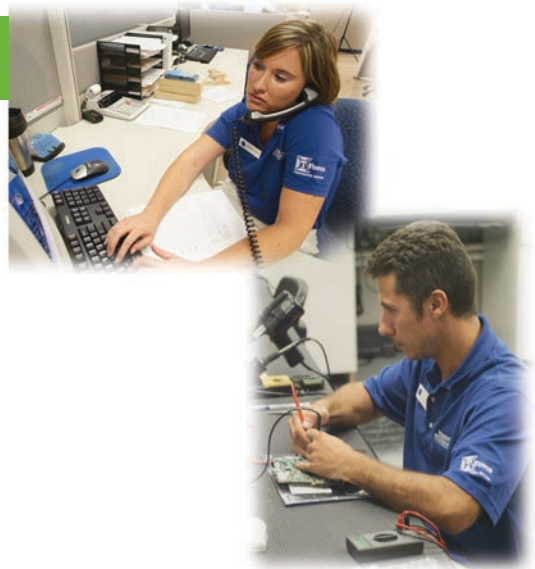


INCREASE ORGANIZATIONAL PRODUCTIVITY.

OVERVIEW - Panasonic's Online Service Analysis gives your organization the power to proactively monitor your Toughbook® PC service data on a password-protected website. Your organization's administrators will be able to view repair data and generate customized charts, graphs and reports. To perform service trend analysis in a timely and accurate manner, your administrators will also be able to sort service data by department, model, date and failure type. This may allow your organization to improve uptime of your mobile workforce.

SERVICE BENEFITS

- Track service data easily without the investment of an internal system.
- Improve your organization's overall productivity by performing service trend analysis.
- Export service data into Microsoft Excel® for further analysis.



ONLINE SERVICE ANALYSIS

THE TOUGH TEAM BEHIND THE MACHINE.SM



Service Description

Online Service Analysis provides your administrators with the ability to log on to a password-protected site to view your organization's Toughbook service data. Our representatives record repair-related data every time your organization's users call the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year. The data our representatives enter into the system includes the RMA number with the date it was issued, initial diagnosis based on our representative's conversation with your user, actual diagnosis based on a technician's review of the unit, and the tracking number for shipment to your user. Your administrators will be able to generate customized charts and graphs to report on the service data. This system also provides your users with an easy way to identify issues that could compromise your organization's productivity. Additionally, pre-defined exception reporting and notifications are available.

Reports

The site provides on-demand reports on your Toughbook laptops serviced at our National Service Center. Reports can be summarized and customized based on your organization's requirements. All reports can be sorted by department, model, date and failure type. The most commonly used reports are:

- Failure Detail Report
- Service Report
- RMAs Not Received

Alerts

Your organization's administrators are able to set up "watches" or exception reports based on pre-defined events. Proactive exception reporting allows for faster identification of issues that could impact your organization's productivity. Examples of alerts your administrators can receive are:

- Pre-determined number of RMAs is surpassed
- Failure rate exceeded for certain components
- Warranty expirations on your Toughbook computers

Pricing Information

SKU	DESCRIPTION	PRICE*
CF-SVCCR3Y	3-Year Online Service Analysis	\$30 ea.
CF-SVCCR4Y	4-Year Online Service Analysis	\$40 ea.
CF-SVCCR5Y	5-Year Online Service Analysis	\$50 ea.

*Specifications and prices subject to change without notice.

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