



# Success Stories



## What a Reliable Rugged Tablet Computers Streamlined Processes

*Revolutionizing Diagnostics and Repair Operations*

## Background

In the fast-paced world of diagnostics and repair operations, efficiency and reliability are crucial for success. When faced with challenges in managing their operations, one company turned to rugged tablet computers as the solution to streamline their processes and achieve new levels of productivity.

## Core Product

- [M140TG](#) - 14-inch Intel® Core™ i5-1135G7 Windows Rugged Tablet

## Main Challenges

A diagnostics and repair company were grappling with inefficiencies in their operations. Their technicians were often hindered by cumbersome paperwork, outdated tools, and a lack of real-time communication. Moreover, the nature of their work demanded devices that could withstand the rigors of various environments, including harsh weather conditions, dust, and potential drops or impacts. These challenges led to delays in service delivery, increased downtime, and decreased customer satisfaction.

## Why Winmate

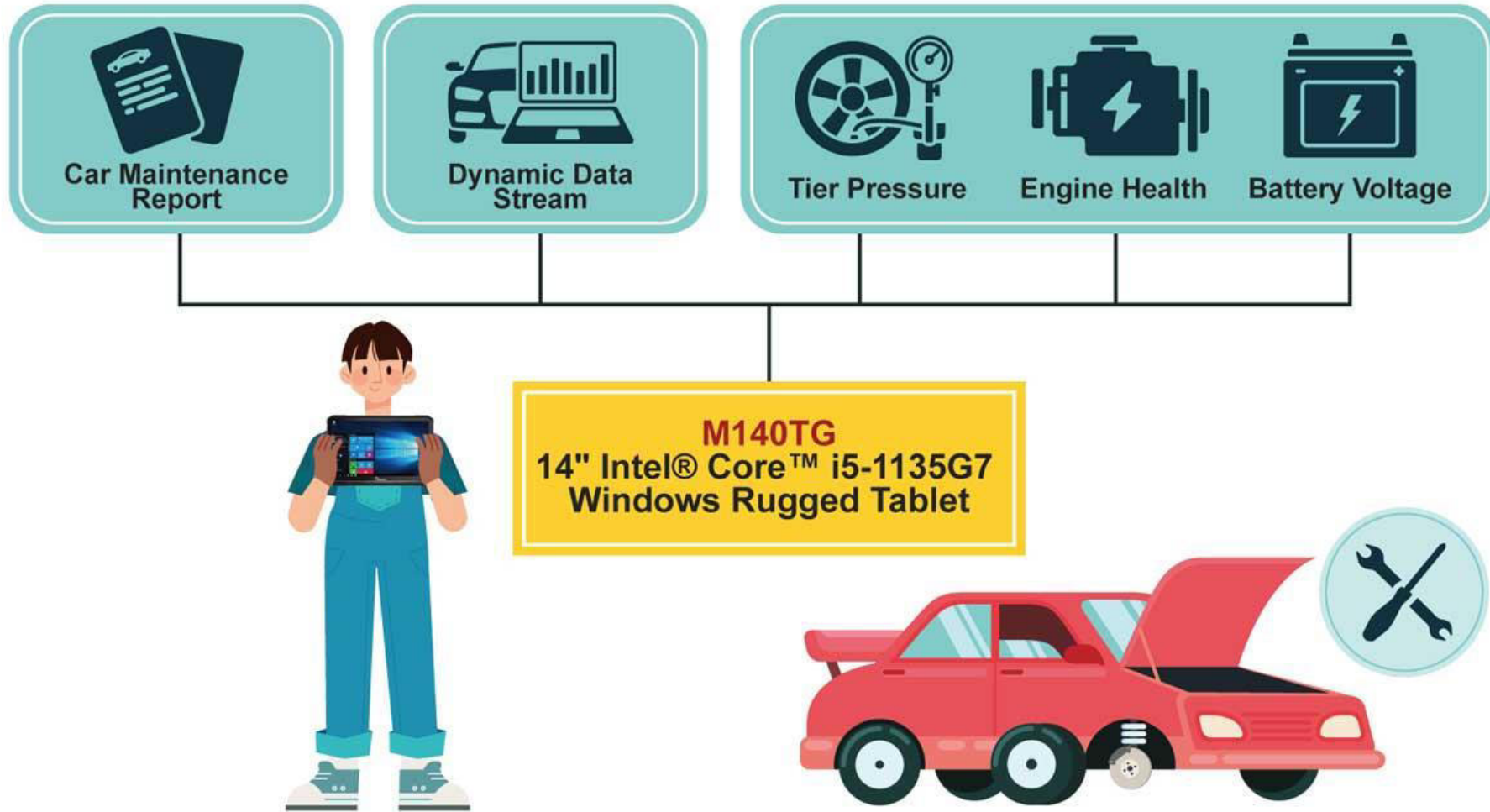
Recognizing the need for a robust solution, the company implemented rugged tablet computers to revolutionize their diagnostics and repair operations.

- **Durability and Reliability:** Rugged tablet computers were chosen for their durability and reliability in challenging environments. With MIL-STD-810G certification for drop and shock resistance, IP65 or higher ratings for water and dust resistance, and wide operating temperature ranges, these devices could withstand the demanding conditions encountered in the field.
- **Real-time Communication:** The rugged tablets were equipped with advanced communication capabilities, including built-in 4G LTE connectivity and Wi-Fi, enabling technicians to stay connected and access crucial information in real-time. This facilitated seamless communication between field technicians, dispatchers, and the central office, allowing for swift decision-making and efficient coordination of tasks.
- **Streamlined Workflows:** The implementation of rugged tablets streamlined workflows by digitizing processes that were previously paper-based. Customized applications were developed to automate tasks such as work order management, inventory tracking, and reporting. Technicians could now access digital service manuals, diagnostic tools, and parts inventory directly from their tablets, eliminating the need for manual paperwork and reducing errors.

- **Enhanced Productivity:** With rugged tablets, technicians could perform diagnostics and repairs more efficiently. The intuitive touchscreen interface and powerful processing capabilities enabled them to quickly access and analyze data, diagnose issues, and complete repairs onsite. This resulted in shorter repair times, reduced downtime for customers, and improved overall productivity.
- **Remote Support:** In complex diagnostic scenarios, technicians could leverage the rugged tablets to connect with remote experts for guidance and troubleshooting. This remote support functionality empowered technicians to resolve issues more effectively, even in remote locations where access to specialized expertise was limited.

By implementing rugged tablet computers, the diagnostics and repair company successfully streamlined their operations and overcame the challenges they were facing. The transition to digital workflows, coupled with the durability and reliability of the rugged tablets, led to significant improvements in efficiency, productivity, and customer satisfaction. Technicians could now diagnose and repair equipment more quickly and accurately, ultimately driving business growth and establishing the company as a leader in their industry.

# Application Diagram



## Related Products

### Winmate M140TG



- 14" Intel® Core™ i5-1135G7 Windows Rugged
- 11th Gen. Intel® Processor Family – Tiger Lake Processor
- 14-inch tablet, 1920 x 1080 wide viewing angle LED Panel
- Optical bonding and Antiglare technology for sunlight readability
- IP65 water and dust proof with MIL-STD-810H rugged housing
- Hot-swappable battery for whole day work
- Optional integrated Smart Card Reader

### Winmate M140TGT



- 14" Intel® Core™ i5-1135G7 Industrial Rugged Tablet Integrated Smart Card Reader
- 11th Gen. Intel® Processor Family – Tiger Lake Processor industrial rugged tablet
- 14-inch tablet, 1920 x 1080 wide viewing angle LED Panel
- Optical bonding and Antiglare technology for sunlight readability
- IP65 water and dust proof with MIL-STD-810H rugged housing
- Hot-swappable battery for wholedaywork
- Integrated Smart Card Reader