

Field service organizations operate in unpredictable environments where uptime and accuracy directly affect customer satisfaction and revenue. Workers need reliable devices that withstand harsh conditions, keep data secure, and support productivity from the warehouse to the worksite.



Critical Requirements for Field Service Teams



Rugged Build Quality:

Devices must hold up to drops, vibration, weather, and long service lifecycles.

Seamless Workflow Integration:

Compatibility with field service apps, diagnostics tools, and work order systems.

RealTime Data and Connectivity:

Consistent access to service histories, parts inventory, and customer information.

Security Everywhere:

Protection of sensitive customer and operational data on the move.

Stratix Research Shows Why Apple Devices Work for Field Services



Rugged by Design (88% say Apple devices are rugged enough for frontline and field operations)

- Devices remain in service across multi-year lifecycles
- Durability reinforced by proven accessory ecosystems
- Reliability measured by continuity of operations, not single-purpose design



Secure by Design (86% confident in Apple security safeguards)

- Hardware-based protections safeguard sensitive operational data
- Closed ecosystem reduces fragmentation and exposure
- Rapid, consistent OS updates minimize security vulnerabilities



Enterprise-Ready at Scale (71% believe well-suited for AI-driven business apps)

- Native support for large-scale deployment
- Built-in shared device and role-based workflows
- Less IT complexity as mobility programs expand



Lower Total Cost of Ownership

- Longer usable lifecycles driven by consistent OS updates
- Strong residual value improves refresh and redeployment economics
- Fewer support tickets thanks to Apple's tightly integrated platform

The Stratix Advantage for Apple Field Service Deployments



Zero-touch deployment with Apple Business Manager



End-to-end lifecycle management



Device security and governance for field operations



24x7 U.S. based, Apple-certified healthcare support



Stratix at a Glance



40+ years
in enterprise mobility



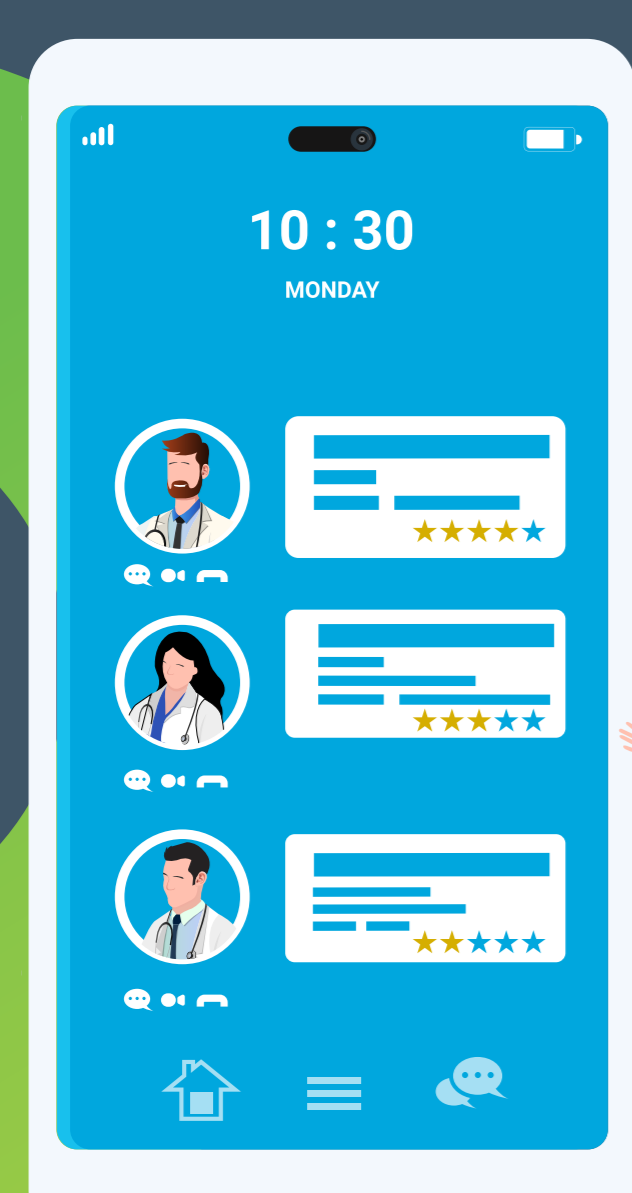
3M+
devices



20,000+
Apple repairs annually



70+
Net Promoter Score



Technology That Improves Field Service Workflows

- **Cost control** across long, demanding lifecycles
- **Durability** that supports constant movement and challenging environments
- **Security** that keeps pace with modern operational threats
- **Enterprise scalability** without added burden to field IT teams