed product information with a simple scan. The KROHNE Group team achieved its goals for the PICK mobile app and is highly satisfied with the Scanbot SDK's performance.

"Switching to Scanbot SDK from ZXing significantly improved our ability to scan Data Matrix codes. We evaluated several solutions, and the Scanbot SDK provided the perfect blend of performance and value."

- Benedikt Niermann,
Process Improvement Officer,
KROHNE Group

KROHNE Group's PICK app performed unreliably with an open-source library

1 A KROHNE Group customer needs to access a product's manual on-site.

2 They try to scan the Data Matrix code on the nameplate with the PICK mobile app – which often fails.

3 Consequently, they have to go back to the PICK online platform and manually type in the product's serial number. Serial numbers are long and combine arbitrary digits and letters, so this takes time and effort.

4 Now, they can access comprehensive product information, including the manual.

How the Scanbot SDK enhances KROHNE Group's PICK app

1 A KROHNE Group customer needs to access a product's manual on-site.

2 They scan the Data Matrix code on the nameplate using the PICK mobile app. Thanks to the Scanbot SDK, the scan is fast and accurate.

3 This simple scan lets the user access comprehensive product information, including the manual.

Integrating the Scanbot Barcode Scanner SDK

The KROHNE Group team had no trouble integrating the Scanbot SDK into their cross-platform app. Thanks to the concise and well-written documentation and code examples, integration was easy and quick. The implementation took mere hours.

In conclusion, integrating the Scanbot SDK provided the following benefits:

Accurate and reliable barcode detection

Seamless integration within hours

Growth-friendly licensing model

Ready to explore synergies?

Our solution experts are happy to assist with your questions about functionality, integration and best practices.

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