RUGGED

Transforming frontline productivity

Buyers' Guide

SAMSUNG

Recognising the demands of frontline workers

Digitisation enables workforces to be more responsive and productive, but there's no one-size-fits-all solution for digitally transforming operations. And, where consumer-style mobile devices suffice for some industries, others require dedicated technology that serves a specific purpose.

But what about those that require the best of both; consumer ease-of-use combined with dedicated features that enable defined tasks to be carried out?

Frontline workers have to be highly flexible and responsive—and they need reliable technology that can enable that. Carrying multiple mobile devices that do different tasks is simply not an option. In this scenario, specially designed rugged devices can deliver significant benefits.

Built to withstand tougher environments, rugged devices are able to perform more effectively in difficult and sometimes dangerous situations. They offer the best protection against the elements while delivering a host of innovative features —all with the ease and familiarity of a consumer device.

Realising the benefits of digital transformation across industries

Many organisations are realising the benefits of digital transformation in driving down costs and maximising profit. In many cases, mobile technology is helping deliver that transformation.

Government: With the right devices delivering effective real-time communications, frontline workers can spend less time at their desks doing paperwork and more time wherever they're needed out in the field. For example, police can be freed up to attend calls or proactively patrol.

Construction: Digitisation removes paper processes from building sites and enables better communication between siloed teams, helping deliver projects on time and on budget. And with the use of rugged devices, breakages are reduced, significantly lowering the overall cost of ownership.

Transport and Logistics: In an industry where customer demands for faster, more accurate service are depleting margins, digital tools are a vital way to realise profits. Not only can mobile technology keep dispersed teams connected, they can bring efficiency to process, help eliminate costs and free up employees' time.

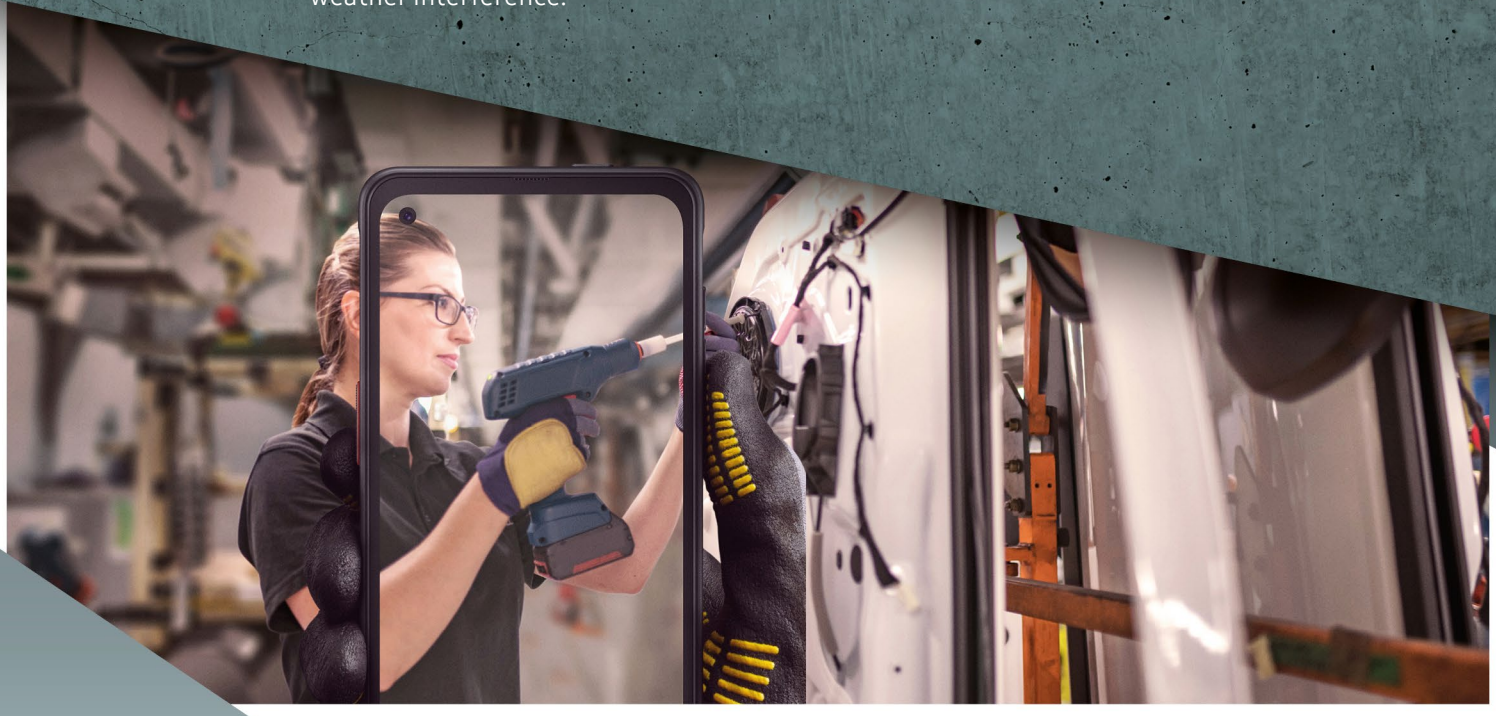
Healthcare: Mobile technology is transforming the healthcare industry. Every professional now carries a powerful healthcare tool that provides access to real-time patient information when it matters most, enabling medical teams to operate more effectively and save more lives. Open architecture is enabling specialist third party software to be integrated quickly and easily.

Manufacturing: With workers able to check inventory and records on the go, mobile devices are helping manufacturers reduce downtime and run undisrupted workflows and production processes. Notes can be taken digitally—and with near perfect accuracy—using the S-Pen, thus easing the transition from paper.

Retail: Retailers are using mobile technology to revolutionise their operations from the warehouse to front of house. Staff can use mobile POS-ready tablets to serve customers anywhere in store, creating new frictionless experiences that improve customer service and drive out inefficiencies.

Automotive: Automotive manufacturers are under constant pressure to optimise processes, reduce costs and maximise output. By integrating new mobile technologies into their manufacturing processes, they can make significant efficiencies—for example, by reducing downtime on the assembly-line.

Utilities: The utilities industry is using mobile technology to keep networks stable, reliable, and secure to help them supply customers without interruption. Rugged mobile devices ensure better communication and collaboration between teams in the field and those on the frontline with customers. The technology also better equips them to react to service breakdowns or weather interference.



Bridging the gap for frontline workers

Until now, businesses have focused their new digital tools on empowering senior executives. However, according to a report from Harvard Business Review[1], if frontline workers are not similarly empowered, new working processes and initiatives have little chance of benefitting the business.

For too long, frontline employees have been overlooked when it comes to digital transformation.

The reason often cited is that mobile technology is incompatible with the harsh environments they work in.

So, if business leaders want to increase the efficiency and effectiveness of their workforce, they will need to extend their digital efforts beyond their 'knowledge' workers, and include their frontline staff, their maintenance workers, retail store assistants, nurses, flight attendants, electricians, baristas, and so on.

Indeed, most respondents to a recent global survey from Harvard Business Review Analytic Services agreed that future success depended on connecting and empowering frontline workers with technology and real-time information.

The most common motivations for this included efficiency and increased productivity, better customer engagement and satisfaction, improved quality of product or service, greater market intelligence and greater employee satisfaction.

47%

The survey found that 47% of respondents had already digitally connected and empowered a majority of their frontline workers.

26%

However, when it came to helping workers in more challenging environments, this figure dropped to 26%, a clear indication that special circumstances require special technology.

The ability to augment frontline work with technology and data can deliver tangible benefits. According to Jeffrey Rayport, a professor at Harvard Business School:

"Combining human talent with technology empowerment enables people to do things humans are not equipped to do on their own."

Jeffrey Rayport
Professor, Harvard Business School

1 Harvard Business Review Analytic Services, 'Building for Success at the Firstline of Business' 2017

Specific use case benefits by industry

According to Peter Cappelli, Professor of Management at Wharton, empowering employees yields more in terms of measures of productivity and quality than simply automating tasks.

Below are some use case examples of rugged technology in action on the frontline in different industries, highlighting how the devices are helping improve productivity and quality of output.

Hermes
the parcel people

Distribution and logistics company Hermes chose Samsung as a mobility partner because of their agile and rugged devices. With around 12,500 XCover devices deployed across the Hermes workforce, drivers can scan multiple bar codes at once, down to scanning software from Scandit—which means faster van loading—and couriers can access critical information in real time, transforming the way Hermes deliver parcels.

"Working with Samsung enables us to truly realise our digital future."

Marcus Hunter
Head of IT Services, Hermes UK

DALCOUR MACLAREN

Dalcour Maclaren provides land, property and environmental services exclusively to the utilities sector in the UK. The company's agents spend a lot of time in the field collecting data, regardless of the weather. Samsung devices offer them the build quality, long battery life and security they need. Data is streamed live to the office, enabling managers to deliver projects on time and on budget.

"Our Samsung devices are just so flexible and so rugged, they suit our business down to the ground."

Andrew Barker | Executive Director, Dalcour Maclaren

woodland Group

Independent company Woodland Group has a passion for logistics and always puts its customers first. Their Samsung devices can stand being knocked about—essential when there's heavy machinery around—and are used for everything from booking meeting rooms to tracking global currency prices. The group's drivers can inform customers of delays, take photos of deliveries and send customer signatures back to base for validation.

"Samsung devices help our employees do their jobs more effectively."

Kevin Stevens | Chairman, Woodland Group

abellio

Abellio runs railway franchises in England and Scotland. Each franchise has its own small IT team, but they were being overwhelmed by the task of managing and supporting the thousands of mobile devices in use by the company's workforce. However, with a Samsung Managed Service solution, Abellio's IT staff were able to focus on strategic initiatives while Samsung took over the day-to-day tasks of configuring, enrolling, securing, managing and updating Abellio's devices. Now, every staff member has a secure device with the specific apps they need, helping Abellio deliver a more efficient and effective customer experience.

"What we were looking at from the outset was a business partnership, somebody that could be flexible but also adapt to our changes, and I think we found that in Samsung."

Himesh Patel | Head of IT, Abellio Greater Anglia

Chelsea and Westminster Hospital NHS
NHS Foundation Trust

Chelsea and Westminster Hospital is using Samsung Tab Active devices to save patient lives. With special ThinkVitals software, staff are able to capture electronic observations and run algorithms to help spot any deterioration in a patient's condition, a process that is estimated to save between 50 and 60 lives a year. The robust technology means an end to traditional paper folders and transcription errors.

"I've been surprised and delighted by the relationship with Samsung."

Dr Gary Davies | Clinical Director of Acute Services, Chelsea and Westminster Health Care NHS Foundation Trust

Samsung Galaxy Rugged Devices

The Samsung Galaxy Rugged range offers a suite of devices, each of which is designed to withstand the most challenging work environments. Each delivers a whole host of innovative features combined with the familiarity of a customer device. Slim, lightweight and with edge-to-edge screens, Samsung Galaxy Rugged devices are the best of both worlds. They offer the peace of mind and reliability that frontline workers have come to expect from Samsung.

Strong and Reliable

Whether you are working in the field in a downpour or on a dusty manufacturing site, you need to know that your equipment won't let you down. Samsung Galaxy Rugged devices meet IP68[1] and MIL-STD 810G[2] standards, making them durable enough to withstand the harshest environments.

Work-Ready Features

Never power down: Working on the frontline can mean being away from a suitable charging point for extended periods. That's why Samsung's Galaxy Rugged devices are engineered with a powerful replaceable battery[3]. You simply swap the old battery out for a fully charged one without it disrupting your day.

In addition, POGO pins on the side of your device enable convenient charging and high durability for docking[4] multiple devices at once. So, no more searching for spare charging points.

A wide range of third-party USB-C and POGO chargers are also available, to power one or multiple devices at once, perfect for when the device is shared between staff, continuously on the go.

Functionality for every industry

We've built our rugged devices to help businesses—and frontline workers in particular—adopt new capabilities that will help them sidestep the disruptions that harm their productivity.

- Our new Push-to-Talk feature aids better collaboration between employees, by effectively turning our devices into walkie talkies, as well as being fully integrated into Microsoft Teams.
- mPOS-ready functionality enables employees to deliver a more seamless service. They can make the most of selling opportunities by offering on-the-spot payments[5].
- Programmable key availability enables users to create short-cuts for repetitive tasks.
- Galaxy rugged devices include the latest barcode scanning capabilities to help employees identify and track objects, even in the most demanding conditions.
- The Google ARCore application[6] enables rugged devices to sense their environment and detect and track movement. This opens up all sorts of new device applications.

1 Resistant to dust and up to 1.2 metres of fresh water for up to 30 minutes (IP68).
2 When tested on a flat surface, without its protective casing can withstand a drop of up to 1 metre. Drop test results meet MIL STD 810G standard.
3 Additional battery sold separately.
4 POGO Charging Dock sold separately.
5 Additional software required to take payments directly on a device.
6 Installation of Google ARCore Application required.

Rugged Accessories

Samsung rugged devices are fully supported with a complete ecosystem of accessories including scanning, cases, docks, mounts, chargers and keyboards—all designed to maximise productivity in the field, warehouse or office and provide a smooth transition between them all.

Productivity for Professionals

Samsung DeX

With Samsung DeX[1] you can enjoy a PC-like experience—and the productivity that goes with it—simply by connecting your rugged device to a monitor with a single cable[2]. If you don't have a cable, you can switch to DeX mode and use your tablet like a PC. In both instances, you can have multiple windows open, use drag and drop and right click for more functions.

Make your mark

The S-Pen[3] feels natural to hold and, with its precise tip, is super accurate. And as it's IP68 rated[4], it's water resistant and protected against dust ingress. Plus, because our extra-sensitive screens feature Wet Glove mode, they will operate perfectly even if you have wet fingers or are wearing gloves.

1 Only available on the Tab Active Pro
2 USB-C to HDMI cable and accessories sold separately.
3 S Pen can only be used on the Tab Active Pro and Tab Active2.
4 Resistant to dust and up to 1.5 metres of fresh water for up to 30 minutes (IP68).

Total security and control

Samsung Knox

All Samsung Rugged mobile devices come with Samsung Knox defence-grade security built in. Multi-layered security ensures sensitive information is protected from malware and malicious threats from the moment a device is turned on. Built-in biometric security prevents devices from being accessed by anyone other than the owner. Plus, facial recognition means users no longer have to remember their PIN.

Enterprise Edition

Many Samsung rugged devices come with Enterprise Edition, a complete suite of mobile technology and services designed to give you more choice, more control and more protection.

The suite includes:

Knox Suite

The Samsung Knox suite of services enables mobile fleet managers to configure, manage and deploy devices straight out of the box. Knox Manage enables you to manage devices and troubleshoot problems, while with E-FOTA you can manage and schedule updates.

4 Year Security and Maintenance Releases

Enterprise Edition includes 4 years of firmware updates[1], ensuring your devices are always up to date with the latest security and maintenance patches. This helps protect your fleet of Samsung devices against malware, phishing or any software malfunction that might pose a threat to your business information.

Extended Product Life Cycle

All Galaxy Enterprise Edition smartphones and tablets come with an extended product lifecycle, ensuring they're available longer than standard devices[2]. This brings greater continuity to your mobile portfolio.

3 Year Enhanced Support

We offer a next business day replacement service[1] and a Base Knox build by Samsung experts, so there are no technical or financial barriers to any business getting the benefits of the Knox portfolio.

With Enterprise Edition, you also get 3 years of enhanced service support, ensuring your mobile technology continues to perform. Our dedicated UK-based Business Services Centre can provide technical support and advice when required, including help with KNOX, OS queries, and even problems with interoperability with third party EMMs.

1 4 years from first global market launch. Tab Active Pro, XCover Pro, XCover 4s updates are available monthly for the first three years, then quarterly for the final year.
2 Devices will remain on sale for a defined period of time after first global market release. The defined period will differ according to each specific device. Subject to change without notice.
3 Doorstep exchange with Samsung gold stock. Only available on XCover Pro, XCover 4s and Tab Active Pro devices.

The Samsung Rugged Range

Premium style with rugged capability

Push-to-Talk (Programmable Keys)

mPOS/Barcode scan ready

Galaxy XCover Pro

The Samsung Galaxy XCover Pro strikes a perfect balance between current single function frontline worker devices and impractical consumer devices. It comes with a bigger 6.3" display for improved visibility and usability, and an ultra-slim bezel that enables a higher screen-to-body ratio. The XCover Pro is IP68[1] dust and water resistance, as well as anti-shock resistant[2] to handle the knocks of frontline tasks.

It's optimised for field professionals with features such as the Push-To-Talk walkie-talkie capability—which enables users to stay in constant contact with colleagues—and programmable keys that provide quick access to frequently used apps, functions and accessories.

The XCover Pro is mPOS/Barcode Scan Ready, enabling employees to receive on-the-spot payments and check stock levels.

Defence-grade security features include biometric facial recognition and fingerprint sensor authentication, ensuring devices can't be accessed and data stays secure.

1 Resistant to dust and up to 1.5 metres of fresh water for up to 30 minutes (IP68).
2 When tested on a flat surface, without its protective casing can withstand a drop of up to 1.2 metre. Drop test results meet MIL STD 810G standard.

10.1" display

MIL-STD 810G Cert

Samsung DeX & S Pen

Tab Active Pro

The Samsung Galaxy Tab Active Pro will transform the way fieldworkers operate—even in the harshest of conditions. It's IP68[1] dust and water resistant plus anti-shock resistant[2] to handle the knocks of frontline tasks. With MIL-STD 810G certification, it can withstand the shock from a 1.2 metre drop with the cover attached.

It has a larger 10.1" screen and, for the first time in a rugged tablet, Samsung DeX, enabling you to connect[3] the Galaxy Tab Active Pro to a monitor for a PC-like experience. No cable? No problem. Switch to DeX mode and you can use your tablet like a PC. The device also includes mPOS for on-the-spot payments and an S Pen for effortless note-taking.

1 Resistant to dust and up to 1.5 metres of fresh water for up to 30 minutes (IP68).
2 When tested on a flat surface, without its protective casing can withstand a drop of up to 1 metre. Drop test results meet MIL STD 810G standard.
3 USB-C to HDMI cable and accessories sold separately.

5.0" display

IP68 Water & dust resistant

Replaceable Battery

XCover 4s

At just 9.7mm thick, the Samsung XCover 4s is a streamlined smartphone that's easy to grip, comfortable to hold, and built to keep up with even the toughest workday. It incorporates physical home and command keys on the front, making it easier to perform tasks quickly and efficiently.

Its 5.0" high resolution display delivers an optimal viewing experience for maps or photos, and its increased screen sensitivity means even having to wear gloves won't get in the way of keeping projects running smoothly.

The XCover 4s also includes a powerful 16MP rear camera and LED flash enabling you to capture photos even in poor light. All this comes protected by Samsung Knox defence-grade security, which means your most sensitive data is protected from malware and malicious threats the moment your device is switched on.

8.0" display

S Pen

MIL-STD 810G Cert

Tab Active2

With an 8" screen, the Samsung Galaxy Tab Active2 is small enough to fit in your pocket or on your dashboard. It's also tough enough to deal with the bumps, knocks and scrapes that happen every day.

It's IP68 water and dust resistant[1] and comes with an IP68-certified S Pen, enabling you to jot down notes, access apps and capture customer signatures with minimal fuss—even in demanding conditions.

Samsung Knox protection includes biometric security, and as the Tab Active2 is NFC-enabled, you can transfer data between devices with ease. The 8MP rear and 5MP front cameras are ideal for capturing and scanning barcodes to speed up everyday tasks.

1 Resistant to dust and up to 1.5 metres of fresh water for up to 30 minutes (IP68).

Ready to buy?

If you'd like more information on any of our rugged devices or would like to make a purchase, please visit **https://www.samsung.com/uk/rugged-range**