

Getac

Rugged Mobile Computing Solutions

PROFESSIONAL SERVICES

ENHANCING YOUR BUSINESS
WITH TOTAL SOLUTIONS

Getac

PROFESSIONAL
SERVICES





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 peripheral 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



SOFTWARE SOLUTIONS

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



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 enrollXpress

EMM's Best Enrollment Companion for Getac Devices.

Pushing out devices can be as quick as it is effortless with Getac enrollXpress. Enrollment QR codes can be distributed to multiple sites and the enterprise mobility management platform is customizable. Simply turn on the Getac Android device. After QR Code is generated, a single scan activates device enrollment.



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



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.



RETURN TO BASE LOGISTICS

- Original Getac Parts
- Professional Getac Repair Engineer
- Local Real-time Technical Support

Our warranty packages cover all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure.

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OUR SUPPORT SERVICES

We understand the importance of keeping you operational at all times, minimising downtime. We have an extensive range of support services giving you control and flexibility.



Getac Service System (GSS)

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
- Product Registration
- Service and Repair
- Getac System Recovery
- Drivers and Manuals
- Create Service Requests



Self-Maintainer

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

- Zero Downtime
- Work to Your Schedule
- Claim 2 Free Items per Device

** Applicable for USA, Europe regions, Australia and Mexico.*



EXTENDED WARRANTY & SUPPORT OPTIONS

Our fully rugged product warranty includes accidental damage, ensuring enhanced total cost of ownership (TCO).



Extended Warranty

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



Accidental Damage Warranty

Elevate your existing semi-rugged warranty to also include accidental damage cover, giving total protection from accidental acts and exposure to environmental conditions, ensuring no additional costs or delays.



Accessory Warranty

To ensure your accessories perform in-line with your total solution, we offer a range of warranty extensions to suit your business needs.



Keep Your SSD Warranty

Getac protects customer data and takes reasonable precautions to protect your data while it is in our hands. However, some customers' devices hold sensitive data that they cannot take any risks. If you handle data of a sensitive nature, for national security or commercial reasons, Keep Your SSD Warranty is your option.



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.

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