Modernize your workforce to meet today’s field service challenges.

Samsung and Oracle offer the leading-edge way to improve field service. The Samsung Galaxy Tab Active2 installed with Oracle Field Service Cloud is the ultimate tool. The Galaxy Tab Active2 is a proven, rugged device that makes field work simpler in any weather. It can be used with or without gloves, and models are available with and without S Pens. Oracle Field Service Cloud helps optimize management, scheduling and routing of field personnel, through time-based, self-learning and predictive technology. It empowers you to evolve your field service organization with accuracy, context and intelligence.
Enabling your service team to thrive in the field

MIL-STD-810G and IP68-Certified
The Galaxy Tab Active2 has passed military specification MIL-STD-810G, meaning it’s been subjected to tests for drops, shocks, vibration, rain, dust, sand, altitude, freeze/thaw, temperature range, temperature shock and humidity. It’s also IP68-certified against water and dust.

IP68-Certified S Pen
The Galaxy Tab Active2 features an S Pen that allows you to write even in the pouring rain, or while wearing gloves.

Enhanced Touch
Wet Touch mode is ideal for inclement weather, while Glove mode is perfect for cold weather or clinical environments.

AR-Ready
Augmented Reality tracking tools include an accelerometer, gyroscope, GPS and geomagnetic sensor. Third-party software lets you deploy your team for easier in-field asset management and quicker inspections.

Long-Lasting, Replaceable Battery
The battery lasts up to 11 hours and can be easily swapped with a backup.

High-Resolution Camera
With the 8MP AF back camera and 5MP front camera, workers can take detailed field reports, record high-resolution video, and scan barcodes and other info.

Biometric Authentication (Division 2 Model Only)
The fingerprint scanner offers enhanced security authentication, while facial recognition lets users unlock the device even while wearing gloves.

Secure and Customizable with Samsung Knox
Samsung’s defense-grade security protects sensitive data from the moment the device is powered on. With Knox Configure, devices and apps can be customized exactly how your business needs them.

Real-Time Activity Measurement
Oracle Field Service Cloud measures every activity for every field employee in real time, including the time it takes to complete jobs and travel between sites. This data will enable you to predict when a job will start, and how long it will take, with 98 percent accuracy. You can keep customers accurately informed and improve satisfaction.

Accurately Monitors Field Employee Performance
This time-based, self-learning and predictive solution learns the historical performance of every field employee in an ongoing time and motion study. It then creates a unique performance pattern profile, or work fingerprint.

Improves Operational Efficiencies
Oracle Field Service Cloud leverages your performance pattern profile to create optimal daily routes and schedules. You can drive higher productivity, greater efficiency and greater cost savings thanks to optimized job assignments and intelligent routing.

Never Stops Learning
Using artificial intelligence and machine learning, Oracle Field Service Cloud continues to learn as employee work patterns change over time. This allows continued refinement of field employee performance profiles.

Oracle Field Service Cloud Enterprise helps you manage the complete field service process.

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1 This device passed military specification (MIL-STD-810G) testing against a subset of 21 specific environmental conditions, including temperature, dust, shock/vibration, and low pressure/high altitude. Device may not perform as shown in all extreme conditions. See user manual.
2 Water-resistant in up to 5 feet of water for up to 30 minutes. *
3 Battery power consumption depends on factors such as network configuration; carrier; signal strength; operating temperature; features selected; vibrate mode; backlight settings; browser use; frequency of calls; and voice, data and other application-usage patterns. *Knox Configure may come with an additional licensing fee.