

MAINTENANCE & SUPPORT

# Maintenance Support for Mobile Workforces

Mobility creates a unique set of challenges, especially when device reliability is critical. The Panasonic ProProtect programme is designed to help our customers ensure performance and productivity in the field whilst reducing the risk of downtime through a comprehensive suite of maintenance services.



## PROTECT PLUS

ProProtect PLUS is designed to maximise the lifespan of your TOUGHBOOK devices. Every TOUGHBOOK is supported by our standard 3 year ProProtect service, but upgrading to ProProtect PLUS for 3, 4 or 5 years offer you extra peace of mind.

In addition to a 48-hour repair turnaround time for manufacturing defects and functional failures; wrap-around logistics service with packaging; update installation and device reimaging, **all ProProtect PLUS plans also include the following essential services:**



Battery Confidence Service for 3 years<sup>1</sup>



Monthly service reporting on full estate of devices



One working day of on-demand consultancy every year<sup>2</sup>



Full access to the TOUGHBOOK ServiceCloud Advanced Knowledge Base



Remote technical support – get the help you need, wherever you are<sup>2</sup>



Full health status report provided for all returned devices



Small, cosmetic repairs and reinstatement of IP integrity



**PROTECT PLUS MAINTENANCE SERVICE**  
A Panasonic Connect Mobility Service



**PROSERVICES**

# Work harder. Go further. With ProTect PLUS.



## Battery Confidence Service

Our innovative Battery Confidence Service, powered by B2M Solutions<sup>1</sup>, is included with all ProTect PLUS plans and ensures that your device battery is always at peak performance.

No more downtime from inefficient batteries and no need to hold stock just in case – we will ship out a replacement battery directly to your user when our software flags a deterioration in battery health.

## Battery Confidence\*



Included in:



**PROTECT PLUS**



**PROTECT PLUS Premium**

\*First 3 years only

Choose ProTect PLUS when you purchase your device and rest assured your TOUGHBOOK will always be working at peak performance.

SKU	Solution Service
<a href="#">PCPE-PROTP3-V</a>	TOUGHBOOK ProTect PLUS Full Maintenance Service 3 Years
<a href="#">PCPE-PROTP4-V</a>	TOUGHBOOK ProTect PLUS Full Maintenance Service 4 Years
<a href="#">PCPE-PROTP5-V</a>	TOUGHBOOK ProTect PLUS Full Maintenance Service 5 Years

1. Requires installation of Elemez software client for real time monitoring. 2. Only available for fleets of 50 devices or more.



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POWERED BY **B2M**  
SOLUTIONS



**PROSERVICES**