

FIELD SERVICE

Beuthauser

Service without compromise: Getac technology supports Beuthauser in field service
Faster and more reliable maintenance and repair with the Getac S410

/ The challenge /

With over 1,500 employees, 27 locations and an annual turnover of 582 million euros, Beuthauser-Holding is a market leader in the sale, rental and service of construction machinery and forklift trucks as well as digital solutions.

Headquartered in Passau, Germany, the company employs 450 service technicians who maintain and repair machines and systems on a daily basis. They work in a wide variety of environments, from clean warehouses to rough construction sites. Premium manufacturers such as Liebherr Baumaschinen, Linde Flurförderzeuge and Mercedes-Benz Unimog supply a large range of the machines sold by Beuthauser. When service is required, quick diagnoses, updates and precise documentation must be carried out or created - under time pressure and in harsh conditions. Earlier consumer devices and later robust laptops from a Getac competitor were not up to the high requirements. A suitable solution was needed.

/ Solution /

After intensive testing, Beuthauser decided in favour of the robust Getac S410 laptops. With its ergonomic rugged design, the laptops offer an optimum balance between size, weight and performance, ideal for mobile use in harsh environments. These laptops fulfil the high demands for reliability, battery life, screen brightness and multiple interfaces such as RS232 and LTE. They enable real-time communication and fast documentation while on the move. The devices also come with the Windows 11 Pro operating system and the use of 'future-proof' technologies as well as intelligent security functions.

/ Advantages /

The S410 laptops are as powerful as they are user-friendly and have displays that are always easy to read, even in direct sunlight. Their robust design and excellent connectivity, even under extreme temperature conditions as well as in the event of moisture, dust and even falls, guarantee a high level of reliability.

Customer satisfaction is the top priority for Beuthauser. Fast, safe and reliable service and maintenance work is therefore an absolute Must for them. The company relies on the robust Getac S410 laptops with great success to get valuable machines and systems back into operation quickly and avoid expensive downtime.

These support smooth maintenance and repair operations, increase efficiency and thus make a significant contribution to customer satisfaction. In addition, the solution also impresses economically with a long service life of four to five years and comes with the extended Getac warranty.

"Our expectations were fully met - the Getac S410s do exactly what they are supposed to do"

Bernhard Werner, IT Manager at Beuthauser



Getac S410
Fully Rugged Laptop

/ The Challenge /

Whether for construction sites, intralogistics or road services: Beuthauser offers the right machines, systems and digital solutions. Every day, 450 service technicians are on duty to quickly repair the high-quality equipment and thus minimise costly downtime for customers. The work ranges from diagnostics and the trouble-shooting of the memory to software updates and detailed documentation. The environment varies greatly: the work is carried out in a wide range of environments - from clean warehouses at automotive Enterprises to dusty, wet construction sites where the employee sometimes has to climb a crane.

The company has been using mobile computers for these applications for some time - initially consumer laptops, but these were unable to withstand these demanding conditions. Switching to a more robust competitor's product did not bring the desired success either, but resulted in problems with weak batteries and unexpected price increases in the course of the project. Beuthauser was therefore looking for a long-lasting and reliable solution based on future-proof technology; at the same time, the aim was to work together in a spirit of partnership and trust. After all, it was an investment in the future of the company.

/ Solution /

Following comprehensive advice from a Getac IT partner and extensive in-house and field

tests, Beuthauser opted for the robust Getac S410 laptops, which impressed with their reliability and flexibility. Among other things, the above-average battery life was particularly impressive, as the devices are often used in the field without access to power. Another important feature is the bright, easy-to-read touch displays, which enable problem-free use even in difficult lighting conditions.

An RS-232 interface - a standard that enables communication between devices and machines - was a key requirement for the robust laptop, as the customer's older construction machines do not have a USB port.

"USB converters don't work on every machine, so we have to integrate this interface directly into the notebooks. This was essential for us, otherwise we would not be able to carry out the diagnoses of the machines and their updates at all," says Bernhard Werner, Head of IT at Beuthauser.

The robust Getac S410 laptops have a high level of connectivity. An integrated LTE module ensures that real-time communication is guaranteed even in remote locations, such as quarries. M2M cards are used here to ensure a stable connection.

Another decisive factor was compatibility with Windows 11: "We always rely on the latest Windows generation to ensure the security and stability of our applications. Quality is our top priority, and we expect the same from the devices we use," explains Werner.

In the meantime, a third of the service fleet has already been successfully and smoothly equipped with the Getac S410. The remaining old stock is gradually being replaced.

/ Advantages /

Getac laptops have proven to be a reliable solution in practice. S410 not only impresses with its lightweight yet powerful design, but also offers outstanding computing and battery performance during operation thanks to the latest generation of Intel® Core™ CPUs and replaceable batteries.

The expected long service life of the mobile computing solutions of four to five years and Getac's comprehensive extended warranty services ensure a high level of cost-effectiveness and sustainability. Minor repairs can be carried out in-house by Beuthauser as part of the Getac Self-Maintainer programme, which helps to minimise downtime.

Thanks to features such as the Windows Hello camera for quick and secure log-in of field staff, robust touch displays and LTE for real-time processes, technicians benefit from a high level of user convenience.

The result: more efficient service processes, greater customer satisfaction and the ability to get machines up and running again in the shortest possible time. "Our expectations have been fully met - the Getac S410 laptops do exactly what they are supposed to do," confirms Bernhard Werner from Beuthauser.

Overall, the decision in favour of the S410 has proved to be a forward-looking one. The Beuthauser Group is so satisfied with the devices from Getac that the company is currently examining the introduction of further robust Getac solutions, such as the use of rugged tablets. In this way, the Passau-based company would like to support its field service Team even more flexibly and reliably during special operations, such as crane ascents.

