

MAINTENANCE & SUPPORT

Maintenance Support for Mobile Workforces



Mobility creates a unique set of challenges, especially when device reliability is critical. The Panasonic ProProtect programme is designed to help our customers ensure performance and productivity in the field whilst reducing the risk of downtime through a comprehensive suite of maintenance services.



PROTECT PLUS

ProProtect PLUS is designed to maximise the lifespan of your TOUGHBOOK devices. Every TOUGHBOOK is supported by our standard 3 year ProProtect service, but upgrading to ProProtect PLUS for 3, 4 or 5 years offer you extra peace of mind.

In addition to a 48-hour repair turnaround time for manufacturing defects and functional failures; wrap-around logistics service with packaging; update installation and device reimaging, **all ProProtect PLUS plans also include the following essential services:**



Battery Confidence
Service for 3 years¹



Monthly service reporting
on full estate of devices



One working day of
on-demand consultancy
every year²



Full access to the
TOUGHBOOK
Knowledge Base



Remote technical support – get the help
you need, wherever you are²



Full health status report
provided for all returned devices



Small, cosmetic repairs and
reinstatement of IP integrity



PROTECT PLUS MAINTENANCE SERVICE

A Panasonic Connect Mobility Service



PROSERVICES

Work harder. Go further. With ProTest PLUS.

Battery Confidence Service

Our innovative Battery Confidence Service, powered by B2M¹, is included with all ProTest PLUS plans and ensures that your device battery is always at peak performance.

No more downtime from inefficient batteries and no need to hold stock just in case – we will ship out a replacement battery directly to your user when our software flags a deterioration in battery health.



Battery Confidence*



Included in:



**PROTECT
PLUS**



**PROTECT
PLUS Premium**

*First 3 years only

Choose ProTest PLUS when you purchase your device and rest assured your TOUGHBOOK will always be working at peak performance.

SKU	Solution Service
PCPE-PROTP3-V	TOUGHBOOK ProTest PLUS Full Maintenance Service 3 Years
PCPE-PROTP4-V	TOUGHBOOK ProTest PLUS Full Maintenance Service 4 Years
PCPE-PROTP5-V	TOUGHBOOK ProTest PLUS Full Maintenance Service 5 Years

1. Requires installation of software client for real time monitoring. 2. Only available for fleets of 50 devices or more.



PROTECT PLUS MAINTENANCE SERVICE
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POWERED BY
B2M
SOLUTIONS



PROSERVICES