



Montebello Fire Department Turns to RuggON for more Efficient Life-Saving Solutions

Organization: Montebello Fire Department

Industry: Public Safety

Location: Montebello, California, USA

“RuggON VX-601 is a very reliable rugged vehicle mount solution we have used in recent years” the Captain said, “unlike other brand's rugged vehicle mount solutions, RuggON VX-601's touch panel and programmable buttons still remain highly responsive after two years of use, which saves much effort and gives great peace of mind to my fire fighters.”

Organization Background

Formed in 1922, Montebello Fire Department has served the city of Montebello with courage and commitment in protecting public safety and property. Faced with increasingly growing demands from local citizens, the fire department decided to equip itself with more cutting-edge and trustworthy rugged computing solutions to assist with each critical life-saving mission, as their legacy in-vehicle notebook PC and Box PC + Display had got worn out and outdated. After detailed research and the field trial, the fire department purchased RuggON VX-601 to install on its fire engines.

Challenges

The reasons why Montebello fire department decided to phase out the legacy in-vehicle notebook PC & Box PC + Display were two. One was low system performance and responsiveness of their legacy in-vehicle notebook PC. As these devices were used over years and started to slow down because of outdated OS and natural worn-out process, firefighters found it hard to operate such hardware during their time-critical mission—they often needed to press very hard and even several times on the touch panel to get response. Inefficiency became a killing issue.

The other reason was because of the design and specification of the notebook PC. The hardware did not come with real COM port to communicate with the external GPS, and the screen size was too small for experienced firefighters to fast and comfortably read the routing guide, street information on the map and messages from the dispatch center. The brightness of the screen was also a challenge, as the device was mounted right under the wind shield and low brightness directly affected legibility. The keyboard on the notebook PC also took away a lot of lap room and real estate in the vehicle. It makes the space very crowded, especially when fire fighters are on duty with their personal protection equipment (PPE).



Why RuggON

Montebello fire department chose RuggON VX-601 for its 1200-nit-bright display which guarantees legibility and for its highly responsive touch panel that makes data input a piece of cake. VX-601's real COM port (RS232) supports communication with different devices, making the fire engine an



ad-hoc hub for deploying and dispatching resources. The hardware's neat and all-in-one design with 12" panel fulfills all the demands on duty. Another advantage of RuggON VX-601 is that the hardware is compatible with the fire department's current CAD system and allows for future system upgrade to include WWAN connectivity with 4G LTE/FireNet Network feature if needed. As for functionality and user-friendliness, VX-601's well-designed enclosure makes it easy to be mounted in the vehicle. The best part about RuggON VX-601 is its proven-record in quality. Since installation, no issues have arisen over the past two years.

Benefits

RuggON VX-601 delivers uncompromised quality in a compact and all-in-one design, giving officers in fire engine much bigger lap space and much comfort throughout their mission. The highly responsive touch screen effectively shortens the time of information retrieval from CAD system. Able to upgrade for WWAN feature and its 4G LTE/FireNet connectivity benefits, VX-601 is the ideal future-proof investment for budget-tight firefighter departments.