

TOUGHBOOK®

service diagnostics



Harley-Davidson Milwaukee, Wisconsin

For more than a decade, Panasonic Computer Solutions Company has produced the transportation industry's most reliable mobile PCs—legendary Panasonic Toughbooks. Rugged and wireless, the fully-rugged Toughbook 30 and the semi-rugged Toughbook 51 offer total computing solutions, allowing service technicians to maximize their uptime and productivity no matter where their jobs may take them.

Unlike commercial-grade notebooks, award-winning Toughbooks are built with magnesium alloy cases and shock-mounted hard drives to withstand the harshest conditions of the service bay. So when it came time for Harley Davidson® to re-evaluate the Digital Technician Diagnostic tool used by the worldwide dealer network of 1450 dealers/service centers, they wanted to be sure that the laptop enhanced the overall excitement and satisfaction of owning a Harley-Davidson motorcycle. The decision was made to replace the Digital Technician PCs with rugged, reliable and wireless Panasonic Toughbook® notebook PCs for Digital Technician II. As a result of Toughbook success in the field, the natural choice was to move forward with a second deployment of Toughbooks.



toughbook 51

The requirements were for a durable, dependable laptop that they could rely on both indoors and outdoors, year-round. So Harley-Davidson has decided to offer the dealers two laptop options, the fully-rugged Toughbook 30 and the semi-rugged Toughbook 51. Although the Toughbook 51 is not as rugged and durable as the fully-rugged Toughbook 30, it is still superior to any commercial-grade laptop. With the Toughbook 30, dealers will experience maximum uptime and productivity that a fully-rugged laptop brings to the service bay.

The rugged new Panasonic Toughbook 30 is quickly establishing itself as the favorite of automotive service centers due to its industry-leading reliability, touchscreen LCD and ability to withstand the drops, bangs, jolts, spills and vibrations that are part and parcel of the service/diagnostics area. Additionally, the Toughbook 30 boasts the world's brightest LCD screen, for a clear view even in direct sunlight.



toughbook 30

The semi-rugged Toughbook 51 offers the power of a desktop PC in a durable package, with a generous 15-inch LCD and shock-mounted removable hard drive. The Toughbook 51 is ideal for mobile professionals who want maximum computing power wherever their work takes them.

In addition to the rugged Toughbook construction and world-class reliability, Panasonic's ability to provide global consistency in both a hardware platform and in Warranty/Professional Services is invaluable to Harley-Davidson. The company knows that in the event a Digital Technician II Toughbook does need repairs, they'll get industry benchmark turnaround time from Panasonic.

When equipped with rugged and reliable Panasonic Toughbooks as part of the Digital Technician II program, Harley-Davidson service and diagnostic technicians experience dramatic increases in productivity. For service managers, this means being able to book more repairs each day. For Harley-Davidson's customers, it means a higher level of service quality that builds loyalty and adds even more satisfaction to the overall Harley-Davidson experience.

challenge

- Provide worldwide dealers with a rugged and reliable mobile computing device ensuring maximum uptime and customer satisfaction

solution

Panasonic Toughbook 30s and 51s deployed throughout the worldwide dealer network as a result of proven success with Toughbooks in the field.

result

Toughbook durability and reliability greatly reduces failure rates while increasing uptime, productivity and dealer satisfaction.

visit:
panasonic.com/toughbook/transportation

Panasonic ideas for life



Panasonic recommends Windows® XP Professional

wireless, mobile and built to withstand the abuse of the service bay—day in, day out**the price of mobility**

Whether performing diagnostic tests or repairing autos, trucks or recreational vehicles, service technicians equipped with notebook PCs can be productive anywhere, anytime. However, most laptops are not designed for work away from an office and are at a significantly greater risk of being damaged.

In work settings as demanding as those found in the service bay, laptop damage can occur in a number of ways: drops, spills, dirt, dust, extreme temperatures and vibration. If a laptop fails, there can be significant repercussions. Even a brief period of downtime has a ripple effect that can impact workforce productivity and customer satisfaction.

the rugged mobile computing solution for service diagnostics

Panasonic recognizes the importance of protecting notebook PCs from the challenging environments that service technicians face every day. That's why we've developed legendary Panasonic Toughbooks®—rugged mobile PCs that protect those components most frequently damaged. The result: maximum uptime and productivity at a **lower total cost of ownership**.

lower cost of ownership

Lower failure rates mean fewer repair expenses and less downtime. Panasonic Toughbooks average better than 15% lower total cost of ownership over three years compared to commercial-grade notebooks. This translates to hundreds of dollars per unit.

**daylight-readable LCD with touchscreen**

Toughbooks' daylight-readable color LCDs offer optimal viewing—from the brightest outdoor sunlight to inside the service bay. With touchscreens, enter data via keyboard, stylus or with the touch of a finger for easy navigation through icon-driven software and drop-down menus.

putting the tough in toughbooks

Fully-rugged Toughbooks are designed using MIL-STD-810F environmental testing procedures for drops, shocks, altitude, vibration, dust and water resistance, and high- and low-temperature resistance. With durability designed into every seal, hinge and connector, Toughbooks ensure maximum uptime and industry-leading reliability.

