



## RAPID REPLACEMENT SERVICE

**When fast has to be really fast: Replacement devices within 24 hours**

Panasonic's standard 96-hour turnaround for replacement machines is the industry's best-in-class. But Toughbook or Toughpad devices are so critical for some of our customers that they need an even faster service.

Although our failures rates are much lower than the industry standard, the chances are your device won't let you down but accidents do happen.

If you do have a damaged or failed device, with our **Rapid Replacement Service** devices can be replaced within 24 hours from a pre-arranged replacement stock. You can choose to return repaired devices into the replacement stock, or swap the repaired and replacement devices so the user receives their original device back.

It's fast, flexible, and entirely focused on keeping your users productive, connected and effective.



**TOUGHBOOK**

**TOUGHPAD**



**PROSERVICES**



## BESPOKE SERVICE

You can define the Rapid Replacement Service that is most suitable for you, and make your replacement stock arrangement part of an individual SLA with Panasonic or one of our partners.



## EUROPEAN SERVICE

The service is available throughout Europe, protecting productivity and reducing downtime across your organisation.

# RAPID REPLACEMENT SERVICE OPTIONS



### Three-stage service

- Panasonic delivers a replacement device directly to the end-user and collects the broken device for repair.
- The broken device is repaired and fully tested by Panasonic.
- The repaired device is then returned to the dedicated replacement stock.

### Four-stage service

- Panasonic delivers a replacement device directly to the end-user and collects the broken device for repair.
- The broken device is repaired and fully tested by Panasonic.
- Panasonic returns the repaired device to the original user.
- The replacement device is collected by Panasonic and returned to the replacement stock.

Replacement requests need to be placed before 15:00 GMT. Delivery options of pre-09:00 (UK only), pre-12:00 and next day are available, dependant on the delivery location. The Helpdesk is currently available Monday – Friday 08:00 – 17:00 GMT. (All Bank Holidays across the EU are covered, but we are closed for Christmas, Boxing Day and New Year's Day).

**Panasonic Toughbook Service Cloud** provides 24/7 support for arranging/tracking RMA, and an online technical knowledge base.

There's more to downtime than lost productivity. User frustration, service disruptions and the time it takes to get back up to speed once everything is fixed, all contribute to the true cost of even a small technical failure. With the Panasonic Rapid Replacement Service, the impact of a device failure is kept to the very minimum, with a like-for-like device getting the user back on track within less than 24 hours. It's designed to make sure you can always deliver great service to your customers.

To learn more or to discuss your specific requirements, please contact: [proservices@eu.panasonic.com](mailto:proservices@eu.panasonic.com)

**TOUGHBOOK**

**TOUGHPAD**



**PROSERVICES**

For more information please visit [www.toughbook.eu/ProTect](http://www.toughbook.eu/ProTect)