



VOLVO

Volvo of North America Rockleigh, New Jersey

As a world leader in the automotive industry, Volvo is dedicated to providing its customers with superior products and services. Volvo was among the first to deploy mobile computers to its technicians in their service bays. The service specialists in charge of the technology upgrade realized that a regular mobile PC couldn't withstand the greasy and grimy environment of a service bay. So, they chose to deploy Panasonic Toughbooks® integrated with their proprietary software.

The total mobile computing solution allows Volvo technicians to run diagnostic tests on vehicles as well as perform preventive maintenance. Ralph Antinori, a Volvo service technician, sums it up, "We pretty much use [the Toughbook] for diagnostic checking by plugging the unit in and making sure everything is working all right with the car." Volvo's service technicians also use the Toughbooks to upload work orders and check parts inventories remotely. Antinori continues,



"We pretty much use [the Toughbook] for diagnostic checking, by plugging the unit in and making sure everything is working all right with the car."

"The Toughbook is a nice, smaller laptop that we can just carry around with us and bring it to wherever the car is. It gives us a lot more mobility than the past system."

Toughbooks are built with magnesium alloy cases, shock-mounted hard drives and spill-resistant keyboards and touchpads. These features enable



them to withstand the abuse that comes with working in a service bay. Technicians equipped with rugged ultra-portable Toughbooks make Volvo's service bays more cost-effective. Bert Wate, Volvo service specialist, explains, "More service pieces will lower the number of technicians per PC, and it will give the technicians better availability to service information. [The service process] will go faster and in the end it will influence the customer satisfaction level."

Volvo like many other companies, is always looking for ways to reduce costs while increasing overall customer satisfaction levels. Toughbooks have made it easy for Volvo to reduce overhead costs in their service bays while improving the speed and quality of service.

challenge

- Streamline testing by giving technicians access to more information
- Improve customer satisfaction by performing maintenance services faster
- Allow technicians to be more mobile while checking cars even when outside the service bay

solution

Panasonic Toughbooks with proprietary software were deployed to their service bay technicians

result

Panasonic Toughbooks have made Volvo's service bays more efficient and cost-effective

For more information about Panasonic's full line of Toughbook mobile PCs for transportation:

call:
1.800.662.3537, option 8

email:
toughbooktransportation@us.panasonic.com

visit:
panasonic.com/toughbook/transportation



Panasonic recommends Windows Vista™ Business.

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

the panasonic toughbook promise

No two customers are the same, so our goal is to provide tailored solutions and seamless management to EACH and EVERY customer. With Panasonic, you know we are with you every step of the way, because our relationship begins, not ends, when the sale is made.

Hands-on management at every stage of deployment

Rugged to ultra-portable products

Lowest failure rates in the industry

Tailored professional services

Technical Service Managers for troubleshooting in the field

TOUGHBOOK TOTAL SOLUTION MANAGEMENT

US based 24/7 customer support

Core manufacturer for superior engineering

Unrivaled product configuration options

Vertical sales experts who know your business

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**.



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.

embedded wireless

For over a decade, Panasonic has been the leading provider of wireless mobile computing solutions. Our success in the wireless arena has been painstakingly built on consistent high quality and reliable performance, and no one does it better. Panasonic's embedded wireless solutions are designed, developed and manufactured with OEM modules and built-in antennas to provide the most robust performance in the industry. Toughbooks are engineered for access to all current technologies:

• CDMA • 1xRTT • GSM/GPRS • EDGE • EV-DO • HSDPA

Toughbooks utilize Intel® Centrino® Mobile Technology for seamless connectivity to local networks and can be configured with Bluetooth® technology for connectivity to local printers, headsets and networks.

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.

