



Product:

GoBook MAX

Application:

Manufacturing – quality control

Itronix Solution:

- Upgradeable GoBook MAX notebook computers used in conjunction with an 802.11b CISCO wireless LAN card
- On-going support and maintenance of all products through Itronix's Emerald iCare program

For more information contact:

Itronix Corporation
 801 South Stevens Ave.
 Spokane, WA 99204
 800-441-1309
 509-624-6600
 sales@itronix.com

Itronix designs, manufactures and deploys mission-critical wireless, rugged computing solutions that maximize the productivity of mobile workers.

For more than 15 years, Itronix has worked extensively in the utilities industry. Today, the company works with roughly 90% of the largest utilities in the United States, as well as organizations in the commercial field services, telecommunications, government, public safety and EMS markets.

More information about Itronix and its products are available at www.itronix.com

Itronix Reference Account:

Caterpillar

Overview: A rugged equipment manufacturer in need of rugged technology

Caterpillar is a Fortune 100 company and the world's largest manufacturer of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines.

The \$20 billion company invested more than \$700 million in research and technology in 2001. One important initiative has been the company's investment in rugged, wireless technology.

The Problem: Not tough enough

For the past four years, Caterpillar has used a wireless LAN network in conjunction with notebook computers for quality control testing of road graders it manufactures. But while the company was happy with the its network, the computers used weren't up to snuff.

Caterpillar technicians need to carry notebook computers in and out of the cabs of the graders during the quality control process. And because they're used in a manufacturing environment, the units are constantly exposed to caustic fluids, bumps, drops and dust. Despite the best efforts of well-known brands like Panasonic, Dell and IBM, Caterpillar was dissatisfied because of product failure and poor technical support.

The Itronix solution:

To help Caterpillar meet their stringent needs, Itronix supplied ultra-rugged GoBook MAX notebook computers. The units are built with an integrated wireless LAN card, making connectivity with their network a snap. Technicians and testers now count on their computers for activities ranging from analyzing microchips in Caterpillar graders,

to downloading schematics of wiring plans for the vehicles.

And the testers don't need to worry about the abuse thrown at units day-in and day-out. Sealed construction keeps dust and moisture away from critical components, and the intrinsically safe qualities of the MAX mean that it's safe to use—even around dangerous chemicals.

In addition to the hardware, Caterpillar also chose Itronix's "Emerald" iCare program. This ensures that the rugged workers always have well-maintained computers and less down-time.

Results: Success and piloting new programs

To date, Caterpillar has been thrilled with their decision to use Itronix products. So thrilled, in fact, that they recently began a pilot program to use the GoBook MAX for maintenance of its "Cat 797." This is the world's largest dump truck—and at \$3.5 million, also the most expensive.

In fact the trucks are so big that they can't be completely assembled in a factory. Concrete floors can't handle the 797's weight! Instead, they are shipped to specific locations using 7 railroad cars and 8 tractor-trailers.

Itronix technology allows service technicians to pull performance and wear data simply by driving by the mammoth vehicles. The MAX's are outfitted with a wireless LAN card and a data collector. As a service technician nears the 797, the computer automatically downloads data from the trucks, saving time, improving efficiency and providing better service for customers.