



Panasonic ProServices

**Always at your side. Always ready.**

Planning, deployment, and repair for your Panasonic Toughbook computers and Toughpad tablets



# Because the world is a rough place to work

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic Toughbook® computers and Panasonic Toughpad® tablets for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. Toughbook and Toughpad computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, and public safety agencies.

But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their Toughbook and Toughpad devices by augmenting them with Panasonic ProServices—planning, deployment, security, repair, and replacement services that support your IT and field staffs.



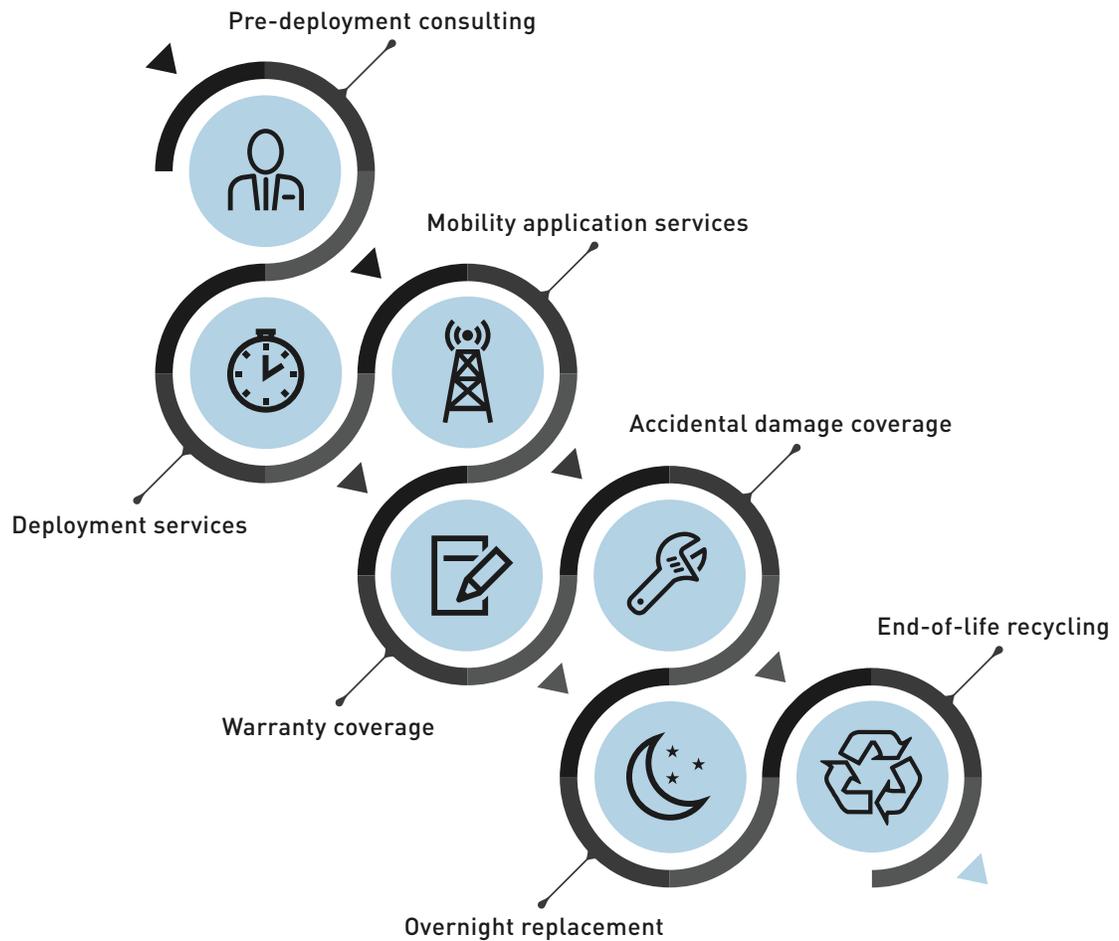
## A win-win-win

Panasonic ProServices benefit everyone in your organization who is impacted by mobile computers: your IT department, finance staff, and mobile workers.

- **Free up IT resources and speed deployment.** IT staff can focus on more strategic work by having Panasonic handle computer deployment and repairs. Plus, devices get into workers' hands sooner.
- **Reduce ownership costs.** Our low product-failure rate augmented by Panasonic ProServices means that a typical three-year refresh cycle can be stretched to four or five years with low, predictable service costs.
- **Keep mobile workers productive.** Boost mobile worker productivity by having systems configured and deployed by Panasonic. And if the need ever arises, we offer prompt repairs.

## Cradle-to-grave protection for your Panasonic Toughbook computers and Panasonic Toughpad tablets

Panasonic ProServices provide cradle-to-grave protection for your Panasonic Toughbook® computers and Panasonic Toughpad® tablets. Use ProServices to ensure uninterrupted worker productivity and low ownership costs throughout the life of your computers.



# Consulting Services

By using Panasonic ProServices Consulting Services, you get your Toughbook® and Toughpad® computer deployment off to a good start by taking advantage of the years of experience our consulting engineers have in a wide range of deployments. Specific services include:

- **System assessment.** We evaluate your current IT setup—including imaging processes, networks, encryption, and endpoint security—and make recommendations to ensure a successful Toughbook or Toughpad computer deployment with low lifelong ownership costs.
- **Worker ride-along.** For deployments involving vehicle mounts, our mobility experts accompany your field workers to observe firsthand how the computers are used in a vehicle. They recommend business process improvements and mounting solutions that will result in maximum worker productivity and comfort with minimum interruption to the job at hand.
- **Image creation and validation.** Panasonic uses industry best practices to create your master software image, test it, and ensure that there are no operating system or driver issues.
- **Training.** We can train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications.





## Panasonic National Service Center: Where your rugged computers take shape

Our deployment, repair, and replacement services take place at the Panasonic National Service Center. It's here that your Toughbook® and Toughpad® computers take shape to your specifications. We receive them from our configuration center, then stress-test, image, customize, catalog, and package them before delivery to your workers. We also repair Toughbook and Toughpad computers here—with exceptional turn times.

### Take a trip to our National Service Center. Until then, here's a quick look at why this place is, well, kind of amazing:

- **Longevity.** Our National Service Center has deployed and serviced Panasonic mobile products for nearly 30 years. People here know Panasonic products inside and out. Many customers work with the same engineers and technicians for years and know them by name. That kind of continuity is rare.
- **Factory connection.** The National Service Center works closely with our factory to stay abreast of new products and to feed repair data back to improve next-generation products. This close relationship is key to our industry-leading low product-failure rate.
- **Centrally located.** The National Service Center is located smack in the center of the United States, making it conveniently close to everywhere. We have fewer time zones and shorter mailing distances to negotiate when getting repaired computers back in workers' hands.
- **Responsiveness.** Real people, not machines, answer our phones, and give you a real-time status update about your repair. When you need to send in a computer for repair, we turn it around in two days or less.



**Seeing is believing.**

**Schedule an on-site National Service Center tour today.**

Contact your Panasonic sales representative for details and times.

# Deployment Services

Panasonic ProServices Deployment Services ensure that your Toughbook® computers and Toughpad® tablets arrive in the field as soon as possible, ready to work. We design a deployment support package that is tailor-made for your environment. It begins with stress-testing systems for a rigorous 48 hours, loading your software image onto systems and extending it to integrating third-party accessories, asset-tagging every component, and producing reports filled with configuration and deployment details—data that you can feed into your asset management system. With our deployment services, you get far more than a fleet of computers. You get customized systems that are fully integrated into your organization the moment they land in workers' hands.



## Our deployment services include:

- **100% guaranteed functionality.** 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 affix asset tags that we create or that you provide and then we record the information in a deployment report for entry into your asset management system.
- **Disk image management.** We catalog your disk image(s) at our National Service Center and keep them up to date as you make changes. As units come in for repair, we apply the latest images and return them to your workers ready to roll.
- **Online service history management.** We maintain complete service histories on all of your Toughbook® and Toughpad® computers that are sent in to our National Service Center. Your staff can monitor this history to identify service trends and identify potential user training needs.
- **Deployment report.** We create customized reports containing detailed documentation for each Toughbook and Toughpad computer. Use these reports for general asset tracking, as well as to track warranty renewals, manage wireless carrier contracts, and more. Our customers find our deployment reports invaluable.

## We can also provide:

- **Accessory integration services.** We can integrate third-party accessories such as network adapters, barcode scanners, straps, and expansion modules. Our National Service Center accepts shipments from accessory manufacturers, enters all parts into your inventory database, integrates the third-party components with your Toughbook and Toughpad computers, performs testing, and distributes your final customized computers to your employees—wherever they're located.
- **Custom BIOS.** We work with your organization to create custom BIOS for your Toughbook and Toughpad devices that show your company name on the splash screen. We also customize the machine BIOS to any settings you specify.
- **Customer logo badge.** We affix your organization's logo to your devices for increased brand awareness with customers.
- **Vehicle installation services.** We do custom in-vehicle installations so you don't have to. This helps to simplify installation planning and management, maximize worker productivity, and ensure easy serviceability.

### Keeping it simple for your sanity

Some computer manufacturers change their product models frequently, which can create problems by requiring that you manage multiple hardware and software configurations. While constantly innovating, Panasonic maintains greater consistency among product models. These efforts result in decreased image complexity and requirements. This simplifies asset management, reduces maintenance work, and lowers inventory and repair costs.



# Mobility Application Services

Mobile computers operating in rugged environments bring their own set of access and security risks—unreliable wireless connectivity, device loss and theft, and unauthorized access to confidential data. Our Mobility Application Services address these challenges with third-party software solutions. We can deploy them on your computers before they're delivered, or you can deploy them later in the field.

- **Data and device protection.** With this software, you have greater control of your Toughbook® and Toughpad® computers, even if they are off the network or in the hands of an unauthorized user. It provides a persistent connection to all of your computers and the data they contain. If a device is lost or stolen, you can lock it, or remotely remove partial or all data. Plus you can demonstrate compliance with software licensing and prove to regulatory bodies that data on the device has remained encrypted and uncompromised. And with built-in persistence, you will still have control of the device even if the hard drive or operating system is replaced.
- **Dual-factor authentication.** This software lets you implement two levels of log-on authentication to strengthen defense against unauthorized access.
- **Mobile VPN.** This solution works with Toughbook and Toughpad computer hardware to provide high-strength, secure wireless connectivity persistence so connections aren't lost at critical moments.
- **Mobile device management.** Your IT staff uses this application to remotely monitor, manage, and update mobile systems that never physically come in for IT attention. Remotely apply security updates and software upgrades, remove unauthorized software, and keep devices well protected.
- **Motion screen lock.** This software locks device screens when vehicles are in motion to improve driver safety and ensure compliance with Federal Highway Administration regulations.

# Repair and Replacement Services

With mobile workers so dependent on their computers, even a few hours of downtime can be catastrophic. By protecting your Toughbook® and Toughpad® computers with Panasonic warranty services, you will speed repairs, manage budget processes more predictably, offload your internal IT staff from unpredictable repair fire drills, and prevent interruption in productivity. Customers repeatedly tell us that Panasonic warranty services are worth every penny.

## Our repair and replacement services include:

- **Standard warranty.** Our Standard Warranty protects your Toughbook and Toughpad computers from manufacturing defects 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.
- **Protection Plus (accidental damage coverage).** Augment our Standard Warranty with no-fault accident coverage. Accidents happen in mobile work environments, and Protection Plus provides prompt repair of all major computer parts. 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 is not sidetracked with surprise repairs. Additionally, your finance staff will be happy to know that they'll never need to worry about funding unexpected repair costs (even for minor repairs) after deployment. This helps them budget entire projects without those surprises.
- **24-Hour Hot Swap Exchange.** Get overnight delivery of a Toughbook or Toughpad computer 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 Center. Meanwhile, you send your damaged unit to Panasonic. We repair and place it into your on-demand inventory.
- **On-site service.** When you just can't send a computer in to our National Service Center, we can send Panasonic certified technicians to your door to perform repairs on site.
- **Extended warranty.** Extend our three-year Standard Warranty to a fourth or fifth year, stretching warranty 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.
- **Recycling service.** Our convenient end-of-life service takes your retired devices and disposes of them in an environmentally responsible way.



**Panasonic**

**TOUGHBOOK**

## **All warranties are not created equal**

Competitors often tout free support services or boast services that sound similar to Panasonic ProServices. Just be sure to always check the fine print. With ProServices, we mean what we say, and we make good on our promises.

**Keep your mobile workers working  
and your device costs low by using  
Panasonic ProServices.**

To learn more, ask your  
Panasonic representative or reseller.

800-662-3537  
[www.us.panasonic.com/proservices](http://www.us.panasonic.com/proservices)

**Panasonic**

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