

GENERAL DYNAMICS Itronix GDAssure Services & Solutions

GDAssure Statement

“Grow global services by delivering innovative customer driven solutions, focused on total quality and customer satisfaction.”



GDAssure Maintenance Services

- Accidental Damage Cover
- Peripheral Cover
- Extended Warranty
- Battery Cover
- Keep Your Hard Drive

GDAssure Management Services

- Gold Disk Imaging
- Vehicle Installation
- Hot Swap / Advanced Exchange
- Account Management
- Technical Support
- Project Management Team
- Asset Management
- Custom BIOS & software builds

Premium & Bespoke Solutions

Complete & Comprehensive:

Premium services (mixing multiple services) give complete assurance that everything is covered in case of failure.

Bespoke:

Customized and tailored services to match your deployment perfectly.

What Are The Benefits?

Allow even more flexibility on discount to ensure that you do not lose business due to service price and allow the most competitive price in the industry on larger deals.

Understanding the customer's exact usage lets us sell all of what they do need and none of what they don't giving better value. Simplicity once deployed.

GD Itronix UK Servicing Facility

- Large facility.
- Excellent central UK location near major airport.
- Nearly 30 years' experience.
- Dedicated Sales & Service Centre.
- Audited to military standard.
- Skilled & experienced repair technicians.
- Multi-lingual client services team.
- Full support on new devices.



Rugged Systems is one of Europe's leading suppliers of rugged, mobile computer, display and communications solutions and services. Specialising in applications such as test & measurement, command and control, data acquisition, secure data & computing, TEMPEST and ultra-reliable message transfer over noisy tactical communication channels. The company strives to be innovative and provide cost effective solutions, through many years of knowledge and experience

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GD-Itronix Service Support Global Reach

- Authorized and/or Certified GD-Itronix service centers Worldwide
- Growing family of Service Partners
- Service support strategy driven by:
 - Customer service support requirements
 - Product distribution strategy
 - Market / country requirements
 - Volume potential

Why GD Itronix?

- 30 year history in the industry.
- 3 year or more warranty on products.
- European-based, multilingual support.
- Responsive team.
- Long term support direct from the manufacturer.
- Accessories around the product.
- Full escalation process across all support levels.

GD Itronix Technician Capabilities

- Board & Component level repairs.
- Degree/Masters level in electronic ENG. field.
- Surface-mount expertise in house.
- Experienced across multiple form factors.
- Cross-training on all products.

Benefits of Service Programmes

- Low risk to customer
- Increased customer satisfaction.
- Increased customer intimacy.
- Competitive pricing.
- Reduced administration.
- Reduced total cost of ownership.
- Total cover working directly with the manufacturer.

Continuously Improving Service Offering

- New competitively priced products require service pricing to match. New service discount rates for GD3070, GD300 and GD3015.
- Ongoing feedback collected from partners and customers about what they need.
- Pricing and offerings of the competition are always monitored to make sure we are providing the best at the best price.

Other Ways to Service

If a fixed contract does not meet your needs, we have other ways to support units:

- Service credits.
- Leasing arrangements.
- Bundled services to insure against any eventuality.
- Break/Fix Repairs



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