

Case Study

Field Services

## GETAC T800 HELPS THE ICEE COMPANY REFRESH MILLIONS



### Challenge

ICEE beverages are delightful treats for millions but it takes an army of technicians to keep tens of thousands of machines worldwide up and running, each in a unique environment.

### Solution

The Getac T800 is a rugged tablet that's lightweight and packed with features, giving technicians and salespeople a mobile device that can do everything from enabling real-time video chats to scanning barcodes on parts.

### Benefit

The T800 can survive a drop onto the pavement of a gas station, being left in a hot truck or an accidental drop in an ICEE drink – and at a weight of less than two pounds, it ensures technicians aren't loaded down by bulky, excess gear.

## Case Study - T800 Fully Rugged Tablet

### / Challenge /

When summer is at its hottest, few treats are as satisfying as an ICEE drawn straight from the tap. The ICEE Company, founded in 1967, is celebrating their 50th Anniversary in 2017. The idea for ICEE was conceived when Dairy Queen owner Omar Knedlik, was struggling with a busted refrigerator and accidentally left some soda pop bottles in the freezer for too long. Discovering that the slushy consistency was surprisingly delicious, he started serving it to customers. They loved it too, so Knedlik set out to manufacture equipment that could make the frozen, tasty concoction cost-effectively.



## / Challenge /

Today, ICEE equipment is distributed throughout North America and the product even has fans in China and the Middle East. Approximately 500 million ICEE drinks are sold each year, which is enough to fill 141 Olympic sized swimming pools.

Keeping all that equipment up and running in convenience stores, big box retailers, movie theaters, and gas stations around the globe is a massive job that now requires The ICEE Company to maintain a massive service operations group. Early on, The ICEE Company was one of the first big adopters of Windows Mobile-based PDAs, and field service technicians quickly came to rely upon the devices as part of their daily work routine.



But the death of PDAs and the end of Windows Mobile cast a shadow over what had otherwise been a smooth operation. So, The ICEE Company started over. "We began a search for a device that could not only capture service data for us, but could also meet all of the needs of our technicians' task-oriented jobs," says Scott Carter, Vice-President of Service Operations for The ICEE Company.

## / Solution /

The company, looking to move to a more capable Windows environment, made a list of the features it needed in the hardware that would replace its aging Windows Mobile PDAs. "We were really stuck due to the limitations of the PDAs," says Carter.

"It had to be fast," says Carter, "it needed to be rugged enough to survive a six-foot drop, and it needed at least an eight-inch screen so technicians could view technical bulletins and training materials without having to zoom in and out repeatedly." At the same time, it couldn't be too big or too cumbersome for regular work in the field.



"Most of all," he says, "it needed to be reliable."

Carter found the answer in the Getac T800, a fully rugged tablet that could survive the tribulations of the road. The 8.1-inch tablet runs a full version of Windows 10 Professional, offers industry-leading battery life, and features a brilliant display that looks good whether you're working in the back office or in direct sunlight. While it's fully durable against drops, shocks, rain, vibration, dust and liquid, it weighs less than two pounds and is ergonomically designed to allow for easy, one-handed operation.

## / Benefit /

The ICEE Company is rolling out the T800 to two different groups of employees. Roughly 650 of its service technicians now use the device to access reams of schematics and other support documentation that would otherwise be kept in binders or on the floorboard of a truck. Technicians also use the device's integrated bar code reader to capture which parts they use on the job and the built-in cameras to capture images of packing slips and to videoconference with the home office when dealing with escalated service issues or running through training sessions.

Having all of these features integrated into the T800 also means far fewer gadgets each technician has to carry (and to avoid losing on the road). "The T800 offers a great balance of functions and portability," says Carter. "We're constantly expanding what it can do."

About 175 members of The ICEE Company's traveling salesforce will also use the Getac T800 on the road for training sessions, GPS tracking, and to capture signatures on electronic contracts and invoices. Doing as much of their job as possible through remote technology, courtesy of the integrated wireless WAN in the T800, requires salespeople and technicians to make fewer trips to Headquarters, their offices or Service Centers allowing them to focus more on customers while saving time and money. Carter says the T800s have been received well by the workforce and are working exactly as ICEE had hoped.