

MAINTENANCE

# Industrial maintenance redefined: Rugged Getac V110 convertibles - Top Performance for Extreme Applications at Dornbach.

## / Challenge /

DORNBACH Instandhaltung GmbH is an innovative "young family business" with over 15 years of expertise in the field of industrial machine and plant maintenance. The specialist from Olpe, Germany, offers a full maintenance service and focuses on QUALITY. COMPETENCE. INNOVATION. Its working environments are real endurance tests for any hardware: extreme heat during melting processes in steel production, dust in the manufacturing of brake pads, strong vibrations at automotive suppliers or adverse outdoor conditions due to cold and wet. Previously used rugged devices could not withstand these requirements. In addition to a lack of protection against shocks/falls and the ingress of liquids such as oil, temperature resistance and battery life were usually too low. Dornbach was looking for a fully robust, reliable and powerful solution.

## / Solution /

After extensive testing of various providers, the choice fell on the Getac V110: This 2-in-1 convertible offers robustness in accordance with military standards. Thanks to its dual function as a laptop and tablet, the V110 is extremely versatile. Dornbach was impressed by the impressive performance and convenient operability, even with dirty gloves. Equipped with additional memory through individual hardware customization by Getac partner IBS, the V110s also stand for effortless use of highly complex software applications.

## / Advantages /

The V110s have proven themselves: They are powerful as well as intuitive to use; their LumiBond multi-touch display offers outstanding colours, contrast, 1000 nits of brightness for excellent reading even in direct sunlight and is easy to use both with gloves and in the rain. Rugged design and seamless connectivity ensure high reliability even in very high temperatures, dust and even after drops. Replaceable batteries with LifeSupport technology guarantee long runtimes and smooth operation. With integrated SIM cards, tasks such as repairs can be carried out reliably in remote locations, as in urban areas, thanks to uninterrupted streaming and low latency.

## / DORNBACH /

« The reliable performance, and easy handling of the Getac V110 as well as its ability to withstand a wide range of extremely demanding operating scenarios were definitely crucial for our company »

Jan Dornbach, Managing Director.



Getac V110

## / Challenge /

DORNBACH Instandhaltung GmbH offers a wide range of highly qualified services for the process of machine and plant maintenance: The inspected, maintained or repaired machines and plants are usually very complex, such as blast furnaces in steel production or various hazardous areas. Technicians have to use tablets to access smelting furnaces that are up to 30 meters high or the most remote areas; They work in potentially explosive atmospheres, at extreme temperatures, and in conditions of strong vibration and exposure to dust or oil. The specialized software used by Dornbach also requires massive computing power.

Dornbach customers expect all work to be carried out optimally - and as efficiently as possible. This is because downtime costs are extremely high and are recorded in the performance indicators (KPI) for machine availability, downtime and downtime costs. Since the cost of machine per hours can easily reach several hundred euros (and in some cases significantly more), this quickly adds up in a three-shift operation. High-performance technical equipment is therefore essential for Dornbach's business, as the technicians' assignments can only be carried out in the shortest possible time if everything runs smoothly.

As all previously used and tested competitor devices had failed to meet the specific challenges, Dornbach had to look further afield, because "the required device must not only be robust, but also impress in terms of performance, usability and connectivity. This is the only way to ensure the efficiency and quality of our services in the long term," emphasises Jan Dornbach.

## / Solution /

After extensive testing, Dornbach decided in favour of the Getac V110. Certified to MIL-STD-810H, MIL-STD-461G and IP65 standards, it can withstand tough conditions such as vibration, dust, water/liquid and temperatures from -29 °C to 63 °C. Rugged Getac ATEX devices for potentially explosive environments are also in use.

The Mobile Computing Solutions also stand out thanks to their outstanding flexibility: the V110 can be used as a laptop for stationary work or programming, and as a tablet for mobile applications (at great heights or in complex facilities). This means it can be quickly and easily adapted to changing requirements. With the camera function activated, QR codes can be scanned and internal data such as customer data can be accessed at any time; just as secure, stable connectivity thanks to integrated SIM cards ensures constant access to real-time data and instant uploads and downloads.

The V110s are also used to digitalise processes: Here, QR codes on machines enable quick access to maintenance histories and technical data. This saves time and ensures transparency during audits or delayed work.

Further convenience is provided by the simple and easy-friendly handling: the compact design allows easy transport and use, even in extremely restricted spaces.

Equipped with flexible carrying straps, a foldable handle and a passive stylus, the compact design of the V110 makes it easy to transport and use. What's more, its multi-touch screen is equally easy to operate with dirty gloves or oily fingers.

"Dornbach has not yet been able to significantly damage Getac hardware, and could therefore not yet claim the extensive bumper-to-bumper warranty", the company says with a wink.

## / Advantages /

The Getac V110 has become an indispensable tool at DORNACH Instandhaltung GmbH. Their immense robustness has proven itself; even after years of intensive use, they operate perfectly and without failure.

The advantages also include the enormous computing power of the V110. Thanks to customisation and additional storage capacity from Getac Platinum partner IBS, Dornbach's high-end special software works reliably and smoothly. This reduces machine downtime to a minimum - real added value for industries where every minute of downtime is costly.

The practical compact Design, simple operation and brilliantly readable multi-touch display are complemented by powerful, hot-swappable batteries that offers trouble-free operation even during long working shifts. Long-term availability of spare parts, even for older models, means sustainable investment and low stock levels of replacement devices (currently only one Getac replacement device in Dornbach's inventory). The device pool is currently being updated to the latest V110 models.

"The combination of high performance, rugged hardware and customisation makes Getac devices the perfect tool for us. Thanks to Getac and IBS IT solutions, we have reliable partners and robust solutions that have eliminated hardware failures, significantly increased efficiency and customer satisfaction," says Jan Dornbach, summarizing the situation.

