

**World-class support
starts with TOUGHBOOK.
And it never stops.**



At Panasonic TOUGHBOOK, providing the highest level of service to our customers is critical to our business. Because we know it's critical to yours.

**According
to Gartner¹ 77%**

**of B2B buyers state that their
latest purchase decision was
very complex or difficult.**

At TOUGHBOOK, it's our mission to make things easier for you – from the buying decision right through to configurations, repairs and even the product's end-of-life.

Engineered with TCO top-of-mind

When devices deployed across your network break down, the associated costs can significantly spike the total cost of ownership. Meaning your initial investment is key.



79% of the workforce reports **at least one problem** with their mobile devices, batteries, apps and/or network connections each month. The vast majority of these take **30 minutes or longer to resolve.**²



Frontline workers identified the **greatest costs and business impacts**² of mobility issues.



18% of a company's notebooks require repair of some kind during a year. While **11.5% of devices are likely to fail the first year**, by year five, the likelihood of failure nearly doubles to 21.3%.³



Straight out of the box, our devices come with market-leading warranty options. Three-year warranties are standard, with options available to extend up to five years, reducing the frequency of fleet turnover.

Only 0.09% of new units were recorded as arriving damaged (measured within 90 days of receipt by the customer).

So when you partner with TOUGHBOOK, reliability comes built in.

Our devices typically have a **sub-2% failure rate**⁴ meaning costs stay low as productivity stays high.

At every stage, from pre-sale to purchase and deployment, our experts are on-hand to provide:



Fast turnaround and repairs – all trackable via our service centre



Technical consultancy



Local, multi-lingual engineers



Business-specific support and problem-solving wherever you are in the world.



**We're setting
the standard for
customer experience**



45,000+
incidents with
99.8% resolved



99.9%
answer rate
on calls



**Benchmarked
among the best**

Awarded a Net Promoter
Score (NPS) of 74



74



**Delivering on the
promise of our founder**



Good service is meant to please customers, but the service giver should feel pleasure in it too. To please customers and be pleased in turn is service in the true sense of the word. "

Konosuke Matsushita - founder of Panasonic

High-speed device repair and turnaround



10/10

'Very good communication.'

10/10

'They were professionals on the support side with clear instructions.'

10/10

'The repair turnaround time was exceptionally fast. Fantastic work!'

10/10

'Great and fast communication with support'

10/10

'A superb service. 110% satisfied.'

Wherever you work, whenever you need us, we'll be right by your side.

Any questions?

Whatever your challenge, find expert support for your business.

GET IN TOUCH

¹ Gartner – Buyer Enablement Guide

² B2M Solutions – 6th Annual State of Enterprise Mobility Report

³ IDC White Paper – Pay Now, Save Later: The Business Case for Rugged Devices

⁴ Ruggedmobilityforbusiness.com – How TOUGHBOOK Warranties Improve the Total Cost of Ownership