AT YOUR SIDE,
HELPING WORK GET DONE

PROSERVICES

Planning
Deployment
Warranties

Panasonic TOUGHBOOK
Computers, Tablets, 2-in-1s, Handhelds

SMART ANSWERS
TO TOUGH PROBLEMS

Thousands of organizations choose mobile solutions from Panasonic for their employees who work in harsh, unforgiving environments. One reason: We've been making the rock-solid Panasonic TOUGHBOOK® rugged computers for over 20 years—purpose-built as the smart answer to some tough challenges. Our mobile computers have kept pace with the needs of organizations across a range of industries, providing constant advances that continue to set the standard for durable, reliable, purpose-built hardware.

But our mobile computers don't stand alone. Panasonic combines our rugged computers with the strongest warranties in the business, industry-leading management software and the ProServices team, a U.S.-based network of repair centers, engineers and industry experts. We're ready to work closely with you to plan, test and deploy the right mobile technology for your actual working environment to keep your business running with the least amount of disruption.
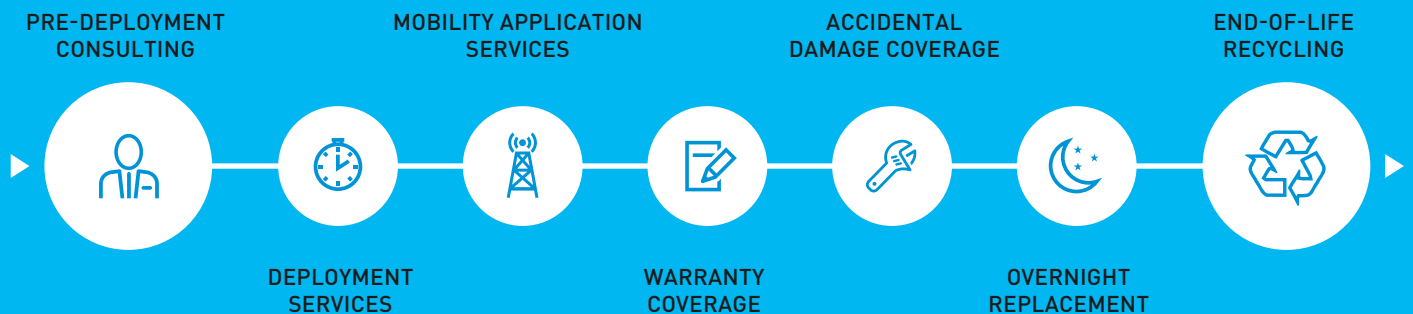
SERVICES & SUPPORT

Our ProServices team can put together a tailored package of services that help you solve specific organizational challenges while supporting IT and mobile workers. We can help:
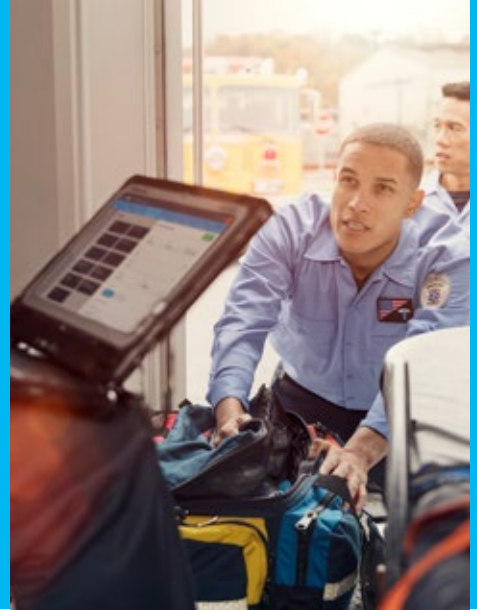
- **Free up IT resources and speed deployment**—so that your mobile computers are ready to go right out of the box. Plus, should the unexpected happen and one of your mobile computers require maintenance, we provide overnight shipping to and from the service center.

- **Keep mobile workers productive**—optimize mobile workers' productivity with configuration and deployment services. We also offer accessories and vehicle mounts that make mobile computers easier to use and carry.

- **Reduce ownership costs**—with three-year standard warranty programs and options for four and five years of coverage, plus an industry-leading low failure rate on our laptops, tablets and handheld devices. This means that a typical three-year refresh cycle can be stretched to four or five years.

Our ProServices support your solution from pre-deployment planning consultation to industry-leading warranty and repair programs, so you get the right solution for your toughest problems.

SERVICES ACROSS THE LIFE CYCLE

PRE-DEPLOYMENT CONSULTING

MOBILITY APPLICATION SERVICES

ACCIDENTAL DAMAGE COVERAGE

END-OF-LIFE RECYCLING

DEPLOYMENT SERVICES

WARRANTY COVERAGE

OVERNIGHT REPLACEMENT

CONSULTING SERVICES

Get your mobile deployment off to a good start by taking advantage of our consulting engineers' years of experience in a wide range of industries and deployments. We work closely with you pre- and post-sale to make sure you deploy the solution that addresses your specific challenges. And once you become our customer, you have access to our 24/7 help desk and our team of field service engineers for more complex issues.

Additional services include:

- **Infrastructure assessment.** We evaluate your current IT setup—including imaging processes, networks, encryption and endpoint security—and make recommendations to provide a successful TOUGHBOOK deployment with optimized performance.

- **Product selection for your work environment.** We help you select the right device for your workforce purposes, making sure workers have the capabilities they need and the durability and reliability to support a high-performing team in their specific work environment.

- **Worker ride-along.** Our mobility experts can accompany your workers to observe firsthand how they use mobile devices at the job site or in the vehicle to help validate what device is best suited for the job. They can also recommend process improvements and mounting solutions to facilitate productivity and comfort.

- **Image consulting.** Once the right product is selected, we can review your image creation process. We can help fine-tune the image, recommend Microsoft® best practices and identify any dependencies required for your application suite. Finally, following this review, we create and test your image for operating system or driver issues, finalizing an optimal image for production.

- **IT staff augmentation.** Our experts extend your IT staff resources by helping you design and deploy your new technology, including device configuration, mobile applications and integration into your IT infrastructure. Panasonic can provide short-term or long-term staff augmentation contracts that enable Panasonic employees to implement recommendations onsite.

- **Training.** We train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management and mobility software applications. We can also provide device and in-vehicle mount installation training so you can fine-tune the user experience (screen brightness, touchscreen sensitivity and calibration, or cellular and Wi-Fi usage).

- **Custom software development and integration.** With operating systems like Android™ and new mobile technology, a common challenge is how to migrate and integrate these with existing enterprise systems. Panasonic experts can utilize our Rapid Application Development platform to develop and deploy a new Android-based mobile application solution and integrate the solution into your existing enterprise systems.

SOLUTION SERVICES
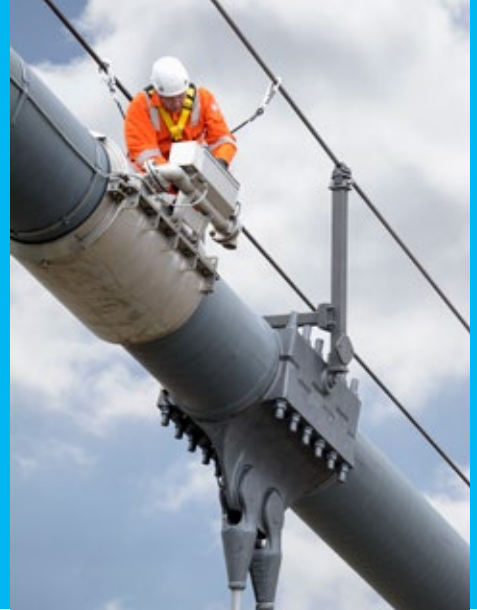
We can provide complete solution services that support specific industry applications, migrate operating systems and integrate mobile applications into legacy systems. Our ProServices team can deliver a solution that is tailor-made for your specific challenge and work environment. Here are a few examples of our specialized solution services:

- **Vehicle solutions.** No matter what type of vehicle your workers operate—utility truck, forklift, fire engine or police interceptor—we offer custom in-vehicle mounting solutions and installation services. This helps to simplify installation planning and management, to maximize worker productivity and ensure easy serviceability.

  We help select and install components such as vehicle mounts, vehicle power distribution and wireless routers. We can also supply you with carefully designed accessory and mounting kits so you can perform you own installations.

- **Smart Service Solution.** Our software-as-a service solution uses artificial intelligence to provide a first-in-the-industry proactive analytics tool that lets your IT staff identify problems with the health and utilization of your mobile devices. IT can reach out to end users before they know they have an issue, preventing further escalation. For example, IT might note an unusual increase in cellular data usage, device reboots that exceed normal levels, or battery charging and battery life trends that can identify an issue with product usage.

- **Wireless Connectivity Solutions.** In addition to considering the mix of wireless services for vehicle and other environments, we can also help you implement seamless global connectivity across 180 countries. And we can provide onsite support to first responders to help plan, test, deploy and activate your FirstNet® solutions.
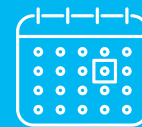
NATIONAL SERVICE CENTERS

It's at one of two U.S.-based National Service Centers that your TOUGHBOOK mobile computers are customized to your specifications. Our service centers have a long history of industry-leading support that includes knowledgeable experts, rapid repairs and exceptional service. Both centers are strategically located for optimal inbound and outbound shipping turnaround time.

National Service Center for laptops and tablets

The National Service Center (often referred to as Heartland Customer Solutions) is located in Overland Park, Kansas, and provides services for TOUGHBOOK rugged laptops and tablets. Here we prepare your devices with stress tests, imaging, customizations and cataloging before delivery to your workers. And we repair or replace laptops and tablets here—with exceptional turnaround times.

National Service Center for handhelds

Our TOUGHBOOK rugged handheld device services are provided exclusively by the National Service Center in Memphis, Tennessee. At this 150,000-square-foot facility, we stage your devices for delivery and provide the same level of services—consulting, deployment, specialized solutions and mobility applications— for your handheld computers. And, of course, we also provide advanced exchange and warranty repair services at Memphis.

SEEING IS BELIEVING

Schedule an onsite National Service Center tour today.

Contact your Panasonic sales representative for details and times.

DEPLOYMENT SERVICES

- **100% guaranteed functionality testing.** Our extra-thorough 48-hour stress testing is twice as long as the industry norm, ensuring that you take possession of computers that will work long and hard for you.

- **Asset tagging and management.** We attach asset tags that we create or that you provide and record the information in a deployment report for entry into your asset management system.

- **Disk image management.** We catalog your Windows® gold image(s) and keep them up to date as you make changes, using them in the initial deployment of your mobile assets and for repairs.

- **Android firmware management.** We catalog your version of Android firmware and support re-installation of a specific version of firmware post service as part of our Android Premier Operating System Maintenance Program. This program ensures your devices receive important security updates and bug fixes via periodically released updates.

- **Online service portal.** We maintain complete service histories on all TOUGHBOOK mobile computers sent in to our National Service Centers. Your staff can monitor this history to identify service trends and potential user training needs.

- **Deployment report.** We create customized, detailed reports for each TOUGHBOOK device so you can track assets and warranty renewals, as well as manage wireless carrier contracts.

- **Accessory kitting services.** We can integrate third-party accessories such as network adaptors, barcode scanners, straps and expansion modules with your TOUGHBOOK computers; perform testing; and distribute your final customized computers.

- **Custom BIOS.** We work with your organization to customize the BIOS for your TOUGHBOOK Windows devices to any settings you specify and to show your company name on the splash screen.

- **Wireless activation.** We can install SIM cards and coordinate wireless activation with your carrier of choice, so your TOUGHBOOK arrives prepared for WWAN access right out of the box.

- **Mobile device management (MDM) deployment services.** We can provision your handheld and tablet devices within your existing MDM environment, so that all customizations, application downloads and security parameters are configured prior to delivery.

- **Personalization.** We affix your organization's logo to your devices for increased brand awareness with customers.

HANDS-ON DEPLOYMENT AND SUPPORT

Our Deployment Services ensure that your TOUGHBOOK mobile computers arrive in the field quickly and ready to work. We offer two levels of deployment services (Premier and Bronze), ranging from initial services focused on getting your team ready to roll immediately to longer-term services that cover the life of the warranty. We can also design an individual package of separately purchased services that is tailor-made for your particular work environment. Whichever option you choose, you get customized systems that are fully integrated into your organization the moment they land in workers' hands.

MOBILITY APPLICATION SERVICES

- **Data and device protection.** Increase control of your TOUGHBOOK computers, even if they are off the network or in the hands of an unauthorized user. This software when purchased and activated provides a persistent connection to all of your computers:

  - Remotely locks the device or removes partial or all data

  - Reports demonstrated compliance with regulations such as the Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and Sarbanes-Oxley, as well as software licensing

  - Validation that data on the device has remained encrypted and uncompromised

  - Provides control of the device even if the hard drive or operating system is replaced

- **Dual-factor authentication.** This software lets you implement multiple layers of log-on authentication to strengthen defense against unauthorized access and can include facial recognition authentication. This offering strengthens our commitment to assisting our customers to achieve CJIS or HIPAA certification compliance, and supports many forms of physical and logical authentication methods.

- **MDM services.** We can help your IT staff implement MDM solutions, as well as deploy mobile devices via MDM that you can monitor, manage and update remotely. Apply security updates and software upgrades, remove unauthorized software, and keep devices well protected and under control.

- **Driver distraction software.** Reduce distraction from your mobile device while a vehicle is in motion without interfering with the transfer of voice or data. The app can be customized to display information such as maps, dispatch and CAD, even while in motion, to keep employees informed.

- **Speech-to-text software.** Increase productivity and accuracy with speech-to-text software that helps people in the field dictate reports at a rate of 140 words per minute, twice as fast as manual typing. With this app, employees such as insurance and property inspection agents can file paperwork while incidents are fresh in their minds. Police officers and other public safety workers can use downtime for paperwork while keeping their hands free and heads up to maintain situational awareness.

- **Multi-database authentication services.** Together with dual-factor authentication and speech-to-text software, this offering is part of a three-pronged strategy for a complete solution public for safety customers who are obligated to design CJIS-compliant operations.

MOBILITY APPLICATION SERVICES

Our Mobility Application Services address the unique security challenges of mobile computers, mobile device management and driver safety with software from leading partners. We can integrate them into your system via our Solution Services, deploy them on your computers before they are delivered or you can deploy them later in the field.

NOT ALL WARRANTIES ARE CREATED EQUAL

Avoid potentially catastrophic downtime by protecting your TOUGHBOOK laptops, tablets and handhelds. With a Panasonic warranty and our specialized repair services, you can speed repairs, better manage your budget, offload your internal staff from managing repairs and replacements, and prevent worker downtime. Additionally, your finance staff won't need to worry about funding unexpected repair costs (even for minor repairs) after deployment, helping them budget entire projects.

WARRANTY SERVICES

- **Standard warranty.** Our Standard warranty covers TOUGHBOOK computers from defects in materials and workmanship for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline; online access to drivers, first-aid disks, BIOS updates, tools, utilities and manuals; free overnight delivery of customer-replaceable parts and repaired units; and access to Panasonic field service personnel.

- **Extended warranty.** Extend your Standard warranty up to two additional years, stretching coverage to match your refresh cycle. Extending your warranty delivers peace of mind, uninterrupted worker productivity and significant reduction in out-of-warranty repair costs and IT workload.

ENHANCED WARRANTIES

- **Protection Plus (accidental damage coverage).** Augment our Standard warranty with no-fault accident protection. Protection Plus covers one major repair each year. And in cases when the damage is beyond repair, we will replace the entire device. With Protection Plus, your workers experience minimal disruption, and your IT staff doesn't get sidetracked with unexpected repairs. This helps you develop predictable budgets for entire projects without surprises.

- **Ultimate Care warranty.** Designed for organizations that operate in extremely challenging environments or wish to minimize risk for their mobile devices, this warranty offers the ultimate peace-of-mind coverage for unlimited device breakage. With Ultimate Care, you are covered for repairs (shipped overnight to and from our National Service Centers) or replacement of all major computer parts at no additional cost. This service can be customized to provide service-level guarantees for dead-on-arrival devices, help-desk waiting time, repair turnaround and even unit failure rates.

- **Global warranty.** With support for all TOUGHBOOK products in 180 countries around the world, this warranty protects your devices. In addition, a Global warranty covers all freight and duties for international shipments and provides service-level agreements (SLAs) for guaranteed turnaround times. When combined with Ultimate Care, your organization can eliminate the need to set up financial arrangements with international service centers. This helps avoid potential delays of overseas purchase orders or the requirement to pay via credit card for out-of-warranty repairs.

- **Smart Battery warranty.** One of the most common sources of downtime (and frustration) for field workers is a drained battery. Our Smart Battery warranty monitors battery capacity so you are prepared to switch it out when you need to, eliminating overnight emergency replacements and keeping workers productive with fresh, new batteries.

- **Hard Drive No Return warranty.** If your security policies dictate that you cannot return a hard drive for repair or replacement, you can keep your faulty drive and Panasonic will send you a replacement unit. You maintain complete control of your sensitive data at all times, as well as compliance with CJIS or HIPAA requirements.

SPECIALIZED REPAIR SERVICES

- **24-Hour Hot Swap exchange.** Get overnight delivery of a TOUGHBOOK laptop, tablet or handheld if a unit fails. Instead of waiting for a repair, you're immediately sent a device from an inventory of customer-owned, pre-imaged computers stored at our National Service Centers. Meanwhile, you send your damaged unit to Panasonic; we then repair it and place it back into your on-demand inventory.

- **Onsite service.** When you just can't send a computer to our National Service Centers, we can send Panasonic-certified technicians to your location to perform repairs onsite.

KEEP YOUR MOBILE WORKERS PRODUCTIVE AND YOUR MOBILE SOLUTION COSTS LOW WITH PANASONIC PROSERVICES.

Find out more by talking to your Account Manager, your Reseller or one of our ProServices experts.

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Panasonic CONNECT