



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 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 ensure maximum device uptime.

Making sure you have the technology you need when you need it.



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**

Exceptions include:

- Customers with concerns over data hosted in Cloud server, such as Military.
- Customers requiring on-premises software versions.

