

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 11 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 Monitoring

Reducing the Risk of Device Downtime

Monitoring helps you know which devices are optimally working, and which are not, ensuring you have the technology you need when you need it.



Getac Management

Save Time, Mitigate Risk, Simplify Device Management

A Cloud-based configuration and management solution that brings scalability, precision, and over-the-air convenience to Getac Android ownership.



Getac OEMConfig

Enhance your EMM Solution

Supporting a range of enterprise mobility management (EMM) platforms, unlocking the full potential of your Getac Android devices and packed with essential device controls.



Getac Driving Safety

Reduce Driver Distraction on the Move

Your people are your most valuable assets. Workforce Safety for Commercial Vehicles and Forklifts with our Driving Safety App.



Getac Virtual-GPS

One GPS, Multiple Applications

Replicating physical GPS data to multiple virtual COM ports to increase operational efficiency.



Getac KeyWedge

One-Touch Scanning for Rugged Devices

Scan barcode data into your applications with the device's in-built rear camera.



RETURN TO BASE LOGISTICS

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



- ## WARRANTY

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.

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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
- 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.

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

** Applicable for USA, Europe regions, Australia and Mexico.*



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 offer 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.



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.



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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