

UTILITIES

SA Power Networks improves field mobility with Getac's ZX10

Getac's ZX10 rugged tablets, delivered by mobility specialist AMIT, helped SA Power Networks refresh its field mobility platform for crews working across South Australia's demanding utility environments.

/ Challenge /

SA Power Networks needed to refresh its field crew mobile devices. These are used to help maintain electricity infrastructure across metropolitan, regional, and remote South Australia. SA Power Networks already had a mature digital field environment and needed a new, rugged, consistent, and supportable platform that could meet evolving operational, security, and performance requirements. The replacement platform needed to support Android-based workflows, vehicle docking, external antenna connectivity, digital job completion, and reliable performance in direct sunlight and high-temperature conditions.

/ Solution /

Getac Gold Partner, AMIT, recommended the Getac ZX10 as part of a broader rugged mobility and communications solution. Getac was selected for its rugged device quality, customisation capability, and ability to support a complete field-ready solution. AMIT worked with Getac, SA Power Networks, and docking solution partner, Gamber-Johnson, to support the rollout of an initial 830 Getac ZX10 devices over five months. Today approximately 1,000 devices are in the field. The deployment included device supply, pre-configuration, vehicle dock replacement, on-site installation, and user training. Getac's customisation capability helped tailor the platform to SA Power Networks' environment, including software-level adjustments, image-level configuration, and support for a slimline Gamber-Johnson in-vehicle docking solution.

/ Benefits /

The Getac ZX10 deployment gave SA Power Networks a more consistent, supportive, and field-ready mobility platform. Crews now have access to devices with greater memory and storage, improved camera capability, longer battery life, brighter screens, and rugged construction suited to heat, dust, moisture, vibration, and vehicle-based use.

"Getac has empowered SA Power Networks and the Endpoint team to apply deeper customisations to the device build, which allows us to automate processes that previously required manual configuration. This creates a more consistent and controlled device experience. Previously there were multiple configurations in the field, which made troubleshooting more difficult. Now, with the Getac build, we can define and lock the preferred configuration while still allowing access to selected options our users need. This improved consistency, reduced the chance of misconfiguration, and made support and troubleshooting more predictable."

Saibeth Walls, head of technology design and operations, SA Power Networks

"SA Power Networks came to AMIT with a clear operational challenge: they needed a rugged, reliable and supportable field mobility platform capable of performing across demanding utility environments. Getac stood out because it met the key requirements for ruggedness, vehicle docking, heat performance and customisation. Our role was to bring those elements together into a complete, fit-for-purpose solution that supports the way their crews work in the field every day."

Adrian Jeremiah, enterprise portfolio partner, SA Power Networks
Nicholas Cizauskas, account manager, AMIT



Getac ZX10
Lightest* 10" fully-rugged Android tablet

/ Challenge /

SA Power Networks' teams operate across metropolitan, regional, and remote areas, where reliable access to job information, safety procedures, navigation, and operational applications is essential to completing work safely and efficiently. To increase operational efficiency, SA Power Networks needed to refresh the mobile devices used by field crews responsible for maintaining electricity infrastructure across South Australia.

Teams can work in summer temperatures reaching 44°C to 45°C, as well as dusty, wet, and high-vibration environments. Devices are often mounted in vehicle docking stations while crews travel on rough roads, farm tracks, and off-road areas to access poles, powerlines, and other electricity assets. During evaluation, some alternative devices struggled in heat and direct sunlight testing.

SA Power Networks needed a more controlled device environment that could reduce the likelihood of misconfiguration while still giving crews access to the tools they needed.

The device also needed to fit into existing workflows as any device reset, delay, or performance issue could create rework, slow job closeout, or disrupt field activity.

Adrian Jeremiah, enterprise portfolio partner, SA Power Networks said, "We did not have strong data indicating regular device failures or resets with the previous devices. The main challenges with the previous fleet were related to Android version limitations, security patching, device performance and capacity, and long-term supportability."

Nicholas Cizauskas, account manager, AMIT, said, "SA Power Networks had already made a significant investment in field technology, so this project was about identifying the right next-generation platform to support their future operational needs. Getac stood out because it met the key requirements for ruggedness, heat performance, Android compatibility, vehicle docking and customisation, while providing a platform suited to the demanding environments their field crews operate in."

/ Solution /

The Getac ZX10 rugged tablet was selected as the core field device for SA Power Networks' mobility refresh, following AMIT's recommendations.

Around 1,000 Getac ZX10 devices are now deployed across SA Power Networks' field workforce, following an initial rollout of approximately 830 devices over five months. AMIT supported device supply, pre-configuration, vehicle dock replacement, on-site installation, scheduling, and user training.

Getac worked closely with AMIT, SA Power Networks, and docking solution partner Gamber-Johnson to tailor the deployment around real field conditions. This included a slimline in-vehicle docking solution provided by Gamber-Johnson that helped reduce cabin space requirements while supporting safe mounting, charging, and antenna pass-through.

Getac's customisation capability helped SA Power Networks define a preferred device configuration, with software and image-level adjustments supporting improvements to the VPN experience, enrolment process, work profile setup, troubleshooting, and night-driving usability.

Getac's role extended beyond supplying rugged devices. By supporting hardware, software, and configuration-level customisation, Getac helped tailor the platform around SA Power Networks' field workflows and operating environment.

In daily use, crews use the Getac ZX10 to manage assigned jobs, navigate to job locations, access procedures and safety instructions, capture photographic evidence and notes, and complete digital sign-off in the field. The device also supports SA Power Networks' in-house applications and Microsoft Teams for video collaboration and remote support.

/ Benefits /

The Getac ZX10 deployment helped SA Power Networks improve field mobility with a rugged, consistent, and more supportable device platform. Crews gained faster performance, greater memory and storage, improved camera capability, longer battery life, brighter screens, and rugged construction suited to heat, dust, moisture, vibration, and vehicle-based use.

The customised Getac build also strengthened fleet management by reducing configuration variation, making troubleshooting more predictable and giving SA Power Networks' endpoint team greater control over the device environment.

The solution supports digital workflows from job dispatch through to closeout, helping crews access work information, capture notes and photos, update job statuses, and complete sign-off in the field. Combined with SA Power Networks' in-house applications and vehicle connectivity, this helps reduce unnecessary office-based paperwork and supports more efficient job completion.

Mark Tate, technology operations manager, SA Power Networks said, "We've improved the VPN and enrolment processes, streamlined troubleshooting, reduced the likelihood of misconfiguration through standardised builds, and delivered better device performance, storage, camera capability, and better battery life."

Nicholas Cizauskas said, "Getac's ability to customise the platform was a key factor in delivering a solution that met SA Power Networks' specific field requirements. This project was about more than simply supplying a rugged tablet; it was about delivering a device that could integrate seamlessly into a complete field mobility solution and support the way their crews operate every day."

/ About SA Power Networks and AMIT /

SA Power Networks is South Australia's electricity distributor. The organisation builds, maintains, and operates the distribution network that delivers electricity to and from homes, businesses, and communities across the state. Its field teams support planned maintenance, emergency response, outage management, asset inspections, and network operations across metropolitan, regional, and remote environments.

AMIT is an Australian mobility solutions provider specialising in rugged devices, vehicle installations, field communications, and integrated technology solutions for demanding environments. AMIT works with customers across sectors including utilities, emergency services, mining, oil and gas, and other field-based industries.

