

One Source for Hardware Deployment, Installation, and Maintenance Solutions

CONNECTED ORGANIZATIONS RELY ON PANASONIC CONNECT

For over 35 years, Panasonic Connect has deployed and supported the hardware for organizations across a wide variety of industries. Whether we're setting up a single location, multiple locations across the country, or engaging in long-term service and support, you can count on the industry's most reliable team to provide a seamless experience.

We'll manage your project from planning to completion and stay with you every step of the way. Our professional implementation teams provide on-site and remote assisted deployment and installation. Our configuration services enable your hardware to be field-ready right out of the box.

Take advantage of our team's maintenance services for long term solutions. Highly trained experts are always ready to troubleshoot a problem or assist with deployment at our 24/7/365 call center. In addition, we offer a variety of ongoing professional services to help you manage your technology. If something needs to be repaired or replaced, you can count on the most sophisticated service depot and repair center in the industry.

Our proven best practices and commitment to excellence mean our team can boast best-in-class service ratings.

PROFESSIONAL SERVICES



Installation & Deployment Services



Call Center 24/7/365



Service Depot & Repair Center



Managed Professional Services



Data Analytics



Installation and Deployment Services:

- **Installation**—Plan your technology needs and coordinate on-site installation
- **Configuration Services**—Hardware is configured to be field-ready right out of the box
- **Kitting Services**—Fulfillment service that packages separate items into a final product
- **Field Service Technicians**—On-site support and remote-assisted deployment



Service Depot and Repair Center:

- **Repair Services**—Restoration of equipment to its original function
- **Hot Spare Service**—Provision and ship a replacement unit in an expedited manner
- **Component Level PCB Repair**—Faulty components on system boards are replaced
- **Device Recycling and Data Destruction**—Equipment recycling, digitally and physically destroying data



Call Center:

- **24/7/365 Support**—Phone, Email or Chat
- **Multi-Tier Support**—Tiered support organized into three different levels
- **Hardware Agnostic Support**—Panasonic and non-Panasonic hardware
- **Multilingual Agents**—English, Spanish, French (Canadian), and Portuguese



PROFESSIONAL SERVICES

Managed Professional Services:

- **Custom Image Deployment**—Apply custom image to any hardware device
- **Image Management**—Store and update your images; apply the latest version prior to shipping
- **Data Capture**—Customizable service to capture and report any point of data
- **Logistical Solutions**—Provide storage and pick and pack services of your inventory
- **Life Cycle Management**—Provide solutions throughout entire product life cycle, including deployment, maintenance, and recycle
- **Custom Branding**—Apply high quality, durable branded labels to hardware
- **Remote Monitoring**—Virtually monitor customer's IT systems, endpoints, and networks
- **Back up and Disaster Recovery**—Business continuity in the event of a natural disaster, power outage, or other unforeseen event



Data Analytics:

- **Failure Analytics**—Collection and analysis of data to determine failure causes
- **Extensive Repair Data Tracking**—Compile vast amounts of data points

