

**Panasonic**  
**CONNECT**

**TOUGHBOOK**



**PROTECT PLUS**

Full-Maintenance Services

**Work harder. Go further.**  
Tailored support for your TOUGHBOOK devices

# Work worry-free with **ProTect PLUS**

You've already chosen the toughest range of devices and accessories out there. Now, let's keep you working. Back up your tough, hardworking hardware with an equally reliable **ProTect PLUS** full-maintenance service.

Every TOUGHBOOK is supported by our standard three year ProTect service, but our dedicated maintenance program **ProTect PLUS** offers extra peace of mind – and the flexibility to add the premium service modules you need.

Simply choose **ProTect PLUS** when you purchase your device and rest assured your hardware and software will always be working at peak performance.

Work harder. Go further. With **ProTect PLUS**.



## Unbeatable service meets shockproof technology

Whatever your goal – keeping your teams active during a lengthy device fix, or protection from external impacts – there's a **ProTect PLUS** full-maintenance plan to meet your needs.

Every **ProTect PLUS** plan offers the following essential services<sup>1</sup> as standard:



Maintenance service for normal wear and tear and manufacturing faults



Proactive battery replacement for the first three years<sup>2</sup>



Monthly service reporting on full estate of devices



One working day of on-demand consultancy every year<sup>3</sup>



Full access to the TOUGHBOOK ServiceCloud Advanced Knowledge Base



Remote technical support – get the help you need, wherever you are<sup>3</sup>



Full health status report provided for all returned devices



Small, cosmetic repairs and reinstatement of IP integrity

# ProTect PLUS Premium Add-Ons



For the ultimate protection, choose from our **ProTect PLUS Premium** maintenance plans and add the extra protection you need to meet your usage profile.



## What's your priority?

Whether you want real-time device health and performance visibility, protection for workforce productivity against device breakages, or super-fast device fix turnarounds, simply add the Premium modules you need to your **ProTect PLUS** package and you're covered.



### Infinity Full-Maintenance

If unexpected or unpredicted events affect device functionality, we will repair your device or replace it with an identical or comparable unit to keep your workforce operational.



### Device Management

Managing a fleet of mobile devices in rugged environments requires special measures. Rely on our experience to provide you the optimum managed service on a case-by-case approach.



### Remote Device Monitoring - TOUGHBOOK Smart Essentials

For real-time insight into the health, usage and performance of your mobile device estate, choose our hardware-agnostic cloud-based software service.



### Software Maintenance

Managing multiple software applications for mobile workforces can require expert intervention. We have the experts – and experience – to provide an optimum managed service.



### Self-Maintenance (training and spare parts access)

Our training will get your staff certified to the right service level to access spare parts and carry out basic repairs in-house.



### Rapid Replacement

Sometimes, only next-to zero device downtime will do. Choose our Rapid Replacement Service and we'll ship you a replacement on the same day your device goes down.



### Return without SSD

Should your device be sent for repair, or you need a replacement, retaining your original SSD helps maintain data security.



### Alternative Packaging

Our Alternative Packaging option means all devices, whether incoming or outgoing, are shipped in a single recycled box.



### Global Service

Our TOUGHBOOK Service Centres and Authorised TOUGHBOOK Service Partners provide a full service for mobile users in more than 175 countries.

# Tailored Support

Pick the **ProTect** plan that suits you.



## **PROTECT**

3 years

Included as standard with all new TOUGHBOOK devices:

- Repair of manufacturing defects and functional failures
- Packaging and logistics service
- 48-hour repair turnaround
- Device reimaging
- Software, firmware and driver updates
- Repair by specialist TOUGHBOOK technicians
- Access to TOUGHBOOK Service Cloud self-service portal



## **PROTECT PLUS**

3, 4 or 5 years

Everything included in ProTect as well as:

- Proactive battery replacement for the first three years
- Monthly service reporting on full estate of devices
- One working day of on-demand consultancy every year<sup>3</sup>
- Full access to the TOUGHBOOK ServiceCloud Advanced Knowledge Base
- Remote technical support – get the help you need, wherever you are<sup>3</sup>
- Full health status report provided for all returned devices
- Small, cosmetic repairs and reinstatement of IP integrity



## **PROTECT PLUS Premium**

3, 4 or 5 years

Includes everything in ProTect PLUS as well as your chosen module(s):

- Infinity Maintenance Service
- Remote Device Monitoring
- Self-Maintenance: Training & Spare Parts Access
- Return without SSD
- Global Service
- Device Management
- Software Maintenance
- Rapid Replacement
- Alternative Packaging





## **PROTECT PLUS**

**ProTect your investment.  
ProTect your technology.**

Talk to our team today.

[www.toughbook.eu/protect](http://www.toughbook.eu/protect)  
[proservices@eu.panasonic.com](mailto:proservices@eu.panasonic.com)