

Public Safety

/ Case Study /

Getac assists the UK's 4th emergency service



/ Challenge /

In the demanding world of roadside rescue, the AA (Automobile Association) needs to be able to depend on equipment that can deliver full connectivity and mapping whilst surviving whatever the British weather brings anywhere on the country's vast road network.

/ Solution /

For the AA's roadside patrol bikes, a reliable rugged handheld device that allows the operator to locate breakdowns quickly and connect to the back office immediately is essential. AA patrols are now using the fully rugged PS236 which gives them the ultimate combination of speed, processing power and reliability.

/ Benefit /

The IP67-rated, PS236 has been custom-built for the AA's bike patrols and offers a built-in GPS receiver and E-compass in a reliable, tough handheld device that also boasts phone capabilities. The solution has enabled the AA to answer the need for speed and connectivity in its patrol bikes and will help to improve response times and customer service.

/ The AA /

"We never know what situation our patrols will be called out to, in what weather, and over what terrain, so a hardy, reliable communication device that is sealed against dust and moisture is essential for our guys out on the road."

Chris Bailey, Head of Motoring Technologies for the AA.



/ Getac PS236/
Fully Rugged Handheld

/ Challenge /

The AA has been called the UK's 4th Emergency Service because it provides such an essential service and with motorists calling for assistance anywhere in the UK's extensive road network at any time, the company's patrol teams have to be able to respond as quickly as possible.

The AA's motorbike patrols are a key part of that response and staff need to be able to rely on communications equipment that will provide instant access to GPS mapping and connectivity to the back-office. They also need handheld devices that can withstand the harsh conditions the patrols find themselves in and can cope with the constant vibration from travelling up and down Britain's highways.

When AA customers have broken down, they want to be found quickly and for patrol staff to be able to diagnose any problems to get them and their vehicles back on the road.

To do this, patrol staff have to have reliable mobile communications devices that can deliver instant connectivity and fast processing power, yet are tough enough to cope with motoring around Britain's extensive road network. What the AA was looking for was a fully rugged, handheld device for its new fleet of patrol bikes, operating in some of the largest towns and cities across the UK.



/ Solution /

The patrol bikes have been fitted with Getac's fully rugged, PS236 handheld device that also boasts phone capabilities. The large keypad is ideal for the patrol staff to operate with gloves whatever challenging working environments they come up against.

Designed and custom-built for the AA by specialists from the Getac Vehicle Development team the PS236 will help to improve response times and on-the-road service. The IP67 rated device is mounted on the bike using a bespoke powered docking solution and offers their patrols a built-in GPS receiver, E-compass, altimeter and 3 megapixel auto-focus camera neatly integrated to provide an all-in-one solution.

The high performance handheld met the criteria of being easy to use and reliable in the tough environments that the company's patrols operate in every day. Linked with the Bluetooth interface the PS236 will enable the AA to manage their motorbike patrols on the road and ensure they operate as efficiently as possible.

The fully rugged PS236 is rated to MIL-STD-810G standard and has already developed a strong reputation for reliability and toughness, and with high-speed HSDPA wireless networking, it offers connectivity and processing power that is second to none. "We never know what situation our patrols will be called out to, in what weather, and over what terrain, so a hardy, reliable communication device that is sealed against dust and moisture is essential for our guys out on the road."



Full sunlight readability

The 3.5 inch touch-screen display is readable in full sunlight and incorporates both anti-glare and anti-reflective capabilities to assist performance out on the road, whilst nine hours of battery life guarantees that patrols can stay in touch throughout their shift. The unit has an operating temperature range of -30°C to 60°C and with 10 hours GPS working time, 6 hours cell phone and 4 hours data transferring time, the PS236 is proving ideal for the AA.

The PS236 is small (178 x 89 x 30mm) and weighs just 490 grams, making it easy to carry and use. It also offers full Bluetooth, WLAN, 3.5G voice and data connectivity and is available with either a PDA or numeric keypad to offer customers a full performance for a diverse range of out-of-office settings. With an 8GB memory storage that can be expanded up to 16GB using an external SDHC card, the PS236 gives patrol staff the ultimate combination of speed, processing power and rugged reliability.

"The PS236 is ideal for field-based operators such as the AA bike patrols and this type of rugged handheld device is becoming business-critical in sectors such as roadside recovery," said Richard Beaumont, Business Development Manager, Getac UK Ltd. "We

work closely with our developers to continuously improve our product offering and are pleased to be able to provide the AA with the ideal solution to their patrol teams communication and navigation needs." The handheld device comes with an RS232 serial port and USB facility and provides both high compatibility and flexible connectivity for a range of industrial applications.

/ Benefit /

"The PS236 has been built to withstand vibration, drops and shocks too, and offers our patrols everything they need to communicate with colleagues and locate call outs quickly and efficiently, thereby improving our response time to members," said Chris Bailey, Head of Motoring Technologies for the AA.

The solution has enabled the AA to answer the need for speed and connectivity in its patrol bikes and will help to improve response times and customer service.



/ The AA /

The AA was originally founded in 1905 to champion the interests of motorists and provides breakdown assistance and other motor-related services. AA membership is now over 15 million, making it the UK's largest breakdown assistance organisation.

Today, the company is headquartered at Basingstoke, Hampshire and operates an extensive network of patrol vehicles across the UK. It also provides a wide range of other services to its customers including car insurance, driving tuition, financial services, roadside collection and national traffic watch radio reports. The patrol bike team was introduced to provide a rapid response to customers who have broken down in the UK's congested cities and motorways.