

# Getac

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 Windows and Android 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 maximize device uptime.

Helping to maintain your technology in the field.



#### 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**
- **Getac Windows 10 Pro & Windows 11 Pro**



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

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