



BECAUSE YOUR TIME IS WORTH IT.

OVERVIEW - Panasonic's Hot Swap Management provides your users with next-business-day delivery of a customer-owned Toughbook® laptop when their Toughbook PC requires service. This Hot Swap unit will be configured with your organization's gold disk image. Once the Hot Swap is received, your user will ship their unit to our National Service Center for repair and restocking. This service minimizes downtime and maximizes productivity.

SERVICE BENEFITS

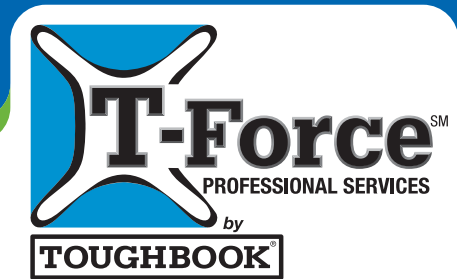
- Reduce mobile support burden on your organization's IT resources.
- Optimize organizational and customer satisfaction levels.
- Enhance user productivity by minimizing downtime when units are sent in for service.



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HOT SWAP MANAGEMENT

THE TOUGH TEAM BEHIND THE MACHINE.SM



Service Description

The Hot Swap Management program requires customer-owned Toughbook PCs to be stored at our National Service Center. All Toughbook computers stored will be configured to your organization's requirements and maintained with your organization's current gold disk image. To ensure your Hot Swap units are maintained with your current image, your organization may send an updated image to our National Service Center as new applications are deployed to your users or up to once a quarter.

When your user calls the Panasonic Technical Support hotline, our representative will either resolve the user's problem over the phone or ship a Hot Swap for next-business-day delivery. With this service, Panasonic will provide your organization's users with the support they need to stay productive. Additionally, there will be no shipping charges to and from our National Service Center within the United States for all in-warranty Toughbook computers covered by this program.

Service Procedures

- Your organization's user initiates a Hot Swap request by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine coverage and the source of the problem. If it is determined that a Hot Swap is required, our representative will request the following information:
 - Name
 - Business address-user location
 - Unit model and serial number
 - Date of failure
 - Description of problem
- The Panasonic representative will work with your user to coordinate the shipment of a Hot Swap unit and the return of your user's original unit.
- All requests received by 3PM Eastern time will have a Hot Swap Toughbook PC sent out for next-business-day arrival within the United States.
- Upon receipt of the Hot Swap unit, your user will complete the necessary documentation and ship their original unit to our National Service Center.
- After Panasonic receives your user's original unit, our National Service Center will repair the unit, re-image the hard drive and return it to your organization's Hot Swap inventory.

Pricing Information

Hot Swap Management must be purchased as part of the original Toughbook computer sale.

SKU	DESCRIPTION	PRICE*
CF-SVCHSM3Y	3-Year Hot Swap Management	\$110 ea.
CF-SVCHSM4Y	4-Year Hot Swap Management	\$140 ea.
CF-SVCHSM5Y	5-Year Hot Swap Management	\$180 ea.

*Specifications and prices subject to change without notice.

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