

GETAC CASE STUDY

How Getac Rugged Solutions Enable GE Appliances To Deliver Reliable Field Service at National Scale

OVERVIEW

The Wichita Police Department (WPD) serves the City of Wichita, the largest city in Kansas, supporting public safety operations across more than 166 square miles and a population of nearly 400,991 residents. Officers support public safety operations across a large urban environment, responding to a wide range of mission-critical activities, which include routine patrol, traffic enforcement, emergency response, and community engagement. To perform effectively in high-pressure environments, WPD depends on secure, reliable mobile computing systems that deliver consistent performance in real-world field conditions. From in-vehicle reporting to real-time intelligence access, mobile technology is essential infrastructure for modern policing.

The City of Wichita bases its technology investments on outcomes rather than trends. Through a centralized IT strategy, the city has established a standardized, secure technology foundation that supports public safety operations while reducing risk and ensuring consistency across systems. This approach enables officers and leadership to access accurate, real-time information and supports long-term scalability and security.

Within this environment, trusted technology partners play a critical role. Getac rugged devices are an integral part of WPD's mobile technology ecosystem, providing officers with reliable access to mission-critical information in the field. Getac's devices enable real-time decision-making while minimizing downtime, allowing officers to remain focused on public safety rather than equipment limitations.

WPD's patrol operations cover 166 square miles of diverse terrain, from expansive estates to the vibrant, high-density residential neighborhoods throughout the city. Officers are deployed across a diverse range of settings, often transitioning rapidly between vehicle-mounted and mobile computing needs. The department has embraced in-vehicle computing as essential infrastructure, enabling officers to remain in the field rather than returning to the station to complete reports and access critical systems.

CHALLENGE

WPD faced mounting technology challenges that hindered operational efficiency and officer safety. In fast-paced, unpredictable environments, mobile computing devices must withstand constant use, vehicle vibration, and harsh environmental conditions while maintaining secure access to sensitive data.

As WPD expanded its connected public safety ecosystem, the need for dependable mobile computing became even more critical. This growing technology environment includes:

- Drones and aerial surveillance
- Gunshot detection systems
- Automated license plate recognition (ALPR)
- Body-worn cameras

“Anytime you have a device that is more reliable, it makes it easier to manage. Even with officers pulling them in and out, which we weren’t doing with the other ones, we still have less calls. That’s a significant benefit from multiple views.”

- Mike Mayta, IT Director, City of Wichita

Officers require devices capable of supporting real-time situational awareness, data-heavy applications, and secure connectivity without interruption.

The department’s previous mobile computing solution struggled to meet these requirements. Frequent hardware failures and reliability issues led to increased support tickets, vehicle downtime, and officer frustration. The previous devices weren’t holding up to the rigorous demands of constant use in patrol vehicles and field environments.

Officers could no longer rely on offline reporting. Any connectivity disruption or device failure directly affects response times, reporting accuracy, and operational effectiveness. The transition to a paperless, electronic Records Management System (RMS) amplified urgency. Unlike before, when reports could be handwritten or completed offline, the new digital workflow demanded uninterrupted network access.

WPD required a rugged, secure, and reliable mobile computing solution that could integrate seamlessly with existing systems, align with the citywide IT and security standards, support data-intensive applications, minimize downtime and maintenance, and ensure mission-critical policing without compromise.

SOLUTION

WPD selected Getac's B360 fully rugged laptop, after extensive evaluation and field testing, as a key component of its mobile technology strategy. The B360 is purpose-built for mission-critical environments, delivering durability, performance, and reliability required for daily law enforcement operations. Designed to withstand constant vibrations, harsh conditions, and long shifts, the device enables officers to access critical systems and data in real time, whether mounted in a patrol vehicle or used in the field.

WPD's selection process involved deploying multiple vendor solutions to officers across different patrol beats in all four patrol stations. Officers evaluated functionality, usability, and performance under operational conditions, and the B360 emerged as the strongest overall solution, combining rugged design, system compatibility, and long-term value.

Today, the B360 serves as a gateway to WPD's mission-critical applications, including Computer-Aided Dispatch (CAD), Records Management System (RMS), gunshot detection systems, automated license plate reader databases, body-worn camera footage, and accident reporting systems. The B360's compatibility with existing mounts streamlined integration and eliminated the need for costly and time-consuming bracket replacements. This ease of deployment, combined with proven durability and performance, allowed WPD to equip officers with top-tier technology at an optimal price point.

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Our goal is to prevent harm, pursue justice, solve crime, support victims, and build trust. Our mission statement is working in partnership with our community to deliver exceptional police services with professionalism and fairness.

- Aaron Moses, Wichita Police Department

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BENEFITS

The deployment of the B360 has strengthened WPD's mobile operations and reinforced the department's ability to operate efficiently and securely in the field.

Since implementing the B360, WPD has seen a significant reduction in officers waiting for IT support. Officers now regularly remove devices from vehicles for field use, unlike previous solutions. Officers can now work anywhere and anytime without being dependent on their vehicles thanks to this enhanced flexibility. Having the ability to seamlessly transition between vehicle-mounted and handheld use has been transformative for patrol operations.

This, coupled with faster access to real-time data and situational information, provides officers with the always-on connectivity to mission-critical systems like WPD's enterprise-wide security framework, all while protecting sensitive data, enabling faster response times, and informed decision-making in the field.

When combined with WPD's use of drones, gunshot detection, license plate recognition, and body-worn cameras, the B360 helps enable faster, more informed responses and safer outcomes for officers and the Wichita community.



GETAC B360 RUGGED LAPTOP



ABOUT GETAC

With over 30 years of experience, Getac is a recognized leader in global rugged device manufacturing. Since, 1989 Getac has been an Original Equipment Manufacturer (OEM) and consistently leads the industry in innovation, technology and design of rugged laptops and tablets. Getac's primary goal is to offer a solution that streamlines productivity and withstands the rigors of the end user environment.

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