

Do Rugged Tablets Really Cost More Than Any Other Mobile PC Option?

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Webinar Discussion
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Before We Can Talk Mobility Costs...

- What's the Role of Mobile Devices in Field Service? Then & Now
- What's Your Business Plan for Future Growth? How Will You Need Mobile Technologies to Support That Growth?
- Do You Build a Mobile Solution Based on...
 - Budget?
 - Software?
 - Hardware first, then figure out everything from there?
 - Workflows?

With That in Mind...

What's the Smartest Way to Buy a Mobile PC

- If I Want to Spend the Lowest Cost Possible Today?
- If I Want to Save More on My Entire Mobile Solution Long-Term?

Consider the Workflow

Then...*Consider All Your Options*

Starting point

Utility and Field Service software was run exclusively on the PCs and servers in the back office

Since this runs *all* of your software and offers lots of I/O and communications connectivity, using this in the field would be ideal.

Except ... it's **not mobile...**



Notebook and Laptop PCs are Portable

- Commercial clamshell-style PCs can run most of the software used to interface with operations
- Can support wireless connectivity, can be carried, run on batteries
- Can work at office and in the vehicle, and **technically** in the field



May be portable, but **aren't really mobile.**

Not good for personnel who have to “walk & work” or “stand & type”

Consumer Tablets and Handhelds are Mobile

- Won't run most software used by today's field service and industrial organizations
- Won't survive "A day in the life of"
- Failure isn't only due to drops or environmental hazards



If your workers are on the move constantly – whether via foot, four wheels, or forklift – **consumer-grade devices are NOT FOR YOU.**

Let's Start Again...Back at the Office

Fully capable PC, runs everything used in the back office



And Then Move It To the Truck

- When mounted in any mode of transportation, it can run all the needed software, integrated with the back office
- Charging while docked
- Wirelessly connected for CAD (dispatch), with GPS, any other I/O
- Keyboard tray can be installed



And Carried to the Point of Service

- Same tablet can be easily removed from dock
- Outdoor viewable screen
- 6+ hours runtime on battery
- Camera, barcode scanners, etc. available to assist work
- Light enough to be easily carried
- Multiple data entry options



A Tablet PC is Your In-Field Full Function PC



And a Rugged Tablet PC Can Survive the Workday



Rain



Heat



Cold



Drops



Vibration



Salt fog (sea air)



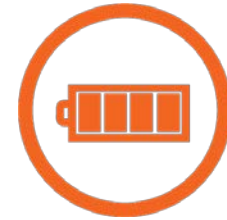
Dust



Contaminating fluids
(oil, gas, etc.)



Explosive
environments (HazLoc)



Long shifts

Getting Back to the Cost Comparison

Tablet PCs are clearly the best mobile device form factor, BUT
are Rugged Tablets really any better than Commercial Grade Tablets?

You have to look at the tablet's
Total Cost of Ownership
AND
How they influence the
Total Cost of the *Entire* Mobility Solution

Save Money by Choosing a Mobile PC that will:

Job #1: Run the Software Tools and Plug into the Peripheral Tools

Job #2: Meet Your Day-in-the Life Needs without Compromise or Fail

Job #3: *Not* Force you to Bust Your Budget (in the Future)

Cost Savings that Aren't Cost Savings

- **Mistake #1: Consumer-ish tablets**

- Purchase price is lower

- Seems more intuitive

BUT:

- May have to get new apps if the OS doesn't match
- May not have features needed, like scanners, right I/O or vehicle docks
- Won't have removable batteries
- Will break easily – buying cases isn't the answer, and it adds costs
- Usually can't be seen outside

Cost Savings that Aren't Cost Savings

- **Mistake #2: Commercial Tablets, Convertibles or Notebooks**

- Well known, lots are in offices already
- Existing purchasing channels and partners
- Probably can run all of the needed software

BUT

- Can't walk and work
- Convertibles add a lot of structure to be durable
- You can't always believe what's on paper

Cost Savings that Aren't Cost Savings

- **Mistake #3 - Thinking that a "mixed model" will increase productivity**
 - Handhelds allow for fast "simple" task completion and tablets/laptops best for computing-intense tasks

BUT

- Tablets are just as easy and fast to use for ALL tasks
- IT will have a field-day trying to manage security and access controls for more devices (worse if BYOD is part of "mixed model")
- Software now has to be compatible with multiple devices
- Costs are exploding all around

Cost Savings that Aren't Cost Savings

- **Mistake #4 - Thinking that a “rugged” case offers the same level of rugged tablets**
 - They may protect against some water and dust ingress

BUT they...

- Add cost
- Add weight
- Prevent use with docks and some accessories
- DO NOT offer the built-in protection for internal *and* external components against



Cost Savings that Aren't Cost Savings

- **Mistake #5 – Forgetting about the “opportunity” costs**

With an insufficient mobile solution, you'll lose:

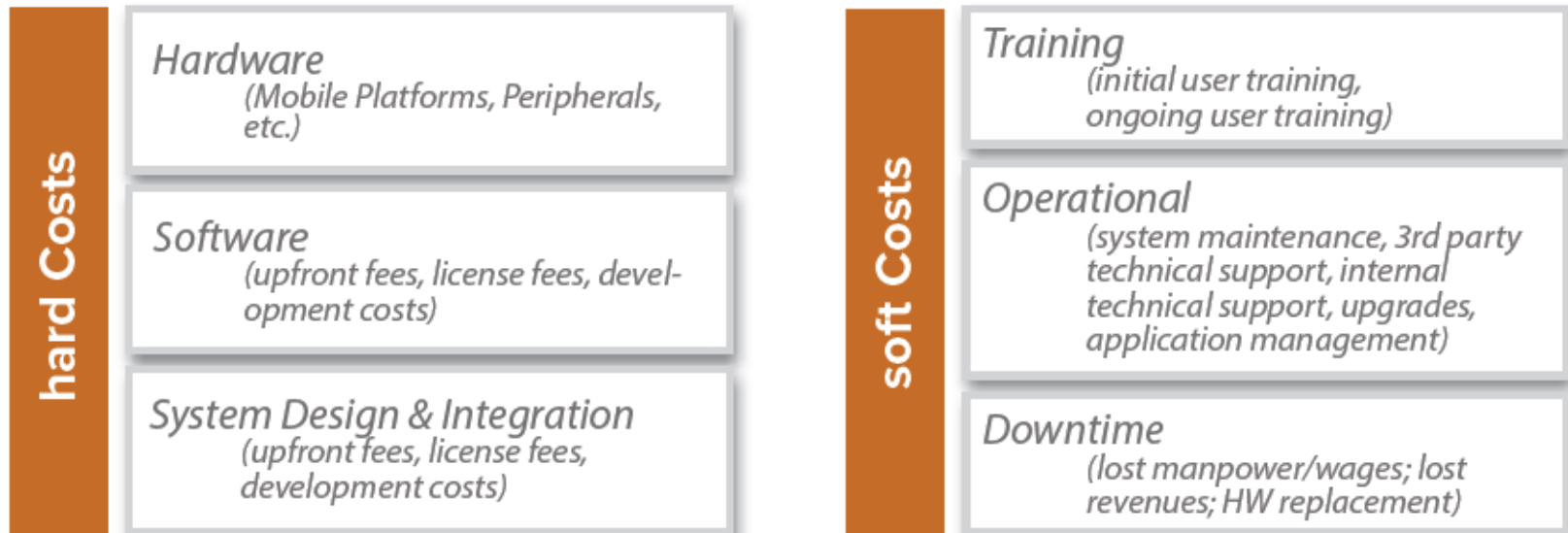
- Time in the field
- IT focus on more important functions
- Future expansion capabilities
- New business opportunities

If you make a bad choice, it will put pressure on IT to fix it faster. Don't paint yourself into a corner, you won't get a rematch, you'll have to punch your way out.

Real Costs...

VDC has estimated that:

- Mobile employees lose 76-101 minutes of productivity when mobile devices fail, and...
- This loss of productivity can represent as much as 52% of a mobile device's TCO.



Real Savings....

By Protecting IT Infrastructure Investments and Lowering Total Cost of Ownership

IT Investments

Software Development

Back office Integration

Staff Training & User Support

Peripherals

Change Management

Data Security

Use existing application software

Avoid cost of integrating incompatible products/apps

Using existing IT infrastructure management tools

Long-life tablet form factors ensure future compatibility with peripherals

Rugged Reliability means fewer refreshes, and less user support

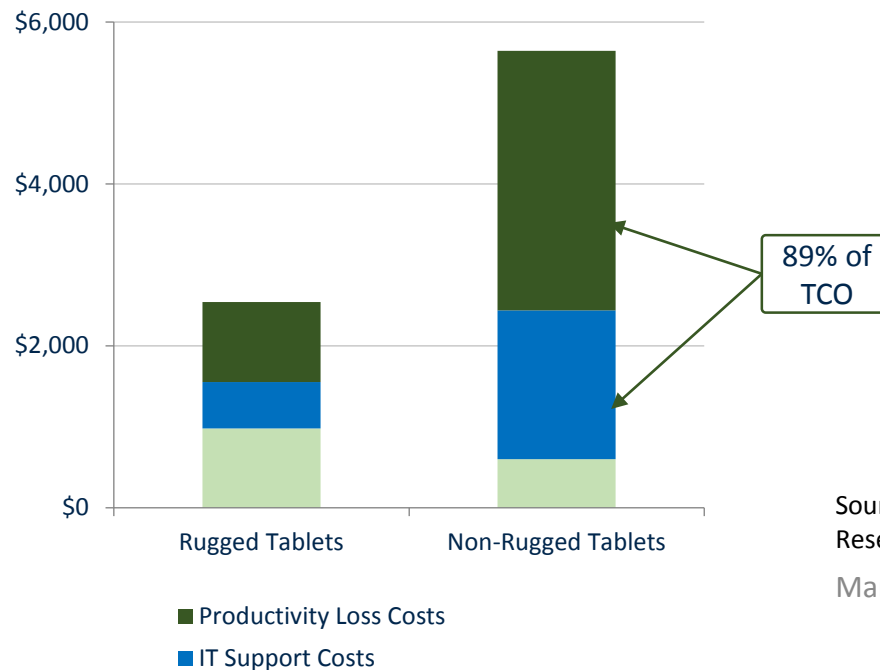
Lock-down SKUs reduce change

Secure with multi-factor authentication, SEDs, TPM

No, Rugged Tablets DO NOT Cost More than Any Other Mobile PC Option

Rugged delivers a TCO that is less than half that of Non-Rugged

- Less Downtime
- Higher Productivity
- Lower Operational & Support Costs
- Longer Product Life Cycle



**AND...TCO Improves with each level of ruggedness.
The difference can amount to more than \$3,900 per device, per year.**

Rugged Tablets are the Answer

They are purpose-built to:

- Job #1: Run All of Your Software
- Job #2: Meet All of Your Day-in-the Life Needs without Compromise or Fail
- Job #3: Provide platform stability and protect your *entire* mobility investment for years

You lose nothing by using a rugged tablet PC.

Can you say that about any other mobile device option?

Rugged Tablets Actually SAVE YOU MORE than Any Other Mobile Devices...

If you are thinking about the future

- TCO covers
 - The cost of replacements
 - The cost of doing replacements (IT staff time)
 - The cost of technicians waiting for replacements
- Tablet PCs are a true platform, capable of supporting whatever new requirements might become needed
 - New service opportunities
 - IoT, wearables, Win10

Rugged Tablets vs. Every Other Mobile Devices Option

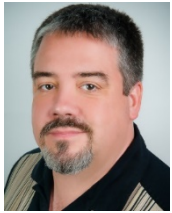
Are the Cost Differences Clear?

Are the Cost Savings (of Rugged Tablets) Clear?

Are You Confident You Have the Hard Data You Need to Make the Best PC Hardware Choice for YOUR Business?

Questions?

Thank you



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TCO Calculator - <https://www.xploretech.com/tco-calculator/>

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