

## THE CHALLENGE

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Indian River County Fire and Rescue serves a 503 mile radius including several beaches on the east coast of Florida. Fifteen different Fire Stations are spread across the county with trucks ready to respond to any local fire or emergency breakouts. It is important that the trucks at each station are equipped with reliable laptops that can run Computer Aided Dispatch applications, complete field reports, and capture signatures. Laptops are mounted in an MDT format and pulled from the truck as needed for field use.

Previously firefighters were using a non-Panasonic laptop brand and experienced hardware breaks that were sometimes unrepairable due to parts being unavailable or out of production.

## THE SOLUTION

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Cory Richter, Sr. Battalion Chief of Training & Quality Assurance, acted as the project manager while working closely with the county's IT Director to replace the incumbent laptops with the Panasonic fully rugged CF-20. The ability to use the device as a tablet and a laptop gives flexibility to change form factors while being able to stand up to heat, drops, sand, and spills.



## THE RESULT

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IRC Fire and Rescue ordered 31 of the CF-20 detachable devices from GovDirect preloaded with their image. The devices will be installed with mounting as mobile data terminals in two trucks at each of the county's fifteen fire stations.



## SUCCESS WITH GOVDIRECT

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**"This is the first time dealing with GovDirect and purchasing the CF-20 Panasonic tablet. I have been very pleased with the communication between everyone during this process, the professionalism has made it a pleasure to work with all of you. Every step of the way has been explained and all follow-up has been quick and efficient. I would recommend GovDirect's services to anyone looking to buy the Panasonic line of computers,"** said Richter.