

“The Fujitsu tablets give people what they want: thin, lightweight, easy to manage and with a battery that lasts all day. Their robustness and reliability ensure that our customers will no longer be without a voice.”

Dougal Hawes  
Business Development Director  
Smartbox

Smartbox is using Fujitsu tablets to support its latest range of Grid Pad solutions, which enable disabled people without speech to communicate.

**At a glance**

Country: United Kingdom  
Industry: Technology  
Founded: 2001  
Employees: 45  
Website: [thinksmartbox.com](http://thinksmartbox.com)

**Challenge**

Smartbox needs high-performing, cost-effective tablets to act as the hardware platform underlying its Grid Pad solutions. It is constantly evaluating the market to ensure it has the best available technology.

**Solution**

After testing the two latest Fujitsu Stylistic tablets, Smartbox purchased several hundred units which it has specially adapted to provide additional amplification, alternative input and the ability to attach the device to a wheelchair.

**Benefit**

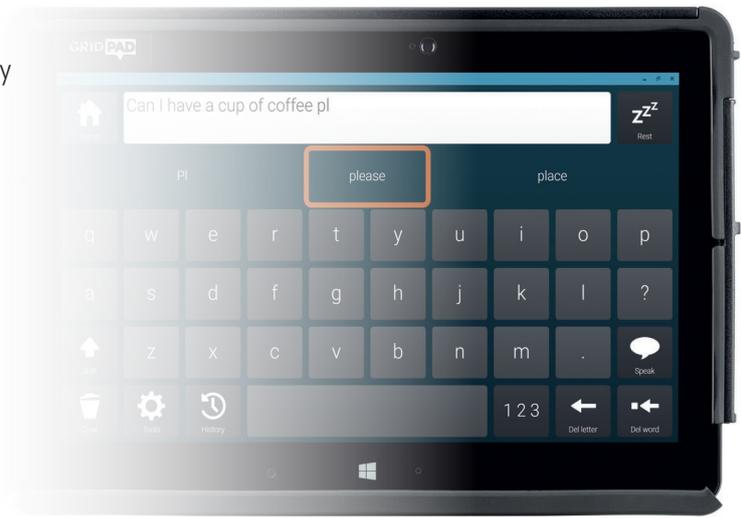
- High performance means the Fujitsu devices can run Smartbox's software effortlessly
- All-day battery life so users can continue to communicate without having to recharge when outside the home
- Multiple ports support alternative access methods
- Global warranty support provides peace of mind

## Customer

Smartbox has been designing and manufacturing assistive technology solutions for over 15 years. Its latest generation of software, Grid 3, has been designed to improve the lives of people with disabilities. The company works closely with the people who use its technology in order to respond to their needs and to make assistive technology quicker and easier than ever before.

## Products and services

- FUJITSU Tablet STYLISTIC Q665
- FUJITSU Tablet STYLISTIC V535



## Challenge

Smartbox specialises in creating alternative communication solutions, which are based on the latest tablet technology. This means the company is constantly evaluating the marketplace to ensure it is using the best available devices.

“We are always looking to improve our products so we regularly scour the market for new tablets to test,” explains Dougal Hawes, Business Development Director, Smartbox. “However, they must be compatible with our adaptations so they can be used as a device for alternative communication.”

The company had found that some vendors changed the form factor too often, forcing it to re-engineer its own product designs so finding a partner that could provide a longer lifecycle was key. When Fujitsu recently launched two new tablets, Smartbox put them to the test and were impressed by the results.

“The new Fujitsu devices were high-performing so could easily support our bespoke software, while also being robust and generous with port access for extra connectivity,” adds Hawes. “We knew they would be the ideal hardware to launch two new solutions: The Grid Pad Go and Grid Pad Pro.”

## Solution

The first step was, via Fujitsu UK, to engage with Fujitsu Japan Research & Development where Smartbox could connect directly with Fujitsu tablet designers and engineers. This enabled it to feedback and ensure the hardware would work within its proprietary chassis. Confident that all was in place, Smartbox placed an initial order for several hundred Fujitsu STYLISTIC Q665 and Fujitsu STYLISTIC V535 devices.

The FUJITSU Tablet STYLISTIC Q665 is a 2 in 1 that provides the perfect balance of mobility and performance. It is designed to support the mobility Smartbox customers demand with a fan-less, compact design and a toughened glass that protects the 11.6 inch anti-glare display. Flexible input options like keyboard, pen and touch enable users to control and interact, while a full-day battery runtime provides longevity between charges.

The FUJITSU Tablet STYLISTIC V535 enables new levels of productivity and is made for rough environments thanks to a water and dust resistant yet lightweight design, combined with a 8.3 inch display with toughened glass.

Smartbox takes these devices and wraps them in an adapted ruggedised Fujitsu case which can be easily attached to wheelchairs and other mobility solutions. They are installed with Grid 3, proprietary software that empowers people with disabilities to communicate, control their environment and control their computer. Grid 3 supports a range of technologies, including EyeGaze, which enables users to select items on the screen using eye movement. The Grid Pad solutions also enable users to operate devices around their home including heating, television and lighting.

“The Fujitsu tablets are adaptable to our needs while delivering the flexibility and durability we expect,” says Hawes. “This means we can provide our customers with an own-branded Grid Pad device that offers best-in-class performance.”

## Benefit

The new solutions provide disabled individuals with the tools they need to communicate more effectively at reasonable costs. Meanwhile, Smartbox has been impressed by the performance, reliability and global support on offer.

“The Fujitsu V535, has 4GB of RAM, compared to the more typical 2GB on offer by other vendors; that makes a tremendous difference which means no user frustration,” continues Hawes. “By offering different screen sizes, we can meet the needs of users while the additional ports mean that more accessories can be connected.”

Each tablet comes with a two-year warranty supported globally by Fujitsu’s network of Service Centres, meaning repairs can be carried out quickly and cost-effectively anywhere in the world. However, thanks to the superior build quality, Smartbox isn’t expecting a notable need for repairs.

“The tablets are reliable, robust and durable but it is good to know we have the global structure in place should anything go wrong,” comments Hawes. “Being able to service the devices locally makes a big difference in terms of speed and cost.”

With these two new products proving successful, Smartbox is also investing in Fujitsu STYLISTIC Q736 tablets, the perfect companion for users who require ultimate security and a large screen. Its 13.3 inch Full HD anti-glare display supports ergonomic data entry with pen and touch, while the optional palm vein sensor combined with PalmSecure™ technology provides an unrivalled security level.

## FUJITSU

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