Getac's Rugged Technology Deployed by Hertz to Enhance Customer Experience and Streamline Operations

TELFORD, 25 March 2025—Getac Technology Corporation (Getac), a leading provider of rugged computing and mobile video solutions, today announced that Hertz (NASDAQ: HTZ), one of the world's leading vehicle rental companies, has deployed Getac's rugged hardware and software solutions to enhance customer service.

Hertz implemented Getac's UX10 rugged tablet and software at some sites across the U.S., to enhance the airport pick up and drop off experience by removing manual processes and enabling agents to serve more customers more quickly at peak times. This helped to streamline workflows and decrease wait times; ultimately enhancing the speed and quality of service provided to customers.

Getac configured the UX10 tablet to meet Hertz requirements, including adding a camera to easily document any damage, a barcode reader to quickly access customer reservation information and record the car's VIN, as well as certifications that validate the devices ruggedness to withstand extreme temperatures and wet conditions as not all return locations are indoors. The three-year, bumper-to-bumper warranty on Getac tablets helps mitigate device downtime and customer service interruptions.

Coupled with the Getac Device Monitoring System, the solution provides Hertz with device health visibility into which devices are optimally working, and which are not, reducing the risk of device downtime. The built-in virtual GPS instantly shows which devices are currently in use, how many are idle or under repair, and where they are before ordering a new fleet of equipment, saving both time and money.

The benefits of Getac's technology solutions also include:
- Ability to easily track digital Vehicle Information Reporting Systems (VIRS), which is the vehicle damage assessment and inventory management system
- Compatibility with existing Hertz platforms for seamless vehicle tracking and so the maintenance team can check the car's status
- Reduced manual processes
- Increased hardware uptime, reducing Hertz' support costs by using Getac Device Monitoring System to gain visibility into device health

"Our customized hardware and software solutions enable companies, like Hertz, to significantly improve operational efficiency and uplevel customer service in competitive market environments," said Rick Geisendorff, VP of Sales & Marketing, Getac North America. "By applying advanced technology, we can deliver capabilities that help people do their jobs more efficiently and improve the experience for their customers."

When Hertz' operational needs extended beyond improving the instant rental car return process, Getac configured the hardware and software solutions to include compatibility

with Hertz' digital VIRS vehicle damage assessment and inventory management system. Other vehicle insights include maintenance check-ups such as an oil change, to alerts if there is a recall for the vehicle.

The full case study is available here: https://www.getac.com/us/success-stories/hertz-rental-car

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About Getac
Getac Technology Corporation is a global leader in AI-capable rugged mobile technology and intelligent video solutions, including laptops, tablets, software, body-worn cameras, in-car video systems, digital evidence management and enterprise video analytics solutions. Getac's solutions and services are designed to enable extraordinary experiences for frontline workers in challenging environments. Today, Getac serves customers in over 100 countries spanning defense, public safety, ambulance, fire & rescue, utilities, automotive, natural resources, manufacturing, transport, and logistics. Getac was recently recognized as one of Newsweek's "World's Most Trustworthy Companies" for 2024. For more information, visit: http://www.getac.com. Participate in the Getac Industry blog or follow the company on LinkedIn and YouTube.

For more information contact:
Chris Gibbs
Chris.gibbs@vol4comms.com