DELL LEADING THE WAY IN RUGGED RELIABILITY

FREQUENCY OF RUGGED DEVICE FAILURE IN THE LAST 12 MONTHS

- Dell: 3.5%
- Getac: 4.7%
- Panasonic: 4.9%
- Xplore: 5.2%

83% of Dell respondents indicated less than 1 day of downtime. 17% of Dell respondents indicated 1 to 2 days of downtime.

▲ 12% higher than competitors included in the study.
▼ 12% lower than competitors included in the study.

SATISFACTION WITH RUGGED MOBILE DEVICE ATTRIBUTES

Performance after liquid contact
Performance after drops
Problem resolution time
Hardware durability
Support response time
Device life
Component failure
Management software
Warranty coverage

Dell ranked #1 in all satisfaction attributes among competitors included in the study.

About the Survey

All findings are based on a study commissioned by Dell and conducted by Technology Business Research Inc. (TBR) from June 2016 to July 2016. TBR’s market research study surveyed more than 400 individuals in the U.S., EMEA and APAC responsible for rugged notebook and tablet technical support for their organization.

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