

Buyer's Guide to Fleet Management Mobile Solutions: Making the Right Choice



MANAGING FLEET VEHICLES IN THE FIELD

BUYER'S CHECKLIST



Finding the right fleet management solution

Panasonic Connect can help you customize the right fleet management solution for your business that combines industry-leading fleet management applications with rugged mobile devices, value-added professional services and exceptional support. Keep the following considerations in mind while you're looking for the right fleet management solution.

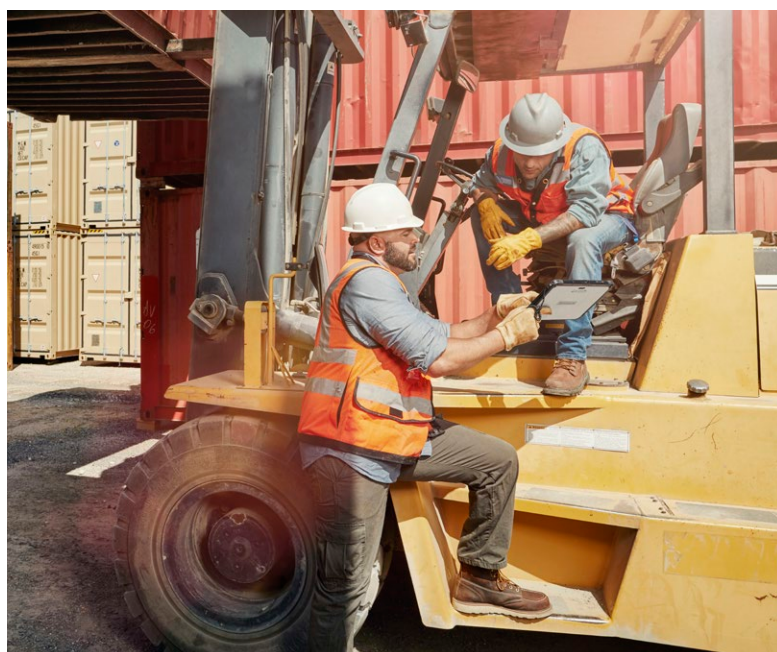
Applications

Applications are the tools that allow you to get all that valuable insight from the data you're collecting.

When looking for a fleet management solution, be sure to determine exactly what functionality you need and if a specific software has the features that are most important to you. Ask yourself:

- ✓ What insights and information will help you manage your fleet better?
- ✓ How intuitive is the user interface and features?
- ✓ How easily can you access and view the information you want?
- ✓ What kind of reports are available and are they customizable?
- ✓ Does the software allow you to set up alerts and alarms?
- ✓ Does the solution integrate with your existing systems?

Panasonic Connect works with industry-leading partners to provide complete solutions with software and accessory solutions that help companies get the most out of their rugged devices. We also offer reliable and proven accessories from leading partners designed to work specifically with Panasonic TOUGHBOOK® mobile devices and to help make using your device easier and more convenient. Accessories include vehicle mounts, docks, adaptors, chargers, styluses, antennas, routers, mobile printers, and hand and shoulder straps.



THE RIGHT DEVICE



Hardware

Look for devices that are simple to use, carry and maintain. Make sure they will work reliably in the types of environments your field technicians typically experience. These environments can include extreme weather and temperatures, dust and dirt. You want to ensure devices can stand up to these conditions and handle accidental drops as well, so they won't fail at the worst moment. Ask yourself:

- ✓ What are the physical environments these devices will be used in?
- ✓ How will technicians hold on to or carry these devices along with their other gear?
- ✓ What type of device would work best—laptop, tablet or 2-in-1 device?
- ✓ Is the hardware durable and effective enough for your needs?
- ✓ Is the device easy to use and navigate?
- ✓ Will technicians have a hard time seeing information on the screen in direct sunlight, wind or rain?
- ✓ Can technicians input data while wearing gloves?

Panasonic TOUGHBOOK devices include laptops, 2-in-1 devices and tablets that provide:

- **Rugged durability**—that meets military standards (MIL-SPEC) and ingress protection (IP) standards for withstanding bumps, dust, dirt, moisture, vibration, extreme temperatures and weather, spills, and drops in a physically active environment.
- **Industry leading reliability**—based on a comparison of device failure rates that shows TOUGHBOOK rugged devices are 72% more reliable than other rugged devices.² TOUGHBOOK boasts the lowest failure rate in the industry for laptops at 3%.²
- **Ease of use**—touchscreens that users can operate while wearing heavy gloves, large programmable buttons for common applications and display options that enable users to read the screen in sunlight or darkness.



2: Compares Panasonic actual data for TOUGHBOOK computers to data gathered by IDC on consumer and rugged laptops, tablets, and handheld devices and reported in The Case for Deploying Rugged Devices in Your Organization. IDC (November 2021) ►

ESSENTIAL SERVICES AND SUPPORT



IT services

When choosing a fleet management solution, keep in mind additional services you may typically need. IT services can help ensure a successful deployment and free your in-house IT team up to focus on more business-critical issues. Ask yourself:

- ✓ Do you need assistance in planning, testing and preparing for your solution?
- ✓ How do you plan to deploy it?
- ✓ Can your IT department configure the solution across multiple devices, including software?
- ✓ How will devices be maintained and managed, and by whom?

Panasonic Connect has a range of robust service options to specifically help fleet managers plan for, select, deploy and manage their solutions with ease and confidence, including:

- **Development and integration services**—for solutions running in a Windows® environment, including developer tools, consultation, design and implementation to migrate existing fleet management software to upgraded mobile devices.
- **Kitting and deployment services**—that can get your TOUGHBOOK mobile devices into the field quickly, packaged and configured to work right out of the box and with third-party accessories such as network adaptors, barcode scanners, straps/holsters and expansion modules. Panasonic kitting services also align with green strategies because they reduce the number of packing boxes and overall waste.
- **Device health and battery monitoring**—with TOUGHBOOK Smart Essentials Service Suite, a cloud-based tool that gives you real-time information to help you understand how your devices are operating. Smart Essentials identifies underutilized devices or those not operating well and why and monitors battery health, so you are never caught without power. In some cases, TOUGHBOOK devices are “self-healing.” For example, a TOUGHBOOK 40 or 55 knows when to order its own battery.
- **Security applications**—that defend your TOUGHBOOK devices against risk of cyberattacks with secure, third-party software for device and data protection.

Support

One of the biggest considerations when selecting a fleet management solution should be the quality and range of a vendor's technical support and customer service. In fact, it's one of the top criteria for selecting a mobile device, following hardware performance and functionality. Make sure you understand the specifics of how the vendor provides support and ongoing service. Ask yourself:

- ✓ How does the vendor's customer service compare with your expectations?
- ✓ Is service and support available 24/7?
- ✓ Is the level of service you need included in the price of the solution or is it priced separately?
- ✓ What are other customers saying about the vendor's level of support and service?

THE RIGHT PEOPLE



Panasonic Connect offers industry-leading support and is rated measurably higher than other rugged vendors for device performance and functionality as well as customer service and technical support.⁴ That combination of hardware performance and innovation plus customer service and engineering support sets Panasonic Connect apart from its peers.

Strong warranties and add-on services from Panasonic Connect include a robust basic warranty, as well as extended warranty services and augmented services, such as accidental damage coverage, 24-hour “hot swap” or exchange service, or even on-site service.

Industry expertise

Success in deploying and maintaining your fleet management solution requires a vendor who understands vehicles and today's IT infrastructure environments. Ask yourself:

- ✓ Does the company understand your job requirements within the context of fleet management?
- ✓ Are you sure that the vendor understands the industry enough to assist you in choosing the right devices and applications for your specific needs?
- ✓ Will that vendor be able to offer you guidance and assistance in deployment and management of the solution?

Panasonic Connect has years of experience providing mobile solutions for fleet management. We've been making Panasonic TOUGHBOOK rugged devices for more than 25 years—purpose-built to overcome tough challenges and to perform flawlessly in every moment that matters. Our devices have kept pace with the needs of companies and field workers and continue to set the standard for durable, reliable, purpose-built hardware. Plus, our deep bench of business and technology expertise means we can offer a robust set of services in the industry.

Customer relationship

No matter how incredible the solution, a poor customer relationship can kill a deal or become a headache over time. Having a good relationship with your vendor is vital to the success of your deployment. Ask yourself:

- ✓ How does the company prefer to work with customers?
- ✓ What kind of working relationship can you expect?
- ✓ Will the company provide references or other customers you can talk to?

Panasonic Connect has a solid reputation for strong customer relationships. Teams work closely with customers throughout the sales process to understand what they need and to make sure the solution they choose results in a successful deployment. Our goal is to become your trusted advisor, so we stick around after the sale and continue to support your company's digital transformation

⁴: Customer Service and Client Engagement: How Strong Vendor Relationships Drive Customer Satisfaction. VDC Research (2020) ►



TOUGHBOOK FOR FLEET MANAGERS

Panasonic Connect mobile technology can give deep insight to fleet managers so they can keep their fleet and field technicians productive and efficient.

**TO LEARN MORE, VISIT TOUGHBOOK MOBILE SOLUTIONS FOR
VEHICLE DIAGNOSTICS, REPAIR AND FLEET MANAGEMENT ►**

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