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 peripherals 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 10 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

DEPLOYMENT

SOFTWARE SOLUTIONS

Getac offer a range of software solutions to support the needs of mobile device productivity and deployment.

Getac Device Monitoring System

Know the Vitals for your Device - Anytime, Anywhere.

GDMS is a software solution that tracks and monitors deployed devices, spotting potential issues before they impact on field-based personnel. GDMS helps you to maintain operational efficiency through the monitoring of:

- Storage
- Device utilisation
- Forced shutdown issues
- Device location
- BSoD events
- Firmware levels
- Battery performance
- App installation status
- Cellular data

Getac deployXpress®

Android Configuration at Scale.

Getac deployXpress® streamlines the deployment, configuration, provisioning and updating of Getac Android devices.

By dramatically reducing the time it takes to remotely deploy multiple devices, our solution gives you the freedom to perform other IT tasks.

It minimises the risk of costly security breaches and device downtime caused by configuration errors and firmware updates.

Getac OEMConfig

EMM's Perfect Companion for Getac Device Management

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

Getac Driving Safety Utility

Reliable In-vehicle Safety On The Move.

Getac promotes Driver Safety. Whether you are driving commercial vehicles on the road or a forklift trucks in the warehouse, Getac Driving Safety Utility reduces visual and manual distractions with its screen blanking function, to help drivers stay focused, keeping them safe.

Getac VGPS Utility

One GPS, Multiple Applications.

Our VGPS Utility is a software solution that replicates the GPS data to multiple virtual COM ports, allowing the functionality of different software applications running simultaneously on your Getac device.

Getac KeyWedge Barcode Reader Utility

One-Touch Scanning for your Rugged Devices.

The KeyWedge Barcode Reader Utility expands the capability of any Getac rugged device with a rear camera. No hardware. No upgrades. No SDK integration required.

Simply install the app and you've got a one-touch rugged barcode scanner suitable for standard industrial field use, available on your Getac tablets or laptops. One download and you're good to go.

EXTENDED WARRANTY
& SUPPORT OPTIONS

Getac EXTENDED WARRANTY

We are so confident in our fully rugged computing technology we include 3 years bumper-to-bumper accidental damage cover as standard across the fully rugged device range.

Extended Device Warranty

To prolong the life of your product and increase your ROI, Getac offer extended device warranty from 3 to 5 years and beyond.

Extended Battery Warranty

We understand battery performance is essential to ensure your mobile workforce remains productive. To maintain that performance across your product life-cycle we offer extended battery warranty options.

Extended Accessory Warranty

To ensure your accessories perform in-line with your total solution, we offer extended warranty options for years 4 and 5 on Getac-certified 3rd party docking stations and cradles.

Getac Self Maintainer

To keep your devices functioning at peak performance, the Getac Self-Maintainer Programme allows you to replace consumable parts in the field, reducing downtime and operational impact to your workforce.

Self-Service Portal

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
- Getac system recovery
- Create service requests
- Product registration
- Drivers and manuals
- Service and repair- standard and buffer swap online claims

Hot Swap & Advanced Exchange Service

Getac can provide a variety of next business day services such as Advanced Exchange and Hot Swap on its units and accessories.

- In the unlikely event of a failure, the Hot Swap Program ensures next day replacement devices for your workforce
- All swap devices are maintained to the highest standard throughout the support period
- Our dedicated logistics team proactively manage the end to end process, whilst keeping you informed every step of the way

Getac

PROFESSIONAL SERVICES

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