

UTILITIES

AYA, COSTA RICA'S LEADING WATER MANAGEMENT COMPANY HAS CHOSEN GETAC ZX70 TABLETS FOR THEIR RUGGEDNESS AND HIGH PERFORMANCE.

The Costa Rican Institute of Aqueducts and Sewers (Instituto Costarricense de Acueductos y Alcantarillados, AyA), a public institution that has been ensuring access to drinking water to the five million inhabitants of Costa Rica for 60 years, has chosen Getac as their technology supplier thanks to the ruggedness and high performance of the ZX70 tablet.

In 2021, this Central American water management company introduced this type of equipment to their employees, who are now able to optimally manage their daily work.

Throughout the country, AyA serves hundreds of thousands of customers who require their valuable services. Today, with Getac's ZX70 modern tablets, that task got easier and is done faster.

These tablets provided AyA an operational agility that allows a faster response to the needs of their hundreds of thousands of customers, who require prompt service.

Today, once a report is entered by a customer to the AyA system, the crews are immediately notified thanks to the ZX70 tablet connectivity.

Likewise, Getac tablets help with organization, by allowing this Costa Rican institution to have better control of their personnel, since it is possible to know - in real time - their location, the time they took to respond to a work order and the duration of every job issued from the head offices.

/ AyA /

"Our work crews leave their office with one Getac device. All the service orders they have to deal with on a daily basis are sent to that tablet. By integrating these tablets, the process is much more productive and we haven't had any problems."

— Eng. Armando Rodríguez, Director of the Integrated Commercial System of the Costa Rican Institute of Aqueducts and Sewers (AyA).



Getac ZX70
Fully Rugged Tablet

/ Challenge /

With Getac ZX70 tablets, this public company was able to solve a number of problems that it previously had with other devices - up to eight issues a day. Currently, Getac devices have not registered a single failure in two months of use.

Fragile tablets previously used by AyA for high-demand daily work under extreme conditions were constantly damaged by water, impacts and drops. Up to eight tablets per week were out of service due to damage to screens or software.

With Getac tablets these problems are a thing of the past, because according to Rodríguez, the ZX70 is a portable device with remarkable features both in terms of hardware and operating system.

And apart from responding to daily service orders, Getac tablets have enabled greater control of human resources. By integrating these tablets, information such as the employee's location, response time, amount of time taken with each request, and even the company's vehicle speed can be monitored.

/ Solution /

According to the Head of the Department in charge of Getac devices, these tablets were chosen after a rigorous selection process because the institution needed rugged and high-performance devices.

"Getac ZX70 tablets are an excellent solution because they are rugged devices that perfectly meet our needs. This tablet is able to work for more than 12 hours and minimizes battery usage. Being able to resist extreme weather conditions is critical. Water is no longer an issue because they can be operated under the rain and the screens can even be used wearing gloves. In addition, the screen features and

tablet technology ensure sunlight readability," explained Armando Rodríguez, from AyA. With Getac ZX70 tablet, AyA has been able to find a solution to their daily operational and connectivity problems, and obtain very positive management results because work crews respond promptly and quickly to every order received through their rugged tablets, which can withstand impacts, drops, water and dust. be monitored.

/ Benefits/

AyA currently uses 630 Getac ZX70 tablets (expected to increase to 700 by 2023) for a wide variety of extremely important activities, such as immediate repair services, drinking water leaks, service connections and disconnections, inspections, maintenance, consumption claims, and hydrant network services, among other tasks.

These devices are used under different weather conditions within the Greater Metropolitan Area and in Huetar, Brunca and Chorotega regions. Each of these locations has extreme conditions that include rain, sun and dust.

In addition, tablets are carried with equipment by foot, on motorcycles or inside vehicles. Therefore, there is a continuous high risk of falls, but thanks to the ZX70 ruggedness, no incident has been reported.

"We went from changing eight tablets a day to not having any issues with Getac. They deliver excellent performance and productivity," said Rodríguez.

ADC Móvil is the representative of Getac in Costa Rica and Central America. It is a leading company in technology and software development.

The excellent quality of Getac tablets has far exceeded AyA requirements in every aspect. The devices work perfectly despite the fact

that there are four companies operating each tablet by "remote control".

The internet provider, the application managing company, a service technician and, of course, AyA technological department form part of each device.

"We have four stakeholders working with the tablet and, therefore, we needed a rugged and complete device. We have not had any problems with the hardware either," explained Armando Rodríguez.

Furthermore, the device had to be certified as required by the Costa Rican Telecommunications Superintendency, and comply with the requirements of the Costa Rican Electricity Institute as a broadband Internet provider, all of which Getac easily fulfilled.

In addition, the devices materials and ergonomics make them very rugged work tools that, according to Armando Rodríguez, can even withstand the weight of a moving car. The devices have already been tested and evaluated in daily working conditions, with an excellent rating.

/ About AyA /

The Costa Rican Institute of Aqueducts and Sewers is widely known as AyA. This institute was created pursuant to Act No. 2726, approved by the Legislative Assembly on April 14, 1961.

The Costa Rican Institute of Aqueducts and Sewers aims primarily at: the development and welfare of the nation by performing their activities. Their objectives are also to provide quality drinking water services in a sustainable manner that may improve the quality of life of Costa Ricans; and to carry out sewage treatment processes so as to reduce its environmental impact. In this regard, the Costa Rican Institute of Aqueducts and Sewers is always seeking to improve their processes in order to offer a better service.

