

iPad Device FAQ

At HeadLight, we focus on delivering an exceptional customer experience for Fieldbook and providing the device options that work best for your organization. In this Device FAQ, we offer insights and answers to why Fieldbook leverages the Apple iPad device and discusses the total cost of ownership when evaluating whether to lease or buy devices.

Why did HeadLight choose iPad tablets over Android or other tablets on the market for the Fieldbook App?

The iPad tablet is the only device that will allow for offline/online capabilities, has built-in GPS, consistent/high standards for photo/video quality, and robust processor speeds. Many Android devices lack GPS chips and have reduced processor speeds, leading to a poor user experience.

Can other devices be used to access and input data into Fieldbook?

Yes, Fieldbook will work on any device with an internet connection and a web browser, allowing you to access Fieldbook. That said, the Fieldbook app is only available from the Apple app store.

Our IT team is hesitant to support the iPad because our organization is standardized on Microsoft Windows-based PC/Devices, what are our options?

This is a common hesitancy for our customers internal teams, our recommendation is to lease iPads as part of your HeadLight service agreement. We will deliver fully configured devices and also assume all responsibility for device support, thereby eliminating in-house resource requirements. In addition, we partner with your IT team to configure the MDM (mobile device management) to your security standards.

What are the terms, and what's included with the iPad leasing option?

Customers can lease iPad's for the duration of the agreement with HeadLight. Each iPad includes a ruggedized case, straps/handles, charging accessories, and Verizon 4G data service (2Gb data service). Additionally, we will replace any iPad damaged (and returned) within 24 hours of notification.

How do the data plans for leased iPads work and do we have limits on those plans?

There are no predefined data limits with our leased iPads, however, the iPads and Verizon service typically have a 2 GB a month limit. If a customer is using our iPads, we provide them a usage report, on request, to indicate when overages due to tethering or non-HeadLight activities, to help correct any usage behavior concerns.

How do we ensure security and manage updates?

Many of our customers use an MDM to manage their devices. We do perform periodic updates to our app, just like all others, to maintain compliance with Apple updates, add new features, and fix bugs. We will alert your IT manager to let them know when to push these updates.

On HeadLight leased iPad's, will the customer be able to add additional applications needed by their field teams?

Prior to deployment of the iPad's, your CSM (Customer Success Manager) will configure the iPad to your exact needs using JAMF, our MDM (mobile device management) software. For example, field teams might need OneNote, Outlook or Dropbox. HeadLight will make those apps available in the "Self Service" application so those apps are always available to download.