



Rugged Mobile Computing Solutions



# Monitoring

## Reducing the Risk of Device Downtime

Even the most rugged devices, with their long operational life, need regular health-checks. Getac has made this easy with a software solution that tracks and monitors deployed devices, spotting potential issues before they impact on field-based personnel. From a central dashboard, hosted on a secure Microsoft Azure® Cloud Server, Monitoring helps you to maintain operational efficiency and ensure maximum device uptime.

Making sure you have the technology you need when you need it.



### Maximize Device Utilization

- Spotting Potential Problems
- Proactive to Known Issues
- Warning Notifications



### Maximize Productivity

- Real-time Visibility
- Minimize User Frustration



### Reduce Operational Costs

- Minimize Downtime by Helping to Maintain Device Uptime

# The True Impact of IT Downtime

IT managers need to keep their eye on the ball. With the integration of mobile devices into the general IT infrastructure, even the slightest interruption can impact on:

- Business Performance
- Lost Revenue
- Reduced Productivity
- Recovery
- Rectification

**74 min**  
of productivity are lost whenever a device goes down.



IT departments spent

**70 min**  
to resolve each incident.



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Device Monitoring helps to mitigate device downtime.

## Software Features



### Monitoring & Updates

- Hardware Key Item
- Software / Firmware OTA (Over-the-air) Update
- Device Location
- Device Lifespan Management
- Intuitive User Interface
- Remote App Installation
- Cellular Data Visibility



### Reporting

- Automatic, Periodical Reports
- Comprehensive Executive Reports



### Configurable Account Management

- Tailored Fields for Batch Importing
- Customizable Access Groups and Scalable Sub-groups to Control User Visibility



### Alerting

- Predict Device Disruptions
- Configurable Alerting Threshold
- Issue Categorization
- Event Notification

## For a Wide Range of Applications for Getac Models

### Target Users

Monitoring can be utilized by all user groups, especially for those who would like to take advantage of the benefits by using its Monitoring, Reporting & Maintenance features.

### Supported Models

Device models currently supported:

- **Getac Android 12 & above**

### Exceptions include:

- Customers with concerns over data hosted in Cloud server, such as Military.
- Customers requiring on-premises software versions.



**Getac**  
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Please contact your local Getac sales representative for further details on our Essentials Suite.



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