

A woman wearing a white hard hat and a green work jacket is holding a rugged Dell laptop. She is looking at the screen with a slight smile. The background is a blurred construction site with various equipment and structures.

RUGGED SOLUTIONS

FOR FIELD SERVICES

SERVICE DELIVERY WITHOUT INTERRUPTION

DELLTechnologies

 NVIDIA

ENABLE SERVICE PROFESSIONALS TO ACCOMPLISH MORE WITH LAPTOPS AND TABLETS BUILT FOR HARSH ENVIRONMENTS.

Standard PCs, laptops and tablets won't withstand the harsh conditions and intense usage in remote or industrial service locations. Your workers need hardware that they can count on. Dell Technologies offers a rich portfolio of Rugged solutions designed to power service delivery to meet your commitments to customers, no matter what threatens to get in the way.

Empowering the workforce

Dell Rugged laptops and tablets are engineered for the needs of your roaming service workers and the demanding environmental conditions they encounter. At a time of generational turnover in a competitive labor market, they will also help you demonstrate that you are serious about empowering people.

One technology partner

When you source Rugged laptops and tablets from Dell Technologies, you can rely on the same provider that designs and manufactures the computing, storage, networking, peripherals and other solutions your company may already use. You can receive responsive, knowledgeable support for all your Dell Technologies products through one single point of contact, backed by superior field service expertise.

Manageable and simple

Don't complicate IT workloads by introducing a new device type. IT managers can deploy and manage our Rugged solutions efficiently with the same tools they may already know, such as the Dell Client Command Suite together with VMware Workspace ONE. They can also use Dell Rugged Control Center software to customize Rugged hardware to your organization's workflows and propagate the same policies to all Rugged devices.

Continuous innovation

The Dell Technologies culture of pervasive innovation allows standard and Rugged solutions to evolve in tandem. We are always finding more ways to do better when it comes to performance, power efficiency, parts engineering and other aspects of device design. That includes incorporating NVIDIA® GPUs into some of the devices so they can support large data files of high-resolution videos and imagery without suffering a performance degradation. Because the resilience and durability of the Rugged laptops and tablets are key to their success, we have also made testing extremely stringent.

The best result from your investment

Customized Dell Financial Services and Dell APEX Flex on Demand models can help keep your spending controlled and predictable. These offerings can wrap Dell Technologies hardware, software and services with high-end tools and equipment from other vendors.

Rugged hardware can reliably perform long past the point when ordinary devices would fail. Assuming a five-year equipment life span, it's considerably less expensive for service organizations to own Rugged than standard devices. Use our TCO calculator to estimate your costs and the advantages of owning Rugged solutions for your environment.

[TCO calculator](#)

WHAT MAKES RUGGED SOLUTIONS FROM DELL TECHNOLOGIES UNIQUE?

Some technology providers only offer ruggedized hardware while others may offer a broad product portfolio but not include such products. Dell Technologies covers the full spectrum of technology, from the harshest, most remote environments to the back office, the cloud and anywhere in between. But that's not all that makes our Rugged solution family uniquely valuable. Also consider the following:

Resilient, agile supply chain

Rest assured that you'll receive the Rugged products you ordered properly preconfigured and when you expect them. Comprising many of the same components as the standard devices, our Rugged solutions benefit from the scale and resilience of the worldwide supply chain that Dell Technologies has created and perfected over many years. Dell Technologies is the only PC manufacturer with rugged offerings featured in the [Gartner Supply Chain Top 25 for 2021](#).

Global support ensures uptime

With services like SupportAssist within Dell ProSupport Plus, we can identify and address potential hardware issues in your business-critical Rugged devices before they disrupt your processes. Next-day, on-site support minimizes downtime and keeps your workforce on task and productive.

Ready for production

You can hand the Rugged devices to your workers as soon as the shipment arrives. With Rugged Custom Factory Integration from the Dell ProDeploy Client Suite, the hardware comes fully tested and preconfigured for your service scenarios, with the right software image already installed. Once employees sign in, they can be up and running with their new Rugged laptop or tablet very quickly.

Thriving in extremes

In Dell Technologies laboratories, Rugged solutions, components and peripherals undergo extensive, rigorous testing beyond the challenges of the typical field service environments. Test engineers ensure that Ruggedized devices can withstand rough handling, punishing temperatures, moisture, chemical exposure, shocks, drops, salt air, sand, pressure, vibration and noise. Third-party labs verify and certify our test protocols and results.

Many ways to get work done

Your team members will need to use the Rugged laptops and tablets while they travel among service locations and perform repairs or maintenance on a variety of equipment assets in challenging environments. Dell Technologies provides a wealth of options to help employees use Rugged devices effectively in all of these conditions. These options include vehicle and desktop docking stations, keyboards, kickstands, shoulder and hand straps, styluses, chargers, mobile mounts and other accessories. You can also extend the usefulness of Rugged tablets with modules that allow you to add a barcode scanner, additional USB ports and a detachable keyboard.



Our Rugged devices meet a broad range of in-depth tests developed and defined by the U.S. Military. For example, we follow the MIL-STD-810G and MIL-STD-810H standards to make certain that the Rugged laptops and tablets perform as expected in real-life environments. We run additional, more stringent testing to verify that our Rugged Extreme solutions run reliably under even more demanding conditions.

A male technician with dark hair and a mustache, wearing a black t-shirt and a bright yellow high-visibility safety vest, is standing outdoors. He is focused on a rugged laptop that is mounted on top of a large, grey metal utility box. The box has several ventilation grilles and a red-handled latch. The background shows a clear blue sky and some green foliage. The overall scene conveys a professional field service environment.

DELIVERING THE BEST SERVICE OUTCOMES ANYWHERE

Here are a few everyday scenarios to give you a sense of how Rugged devices can prove their value in your field service delivery.



Using their Rugged laptops, field service team members can look up data, diagrams and documentation. They can solicit remote visual support from senior technicians, workshop the best next steps with them and eventually document their service actions. Their problem resolutions can be more effective when they are supported by senior technicians or confirmed by company documentation about equipment or service measures.

CONTEXT FOR COLLABORATION

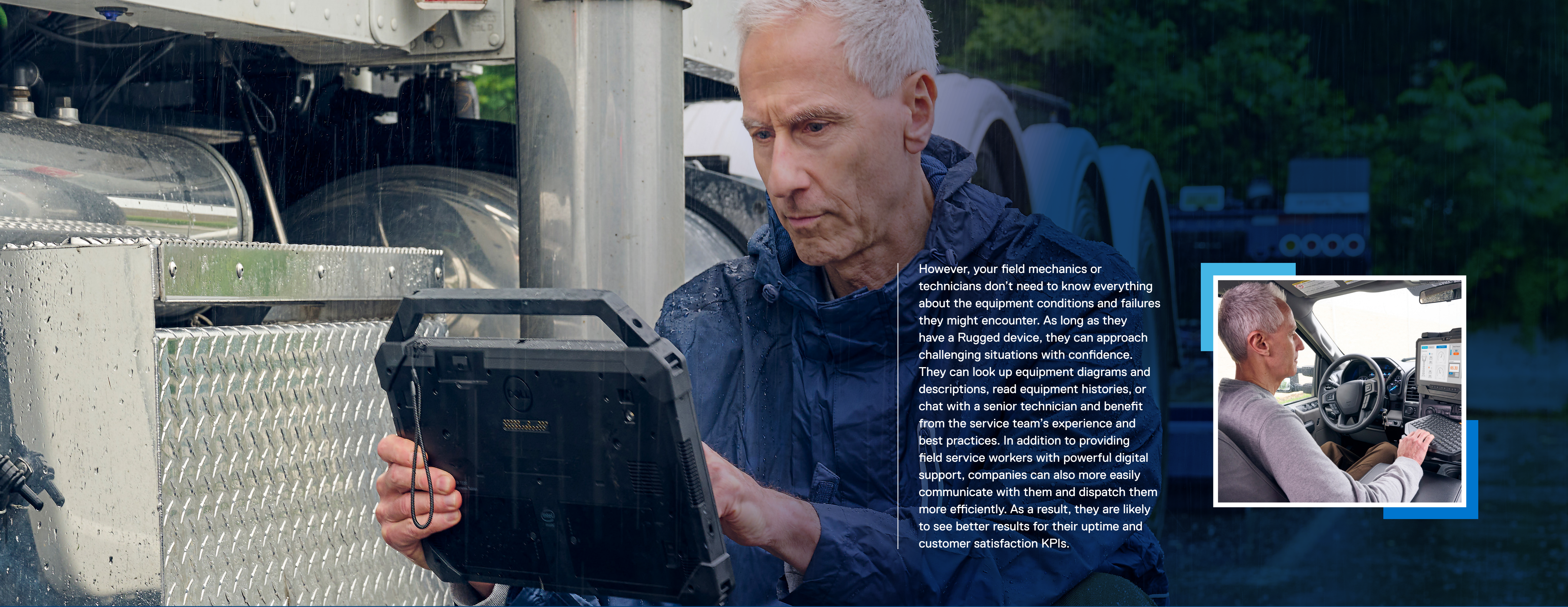
Team collaborations can easily become unfocused without the right reference point to anchor them. Traditionally, field service workers often needed to make do with limited information and had to take some risk in making decisions and planning their next steps. Now, they can rely on company, equipment and customer data to establish consensus and move forward.

MAKING DOWNTIME AND DELAYS INCONSEQUENTIAL

Sometimes, field service technicians lack necessary parts, tools or knowledge. The vehicle or equipment they are working on may be in a remote location with challenging environmental conditions. Traveling all the way to a company office or warehouse to file a report and pick up needed materials can take far too much time.

Using Rugged devices, technicians can report equipment conditions, request tools, parts or remote assistance, close out a job and file their time sheets. The Rugged hardware doesn't skip a beat, no matter what the conditions at the service location are like. Once technicians connect with the business office, they can chat with a senior technician, request and wait for a delivery of parts or materials, or move on to the next job. Other service workers can come out in their stead, bring the right materials and complete the work using the detailed information their colleagues entered into the company's cloud-based maintenance software on the Rugged hardware.





However, your field mechanics or technicians don't need to know everything about the equipment conditions and failures they might encounter. As long as they have a Rugged device, they can approach challenging situations with confidence. They can look up equipment diagrams and descriptions, read equipment histories, or chat with a senior technician and benefit from the service team's experience and best practices. In addition to providing field service workers with powerful digital support, companies can also more easily communicate with them and dispatch them more efficiently. As a result, they are likely to see better results for their uptime and customer satisfaction KPIs.

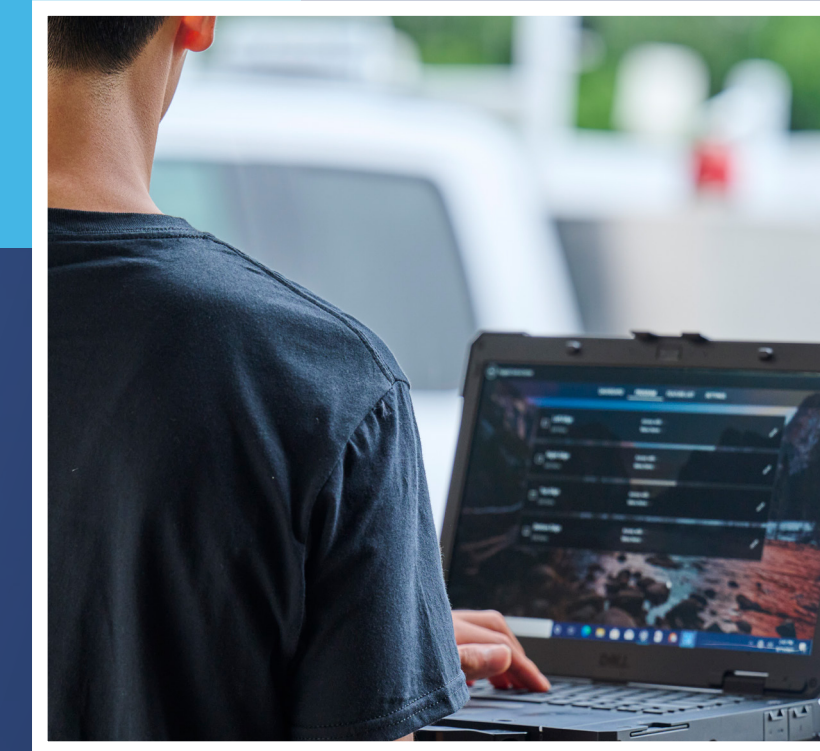


DELIVERING KNOWLEDGE AND EXPERTISE TO THE FIELD

The most in-depth training can't possibly prepare a field service mechanic for everything that can happen to industrial equipment or vehicles. It also can't replace the decades of experience of senior employees who may soon be transitioning out of the workplace.

MINIMIZING DISRUPTION IN EQUIPMENT OPERATIONS

A slowdown or failure of important machinery and facilities systems can disrupt productivity, compromise customer commitments and cause financial loss. Technician travel time can cause additional delays. If the technician cannot diagnose and resolve the issues on the spot, a time-consuming second trip or the involvement of an expert may be necessary.



With Rugged devices in technicians' hands, facilities systems and machinery may be running at top performance again much sooner. By connecting to company systems, online vendor documentation or remote support from a senior team member, the technician can find guidance and best practice recommendations for diagnosing and addressing problems. A brief consultation with expert colleagues through the Rugged laptop or tablet can help overcome many challenges. When system administrators properly configure the device in the Dell Rugged Control Center, technicians in the field can simply push a button to immediately access company systems.

ACCOMPLISHING MORE, ANYWHERE

In the past, the productive day of service technicians could be short. They had to spend time traveling to distant service locations and also fit in meetings or consultations with managers and team members back at the office.



You can add time to your technicians' workdays when they can use a mobile Rugged device. For example, with a Rugged tablet, they can easily take notes or interact with software tools with a stylus instead of a keyboard, so they don't have to break their flow by typing. If words don't tell the full story, they can use the device camera to take snapshots or videos of site conditions. And, in case of an unforeseen or dangerous event, technicians can rely on their Rugged hardware to keep them connected and safe. With an external battery charger and dual hot-swappable batteries, they can keep their devices running without enforced breaks.

The camera built into Rugged laptops and tablets makes it easy to create a lasting, unambiguous visual record. Device users can immediately upload images or videos to their organization's claims applications or other systems while also making them available to team members.



EVIDENCE WITHOUT AMBIGUITY

Many times, insurance adjusters work in conditions similar to field service technicians. When adjusters can document the actual damage on a vehicle, machinery, facility or home, they make it much easier for their office-based colleagues to understand the situation, process claims, and communicate with the insured and other parties. They can also save time, taking pictures and videos instead of writing detailed descriptions.

GETTING THE DATA STORY FROM INDUSTRIAL EQUIPMENT

Collecting information from industrial equipment can help companies understand and improve their use of machinery and keep it running at optimal performance levels. Without digital tools that run reliably in challenging environments, this task might require unproductive activities like taking notes on paper or recording comments on a dictation device.



Instead, technicians or machine operators can take advantage of the ports on their Rugged devices to connect directly to the equipment. They can download complete datasets without inadvertently introducing errors. In addition to using the devices' storage drives, they can share the data with their team or save it in a company database and then be on their way to the next job.



RUGGED SOLUTIONS TO SUPPORT TRANSPORTATION AND LOGISTICS



	Notebooks		Tablet
	Latitude 5430 Rugged Notebook	Latitude 7330 Rugged Extreme Notebook	Latitude 7220 Rugged Extreme Tablet
Processor Options	11th Gen Intel Core i5, i7	11th Gen Intel Core i5, i7	8th Gen Intel Core i5, i7
Memory	Up to 64GB SoDIMM	Up to 32GB	Up to 16GB
Graphics	Intel Iris Xe; NVIDIA T500	Intel Iris Xe; NVIDIA T500	Intel Integrated UHD 620
Storage Options	Up to 2TB	Up to 2TB	Up to 2TB
Display	14" FHD Touch (1100 nit) and Non-Touch (400 nit)	13" FHD Touch (1400 nit)	11.6" FHD Touch (1000 nit)
OS	Windows 11, Windows 10 DGR	Windows 11, Windows 10 DGR	Windows 10
Connectivity	5G Mobile Broadband, WLAN, Bluetooth, GPS	5G Mobile Broadband, WLAN, Bluetooth, GPS	5G Mobile Broadband, WLAN, Bluetooth, GPS
IP	IP-53	IP65	IP65
Drop Height	36" (91 cm)	72" (183 cm)	48" (122 cm)
Temp Range (Operational)	-20°F to 145°F (-29°C to 63°C)	-20°F to 145°F (-29°C to 63°C)	-20°F to 145°F (-29°C to 63°C)
Temp Range (Storage)	-60°F to 160°F (-51°C to 71°C)	-60°F to 160°F (-51°C to 71°C)	-60°F to 160°F (-51°C to 71°C)
Dimensions	Height: 1.32 in (33.6 mm) Width: 13.38 in (340 mm) Depth: 8.66 in (220 mm)	Height: 1.43 in (36.5 mm) Width: 12.75 in (324 mm) Depth: 8.66 in (220 mm)	Height: 7.99 in (203 mm) Width: 12.29 in (312.2 mm) Depth: 0.96 in (24.4 mm)
Weight	Starting at 4.35 lb (1.97 kg)	Starting at 5.11 lb (2.32 kg)	Starting at 2.93 lbs (1.33kg)
MIL-STD Testing	MIL-STD-810H	MIL-STD-810H	MIL-STD-810G/H
Hazardous Location Certification	N/A	C1D2, ANSI ISA 12.12.01 +CSA / MIL-STD-461F	C1D2, ANSI ISA 12.12.01 / MIL-STD-461F
Compatible Accessories			
Pens	Passive Pen	Passive Pen	Active Pen; Passive Pen
Scanners	Camera Scanner	Camera Scanner	Detachable scanner module; Camera scanner
Keyboards	Standard, RGB Backlit, Rubberized Backlit	Standard, RGB Backlit, Rubberized Backlit	Folio KB; Rigid KB
Handles	Removable Rigid Handle, Soft Nylon Handle	Removable Rigid Handle, Soft Nylon Handle	Rigid Handle; Nylon Handle
Straps	Shoulder Strap	Shoulder Strap	Chest Strap; Shoulder Strap; Hand strap
Bags	Yes	Yes	Yes
I/O Modules	Upgradable additional ports	Upgradable additional ports	Detachable I/O module
External Battery Charger	Yes (Modular Charger)	Yes (Modular Charger)	Yes (Modular Charger)
Desk Docks	Yes	Yes	Yes
Vehicle Docks	Yes (Multiple Options)	Yes (Multiple Options)	Yes (Multiple Options)



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The photography in this brochure was captured following Dell Technologies Environmental Health and Safety standards in place during the global pandemic.

