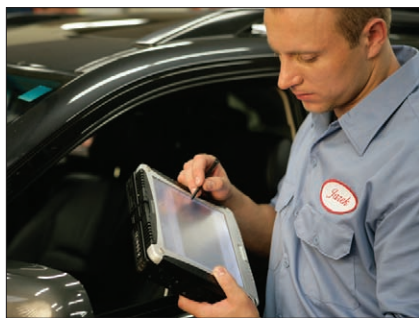**Snap-on**

Snap-on Diagnostics Lincolnshire, Illinois

Snap-on Incorporated is a global leader in professional tools, diagnostics and equipment. Snap-on has assembled the industry's most complete portfolio of technology including hand tools, power tools, industrial tools, tool storage products, tool boxes, automotive diagnostics and shop equipment.
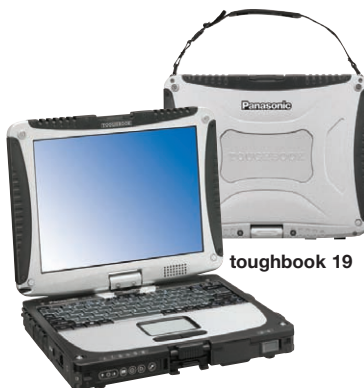
Snap-on's ShopStream is a breakthrough workflow process designed for both Mitchell 1 and ShopKey—the industry's finest software suites. ShopStream integrates the technicians' diagnostic hardware and software with the front office's business management software and repair information system. Everyone in the shop can now be literally on "the same page" with every vehicle, including repair history, current information, service recommendations and approval, parts ordering, service diagnostics, TSBs and Recall information, component operation, final invoice and details of service/repairs.

The Toughbook Connection

In designing ShopStream, Snap-on needed a rugged and reliable notebook PC to work with—one that was dependable enough to recommend to shop owners with the purchase of the software. Snap-on chose Panasonic Toughbooks®.

The rugged Panasonic Toughbook 18 has been the favorite of automotive diagnostic and repair shops due to its industry-leading reliability, touchscreen/handwriting-friendly LCD and ability to withstand the drops, bangs, jolts, spills and vibrations that are part and parcel of the service area. Today, the Toughbook 19 succeeds the model 18 with expanded wireless capabilities and a patented anti-glare coated LCD for superior daylight viewing.

toughbook 19

In addition to the rugged construction, Toughbooks' three-year warranty and industry-leading Professional Services are invaluable to automotive service providers. Shop owners know that in the event a Toughbook does need repairs, they'll get industry benchmark turnaround time from Panasonic.

When equipped with rugged and reliable Panasonic Toughbooks running Snap-on's ShopStream-enabled software, automotive service technicians experience dramatic increases in productivity. For shop owners, this means being able to book more repairs each day. For parts suppliers, it means more accurate orders and faster deliveries. For shop customers, it means a level of quality service that's going to build even greater loyalty.

challenge

- Create the world's most valued automotive service productivity solution

solution

Panasonic Toughbook 18s were deployed running Snap-on's ShopStream Integrated Diagnostics software

result

For the first time, diagnostic and component testing capabilities have been integrated to make every aspect of automotive service and repair software-based and PC-driven

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 ideas for life

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.

INDEPENDENT
MIL-STD-810F COMPLIANT
AGENCY TESTED

Integrated wireless antennas safeguard mobile operation

Internal dampers and seals prevent component damage

Sealed LCD provides extra protection against moisture and dust

RS232 serial port

Rugged hinge design is tested for 50,000 rotations

Environmental seals protect all ports and connectors from moisture and dust

Secure door protects the PC card slot

Flexible connectors between the hard drive and system board protect against the transfer of shock from drops and bumps

Magnesium alloy case protects against bumps, drops and knocks

Screen film protects touchscreen from scratches and wear

Screen coatings offer optimum visibility in any lighting condition

Sealed keyboard and touchpad protect against damage from spills

Secured doors over battery and shock-mounted hard drive

Damping materials insulate the hard drive against vibration and drop shock

intel Centrino Duo

Panasonic
ideas for life