

Field Service

AMA

Getac's rugged devices help AMA further develop their AR remote assistance solutions into challenging environments

/ Challenge /

AMA is an international company that makes remote support easy and efficient for industrial organisations and field service workers. AMA's XpertEye suite focuses on applications such as assisted reality, dynamic workflow management, and online scheduling and can be deployed with the same level of security as SaaS, on-premise or one's private cloud. The challenge for this fast-growing company was to find powerful, certified rugged devices advanced enough to integrate their solution and reach new markets in which Getac already operates.

/ Solution /

AMA's suite of software can be integrated into Getac's wide range of rugged mobile devices running with Windows 10 and Android. The integrated camera featured in Getac's models also enables users to have access to clear resolution for remote assistance, training or field inspection.

/ Benefits /

Thanks to Getac's rugged technology, AMA now has the ability to provide its clients with devices that meet specific environmental and durability parameters. This strategic partnership allows the French tech company to reinforce its position internationally in key sectors such as manufacturing, oil & gas, healthcare and utilities.

/ AMA /

" AMA has been focused on helping manufacturers achieve their digital transformation for years so it was only natural for us to choose a hardware provider that fits the needs of today's Industry 4.0. Not only do Getac's rugged devices provide the robustness, functionality, and mobility to respond to the biggest challenges our clients face on a daily basis, but it also opens up new doors for us in terms of markets. "

Thomas Waendendries, Vice President Sales, AMA



Getac F110 Fully Rugged Tablet

/ Challenge /

AMA's XpertEye Lite makes instant remote assistance easy. This remote assistance solution empowers customers from a wide range of sectors to improve productivity, speed up resolution time, and maximize uptime. Their market-leading XpertEye Assisted Reality platform has been deployed in more than 100 countries, addressing a wide range of applications like remote diagnostics, scheduling and workflow management and inspection.

AMA's clients work in diverse but demanding environments where technology and security are key. Field workers can operate in harsh and potentially hazardous environments and need to be able to rely on their equipment. To enable the utilisation of AMA's solutions within these environments, remote workers ideally need to be equipped with rugged devices.

With an increasing demand for rugged computing, the challenge for AMA was to find products with a proven track record of deployment into these extreme operating environments and hazardous areas.

"To close the gap within our portfolio and expand into new markets we reached out to Getac to create a collaborative solution.", explains Thomas Waendendries.

/ Solution /

AMA's cutting-edge solutions combine skill-based expertise with rugged technology to enable real-time data and knowledge share between experts and remote workers. Resulting in an increase in work efficiency, simplifying knowledge transfer, reducing costs, and decreasing environmental footprint by removing the need to travel.

The XpertEye Lite remote assistance solution works with all current Getac's devices, giving field workers the ability to securely collect, manage and share data. Now, on-site engineers can connect with remote technical experts virtually anytime, anywhere, using this solution.

Moreover, the products are built to last, which makes them ideally suited to tough environments where many consumer products without rugged features would quickly fail. Getac's rugged equipment is ideal for field workers in all sectors, where ATEX series compliance is often mandatory.

"Getac's robust and regulatory equipment gives us the reassurance that we needed to continue operating in sectors such as oil & gas or utilities, where safety is essential. Knowing that their devices are extensively tested and fully certified for their intended use, including operation in ATEX environments, was key.", remarked Thomas Waendendries.

Designed to deliver portable performance across a range of industries, including oil & gas, utilities and manufacturing, the UX10-EX is just one of the many products from Getac's ATEX range.

In addition, Getac's technology has an ergonomic and compact design which makes it comfortable for field engineers to hold in one hand. The company's solutions are inherently rugged, certified by international third parties to MIL-STD-810H and up to IP67 standards. Getac solutions have the processing power and connectivity necessary to benefit from AMA's applications.

Getac's LumiBond®2.0 technology delivers improved touch control (in the rain, with gloves or a stylus). Their long battery life supports continuous operation on a single charge and optional bridge and hot-swappable batteries ensures uninterrupted usage. Field workers can count on Getac rugged computers to help them complete their tasks without a hitch.

/ Benefits /

Getac's wide range of rugged tablets opens up new business opportunities for AMA and allows them to consolidate their expertise in key sectors such as manufacturing, oil & gas, healthcare and utilities.

Getac actively works to help companies achieve a smooth digital transformation of their own operations. With LTE and WiFi connections, field working professionals can connect anywhere, anytime.

AMA's solution, combined with Getac's rugged device, enables professionals in the industry to utilise remote assistance. Whether field workers are completing complex tasks, need to be guided through each step or need emergency support, they can rely on a powerful and versatile solution to support them in real-time.

As accidents occur when least expected, Getac provides a three-year bumper-to-bumper warranty offering a world class repair service.

Thomas Waendendries added, "Getac is a partner of choice when it comes to rugged devices. Through collaboration, AMA's remote expert solutions have benefitted a far wider range of industries than ever before."

/ About AMA /

With nearly a decade of proven experience in remote assistance solutions, AMA is helping medical institutions and industrial organizations of all sizes accelerate their smart workplace transformation.

Our market-leading XpertEye Assisted Reality platform has been deployed in more than 100 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling, and workflow management. These unequalled remote interactive collaboration solutions empower our customers to improve productivity, speed up resolution time, and maximize uptime.

AMA's presence worldwide – with offices in France, Germany, Romania, UK, USA, Hong Kong, and China - allows us to work in every time zone and reach our customers wherever they are.

For more information visit www.amaxperteye.com/

