

The EIE Group, South Africa's Toyota Industrial Equipment sole distributor, deploys RugGear RG910 tablets to enhance mobility for its workforce



“... MOBILITY IN A VERY ROUGH ENVIRONMENT... THE BEST DEVICE AND VERY AFFORDABLE”

EIE Group was looking to deploy the latest mobile technology to create efficiencies in the work performed by its mobile technicians.

“We bought ... RugGear RG910 Tablets to be used for our Mobile Technician project, giving our technicians mobility in a very rough environment” said Chantelle Van Antwerpen, IT Manager, EIE Group.

A standout product

After comparing a number of devices, with functionality, performance and value for money being taken into account, the company settled on the RugGear RG910 tablet.

“We tested other devices and the RugGear was the best device and very affordable, Chantelle explained.

Fit for purpose

The company recognised that providing mobile technicians with tablet devices could generate real time and cost savings, however such a device needed to withstand the difficult conditions that the technicians work in.

The RG910 boasts a powerful Android 8 (Oreo) operating system with customisable software, whilst meeting the ‘Rugged’ definition - withstanding 1.5m drops onto concrete) and tested for performance within extreme weather conditions and vibrations.

The RG910 can survive in water depths of 1.2m for up to 60 minutes. Other standout features of the tablet include an adjustable nylon strap on the back of the tablet for one-handed use, internet connectivity using a 4G LTE micro-SIM card, and MicroSD ports to add up to 128GB to its existing 32GB storage capacity.

“We use the tablets to publish the day to day job cards on the tablet, we load all our repair manuals onto the tablets because of the tablets capability to the extra SD memory card that can be stored on the tablet. The customer can sign for the job card once the job has been completed”, Chantelle explained.

“RG910 has a lot more functionality and extra ports in comparison with the other devices we tested ... It is a rugged device and ideal for the environment the technicians [are] working in”.

Excellent after-sales service

All RugGear devices come with at least a 12 month warranty, and a dedicated service centre in each country, so any queries or problems are quickly and effectively resolved.

Service is taken care of in the local market enabling fast turn-around times to keep business running smoothly.

A positive business impact

The RugGear RG910 is a top of the range tablet, designed for reliable performance and adaptability to withstand the elements, and can help businesses improve their day to day operations.

The RG910 has added great value to EIE's business, as summarised by Chantelle: “... the RugGear tablets have created a lot of efficiencies in our business and given us the competitive edge to our market”.

