UTILITIES

Thames Water
upgrades its field workforce with new Android-based ecosystem built on Getac's ZX10 fully rugged tablet

/ Challenge /

Thames Water is in the midst of a multi-year organisational transformation which aims to optimise both its asset management and customer service capabilities via the use of technology. A key part of this transformation is the migration of its field-based workforce to a flexible new Android-based ecosystem. Consequently, the company needed a new hardware solution that could support this migration while also excelling in the challenging work environments its engineers face on a daily basis.

/ Solution /

Thames Water quickly settled on Getac's ZX10 fully rugged Android tablet. Its powerful performance capabilities, intuitive operation, and fully rugged reliability, all in a slim and versatile profile, ticked all the boxes that its field engineers needed in a new device. As an Android Enterprise Recommended device, the ZX10 is also guaranteed to receive a minimum five years of security patch support from its release date, offering long-term peace of mind.

/ Benefits /

With the Getac ZX10 tablets now in the hands of its field engineers, Thames Water is already realising the benefits of its new Android ecosystem, including less downtime, faster resolution of issues, and higher levels of customer satisfaction. Getac's technology experts are also working closely with the company to deliver ongoing support in key areas such as Android security and Salesforce integration, which is critical to the success of this long term project.

/ Thames Water /

"The ZX10s are a huge asset to the team, offering new levels of performance and reliability in a wide range of scenarios. Whether conducting maintenance at our water treatment facilities, or working on site with customers, our engineers know they have both the hardware and software they need to get the job done as efficiently as possible."

Ade Ayajo, Thames Water

Getac ZX10
Fully Rugged Tablet with Keyboard Dock

/ Challenge /

As the UK's largest private utility company, Thames Water is responsible for an extensive water management infrastructure across London and the Thames Valley in South East England. Per day, the company supplies 2.5 billion litres of drinking water and treats 4.6 billion litres of wastewater, for 15.5 million people; (about a quarter of the UK population).

Thames Water is currently in the midst of a major, multi-year organisational transformation, with the aim of utilising the latest technology to future proof its operations and bolster both its asset management and customer service capabilities.

A key part of this transformation is the migration of its field-based workforce over to a flexible new Android-based ecosystem, helping to optimise productivity amongst its engineers and enabling them to deliver more first time fixes.

"With advantages in cost efficiency, energy efficiency, variety and customisation, Android OS allows us to tailor IT solutions to our exact needs," says Ade Ayajo, Senior Project Manager, Thames Water. "After making the decision to migrate over to Android, we knew we needed to equip our field-based workforce with new devices that could maximise all the benefits Android has to offer while out on site with customers themselves.

"On top of this, the devices need to excel in the challenging physical environments that our engineers often have to work in," adds Ade. "This includes regular use in changeable temperature and weather conditions, working above and below ground, as well as withstanding accidental knocks, bumps and drops, all of which are part of field work."

Owing to the multi-year nature of the project, Thames Water also wanted a solutions provider that was capable of providing long-term support in key technical areas including the devices themselves, OS versions and security patches.

/ Solution /

Thames Water assessed numerous solutions on the market, before quickly settling on Getac's ZX10 fully rugged Android tablet, thanks to its combination of powerful performance, fully rugged reliability and long-term security support, all in a slim and versatile profile.

Key features of the ZX10 include a Qualcomm Snapdragon 660 Mobile Platform and Adreno™ 512 GPU, which delivers a seamless user experience and enables efficient workflow in a wide range of field scenarios. Dual hot-swappable batteries ensure full-shift operation, while the LumiBond sunlight readable display with rain and glove touch capability helps maintain productivity in a range of weather conditions.

Like all Getac devices, the ZX10 is also built rugged from the ground up to provide exceptional reliability and peace of mind. MIL-STD-810H and IP66 certification means it can easily withstand drops of up to six feet, shocks, rain, vibration, dust, and liquid spillages. Furthermore, an operating temperature range of -29°C to 63°C (-20°F~145°F) delivers year-round usability. With all these built-in rugged features, the ZX10 is still only 17.9mm thick and weighs just 1kg, offering excellent portability and mobility in the field.

Crucially, as the ZX10 is an Android Enterprise Recommended device, it is also guaranteed to receive a minimum five years of security patch support from its release date, offering long-term peace of mind to Thames Water. As well as this, Getac committed to supporting three Android versions for each device series (the release version, plus two version upgrades).

The Android support strategy proposed by Getac not only provided the required reassurances of being able to support the devices with 90-day security updates, until 2030, but it also allows Thames Water to take advantage of new Android features in a timely manner.

/ Benefits /

With the Getac ZX10 tablets now in the hands of its field engineers, Thames Water is already realising the benefits of its new Android ecosystem, including less downtime, faster resolution of issues, and higher levels of customer satisfaction.

"We've had fantastic feedback from across our field-based workforce," says Ade. "The ZX10s are a huge asset to the team, offering new levels of performance and reliability in a wide range of scenarios. Whether conducting maintenance at our water treatment facilities, or working on site with customers, our engineers know they have both the hardware and software they need to get the job done as efficiently as possible."

In addition to providing the devices themselves – along with peripherals including detachable keyboards and hand straps – Getac is also working closely with Thames Water to deliver ongoing support in the key areas it requires, including regular Android security patches, device maintenance, OS updates and Salesforce integration.

"This Android migration is a long-term project for Thames Water, so we knew we needed a partner that would be with us every step of the way," adds Ade. "In addition to providing best-in-class hardware and peripherals, Getac's technology experts have also integrated seamlessly into our own team. Should problems arise, we know we can count on them to find fast resolutions and keep our field force operating at an optimal level, giving us total peace of mind."

/ About Thames Water /

Thames Water extracts, treats, and supplies 2.5 billion litres of tap water to over 10 million customers across London and the Thames valley every day, making it the largest private utility company in the UK. It also removes, treats, and disposes of 4.6 billion litres of wastewater daily, via its network of sewage pumping stations and sewage treatment works.

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