

Getac

Rugged Mobile Computing Solutions

PROFESSIONAL SERVICES

ENHANCING YOUR BUSINESS WITH TOTAL SOLUTIONS

Getac

PROFESSIONAL SERVICES

BUILT TO SURVIVE

Getac





DEPLOYMENT SERVICES

Our team of experts will work with you to understand your challenges and specific deployment needs and design a tailored solution to streamline your device deployment, improve your business capabilities and maximise your device potential.

We will ensure that you have all the tools needed to help your business thrive and empower your workforce.





Project Lifecycle Support

We have a dedicated team of technical experts to support you throughout the lifecycle of your project deployment and beyond.

- Scoping requirements to ensure suitable product placement
- Support and guidance for peripheral and accessories
- Technical support for software and hardware compatibility
- Device image & BIOS support
- Understanding and documenting bespoke customisation requirements
- On-site technical support to provide any assistance required



Project Configuration Services

A range of configuration services to support customers, streamline deployments and capture valuable key information for tracking assets and managing devices.

- SIM installation services - Key information capture such as IMEI number and MAC as agreed at project start-up
- Asset tag applied according to customer requirements - Data captured and reported back to customer, linking device serial number as required
- Kitting Services – Consolidated solutions packaged and shipped for simplified deployments



Image Deployment Services

Getac support all industry standard image deployment technologies to ensure seamless image compliance across organisations.

- Autopilot - Windows 10 technology to deploy and configure devices over the internet with zero touch
- SCCM - Deployment fully supported with compliant driver packages and bios configuration available
- Gold Build Support - Gold image created and verified prior to deployment
- Customer Branding – Custom BIOS and logo options available



SOFTWARE SOLUTIONS

Getac offer a range of software solutions to support the needs of mobile device productivity and deployment.



Getac deployXpress®

Android Configuration at Scale.

Getac deployXpress® streamlines the deployment, configuration, provisioning and updating of Getac Android devices. By dramatically reducing the time it takes to remotely deploy multiple devices, our solution gives you the freedom to perform other IT tasks. It minimises the risk of costly security breaches and device downtime caused by configuration errors and firmware updates.



Getac enrollXpress

EMM's Best Enrollment Companion for Getac Devices.

Pushing out devices can be as quick as it is effortless with Getac enrollXpress. Enrollment QR codes can be distributed to multiple sites and the enterprise mobility management platform is customizable. Simply turn on the Getac Android device. After QR Code is generated, a single scan activates device enrollment.



Getac OEMConfig

EMM's Perfect Companion for Getac Device Management.

If you are already using an MDM or EMM platform to mass deploy configurations to your devices, Getac OEMConfig unlocks access to enhanced proprietary settings for Getac Android devices. Streamlining deployment from a single central location. Our solution is compatible with all AER compliant MDM and EMM systems.



Getac Device Monitoring System

Know the Vitals for your Device - Anytime, Anywhere.

GDMS is a software solution that tracks and monitors deployed devices, spotting potential issues before they impact on field-based personnel. GDMS helps you to maintain operational efficiency through the monitoring of:

- Storage
- BSoD events
- Cellular data
- Device utilisation
- Firmware levels
- Forced shutdown issues
- Battery performance
- Device location
- App installation status



Getac Driving Safety Utility

Reliable In-vehicle Safety On The Move.

Getac promotes Driver Safety. Whether you are driving commercial vehicles on the road or a forklift trucks in the warehouse, Getac Driving Safety Utility reduces visual and manual distractions with its screen blanking function, to help drivers stay focused, keeping them safe.



Getac VGPS Utility

One GPS, Multiple Applications.

Our VGPS Utility is a software solution that replicates the GPS data to multiple virtual COM ports, allowing the functionality of different software applications running simultaneously on your Getac device.



Getac KeyWedge Barcode Reader Utility

One-Touch Scanning for your Rugged Devices.

The KeyWedge Barcode Reader Utility expands the capability of any Getac rugged device with a rear camera. No hardware. No upgrades. No SDK integration required.

Simply install the app and you've got a one-touch rugged barcode scanner suitable for standard industrial field use, available on your Getac tablets or laptops.

One download and you're good to go.



GETAC TOTAL WARRANTY COVER (BUMPER-TO-BUMPER)

Our fully rugged device warranty includes accidental damage at no extra cost, ensuring enhanced total cost of ownership (TCO).

SEMI-RUGGED WARRANTY FOR S410





Collect & Return provides a hassle-free and environmentally conscious logistics service for Getac devices that fail under warranty.



WARRANTY

OUR WARRANTY COVER

Our warranty packages cover all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure.

		Tablets							Laptops				
		A140	F110	K120	T800	UX10	ZX10	ZX70	B360, B360 Pro	S410	V110	X500, X500 Server	X600, X600 Pro, X600 Server
 Bumper-to-Bumper Warranty	3 Years	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
	5 Years											✓	
 Semi-Rugged Warranty	3 Years								✓				
 Getac Collect & Return Logistics	3 Years	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
 Return to Base Logistics	5 Years										✓		



Getac Collect & Return

Providing a hassle-free and environmentally conscious return service for Getac devices that fail under warranty. If your equipment fails, we will send an express courier to collect the unit from your requested location to one of our service hubs. Once repaired, Getac will return it in the same way, fully protected. By leveraging your original packaging for any faulty device returns, we can reduce cardboard consumption and improve environmental sustainability.

OUR SUPPORT SERVICES

We understand the importance of keeping you operational at all times, minimising downtime. We have an extensive range of support services giving you control and flexibility.



Getac Service System (GSS)

By registering your devices on the Getac Service System (GSS), you have the ability to order replacement parts, purchase upgrades, manage your warranty and more.

Features include:

- Warranty Check
- Product Registration
- Service and Repair - standard and buffer swap online claims
- Getac System Recovery
- Drivers and Manuals
- Create Service Requests



Self-Maintainer

To keep your devices functioning at peak performance, the Getac Self-Maintainer Program allows you to replace consumable parts in the field, reducing downtime and operational impact to your workforce during the warranty period.

- Zero Downtime
- Work to Your Schedule
- Claim 2 Free Items per Device



EXTENDED WARRANTY & SUPPORT OPTIONS

Our fully rugged product warranty includes accidental damage, ensuring enhanced total cost of ownership (TCO).



Extended Warranty

To prolong the life of your product and increase your return on investment (ROI), Getac offers extended device warranty from 3 to 5 years and beyond.



Accidental Damage Warranty

Elevate your existing semi-rugged warranty to also include accidental damage cover, giving total protection from accidental acts and exposure to environmental conditions, ensuring no additional costs or delays.



Accessory Warranty

To ensure your accessories perform in-line with your total solution, we offer a range of warranty extensions to suit your business needs.



Battery Warranty

We understand battery performance is essential to ensure your mobile workforce remains productive. If your battery performance drops below 50% charge capacity from new, we will offer a replacement via the repair loop.

* Batteries must ship into the repair loop fitted within the device.



Keep Your SSD Warranty

Getac protects customer data and takes reasonable precautions to protect your data while it is in our hands. However, some customers' devices hold sensitive data that they cannot take any risks. If you handle data of a sensitive nature, for national security or commercial reasons, Keep Your SSD Warranty is your option.



Loan Swap Services

Getac can provide a variety of next business day loan swap services for units and accessories.

- In the unlikely event of a failure, the loan swap service ensures next working day replacement devices for your workforce.
- Customers can choose from a hot swap service where the user receives a replacement device next working day or an advanced exchange service which includes a temporary loan device until the original device is repaired and returned.
- All swap devices are maintained to the highest standard throughout the support period.
- Our dedicated service team proactively manage the end-to-end process, whilst keeping you informed every step of the way.



Allow Getac Professional Services to take your business to the next level, allowing enhanced productivity, reduced downtime and providing you with an empowered workforce.

Contact us or your Getac distribution partner today to start creating your perfect business solution.

GETAC.COM

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