

# Five things to keep in mind when procuring rugged devices

## 5 Get expert help to get the best solution

To get the most out of your rugged devices look for a manufacturer that can become your partner. One with the expertise and services to support your complete solution, not just answer questions about the product itself.

## 4 Total costs are higher than the price tag'

The price tag of a computer only tells you the purchase cost. For items like rugged computers you need to factor in all costs over the lifetime of the product to get an idea of the real value. Factoring in things like repair and downtime can change your idea of which device offers the best value for money.

## 3 Look for comprehensive warranties and service agreements

Rugged devices are expensive pieces of equipment and when you're spending that much money on something, you need peace of mind. Look for manufacturers that offer solid warranties that cover product failures and good service agreements that offer guaranteed turn-around times at a predictable cost.

## 2 Prioritize your requirements

Despite the market being filled with hundreds of different rugged devices, you will probably not find one that ticks all your boxes and will have to compromise somewhere. When you build your requirements, prioritize them and decide which ones are non-negotiable and which you can concede.

## 1 Product specs don't tell the full story

You can find a lot of information about devices in the product specification; everything from processor power to dust and water resistance. However, it is always best to test devices in the environment in which they will be used to get a true picture of their performance and suitability. Product specs published on websites may be missing some information, so always contact the manufacturer to get the full document.

