

TOUGH + Convenient

Staff Augmentation Services From Panasonic Connect

Leverage the experience & expertise of a certified technical expert without long-term staffing commitments.

Organizations need to move quickly to stay ahead of digital business, but they face ongoing challenges managing and optimizing complex technology environments. Staff Augmentation Services can help deliver substantial value across both business and IT metrics by providing a single point of contact throughout the IT journey.

Attracting and retaining highly skilled staff remains an ongoing challenge and is directly affecting business results. IT organizations are facing limited resources and struggling to find the expertise necessary to improve IT operations and maximize investments. Staff Augmentation Services helps solve these challenges by improving the efficiency and effectiveness of internal IT staff.

Service Outline

- Onsite IT tech services charged at an hourly rate
- Staffing duration can last from a few months to a year or more
- Resources are managed by the customer
- Access to resident Panasonic Connect engineers with advanced IT skills and direct TOUGHBOOK knowledge
- Billed bi-weekly or monthly per actual hours used

Staff Augmentation Services allows you to be selective when evaluating IT support specialists to fulfill the specific needs of your organization. Our team makes sure the IT specialist is a good fit with your organization and provides services to help achieve stronger IT performance and deliver superior business outcomes.

Backed by the power of the extensive Panasonic Connect network, our Staff Augmentation Services offers multiple options to meet specific business needs, from helping accelerate adoption of end-user technology solutions, to aligning with technology transformation objectives.

Service Benefits



Dependability:

- Acts as an extension of your IT staff
- Relieves in-house specialists from routine tasks to focus on strategic activities that realize desired business objectives



Flexibility:

- Staff Augmentation Services provides 'any-time' and 'as-needed' IT staffing solutions



Quality:

- Certified technology professionals with validated expertise
- Mean to access to new skills, technologies, and best practices



Reduced Downtime:

- Fulfilling resource needs quickly minimizes the downtime for your business operations.

Why Panasonic Connect?

Seamless execution from start to finish

- Enjoy the seamless execution from IT consulting, image creation, image deployment, final on-site ready to go deployment to continuous support

Access to highly skilled Panasonic Connect resident engineers

- Not only are the resources screened by Panasonic engineers, but they also have access to these resident engineers

Single point of contact throughout the IT journey

- Enjoy the convenience of having a single point of contact from Panasonic throughout your IT journey



Staff Augmentation Services From Panasonic Connect

Staff Augmentation Services is the perfect solution when you need to staff up your IT team quickly without having to conduct a timely candidate search. Panasonic Connect has resources ready to deploy – certified & screened by our team of experts to ensure your specific requirements are met. One call to Panasonic Connect is all it takes to get your staffing shortages solved quickly. We have solutions for your long- and short-term staffing needs.

Service Highlights

- Supplemental onsite tech services
- Tech support by IT expertise level (i.e. L1,2,3,..)
- Single point of contact throughout the IT journey
- Support augmentation charged at hourly rate
- Resources managed by the customer
- Powered by Panasonic Connect engineers

Onsite IT Support

- IT Staff Augmentation
- Last Mile Deployment service
- Field consultation / support service

Lifecycle Management

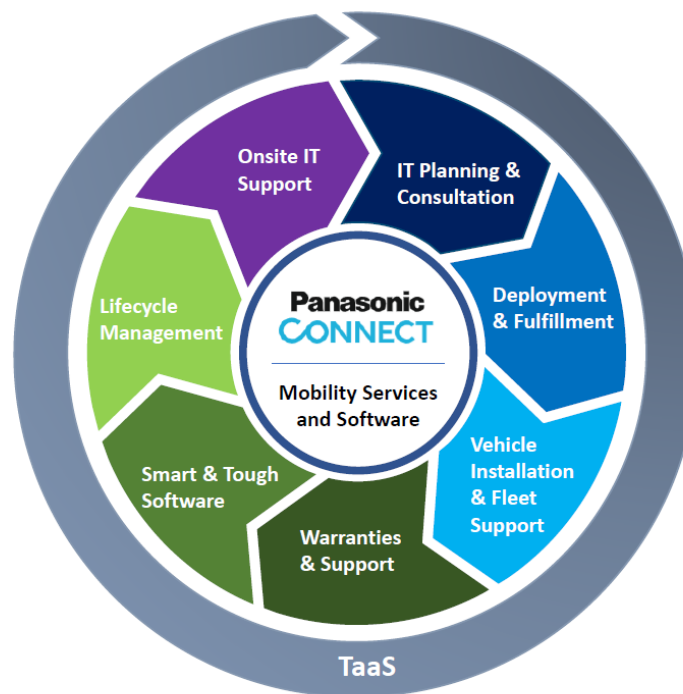
- CORE Asset Management system
- CORE configuration service

Smart & Tough Software

- Smart Essentials & Smart Battery
- Data & Device Security
- Voice-to-Text
- Distracted Driver

Warranties & Support

- Extended and accidental warranties
- Hot-swap service
- Service Desk & Repair service



IT Planning & Consultation

- Image consultation & creation
- Application packaging & scripting
- Intune/Azure Active Directory Environment setup & maintenance
- SCCM / MDT Environment setup maintenance
- Autopilot enrollment & Provisioning
- Long term image infrastructure management
- Project management support

Deployment & Fulfillment

- Imaging, staging, & kitting
- Asset tagging & wireless activation
- Non-TOUGHBOOK deployment
- Warehousing

Vehicle Installation & Fleet Support

- Installation services
- Fleet audit and ride-along assessment
- Fleet support software

TOUGHBOOK as a Service (TaaS)

- As-a-service subscription for any device with any service and software

Learn how TOUGHBOOK can help you move from reactive to proactive technology management
us.panasonic.com/TOUGHBOOK | 1-888-245-6344

