

Panasonic

Panasonic recommends Windows.



KONICA MINOLTA

TOUGH PAD FZ-G1

Konica Minolta delivers industry leading customer service using Panasonic Toughpad tablets



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www.toughbook.eu

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Specialising in Managed Print and Document Management Solutions, Konica Minolta works in partnerships with SME, enterprise, public sector organisations and central government departments across the UK to streamline their business processes, reduce costs and increase efficiencies.

When Konica Minolta undertook a ground-up review of its customer service, the organisation decided that it wanted to set the standard for service in its industry using real-time information to underpin its customer support and exceed customer expectations. They quickly realised that support from the best technology was going to be essential for their 280 field service technicians to meet their goals.

"When we saw the Panasonic Toughpad FZ-G1 tablet we knew we had the right device," said Ged Cranny, Head of Direct Service at Konica Minolta. "It was robust enough for fieldwork, ran a Windows operating system to conform with our existing IT systems, had a range of customisable options and all the communications capabilities we required, such as cameras, 3G and 4G options and GPS."

The Panasonic Toughpad tablets have replaced the field service technician's ageing PDA's and laptops with a single new device, which is revolutionising the way they operate.

"We have been able to re-engineer the way we work to provide industry leading service to our customers, improving response times, repair times and cutting customer downtime," said Ged.

The Panasonic Toughpad tablets are connected in real-time, using 3G or 4G connections, to the Cognito workflow system, which provides each virtual job sheet for the technicians. The technicians also have access to the company's ERP system and a secure cloud environment hosting all the technical information they might need.

When a technician now visits any one of Konica Minolta's Multifunctional Devices or Printers in the UK, the service technicians have all the information they need at their fingertips to make a fast and efficient service visit.

The virtual job sheet contains 256 pieces of information about the call, the customer and the machine history; with additional, more detailed information available at the click of a button. The technicians can use the tablet as a diagnostic device by plugging the customer's machine into the Toughpad. The tablet can be used to update a machine's firmware. Technicians can take photos or videos to send to the central helpdesk for assistance. Engineers can even use video conferencing facilities to attend virtual meetings rather than travelling to a regional office, meaning they have more time to spend with customers.

"All this functionality means that we can improve our first time fix rate and the quality of fix, providing our customers with increased reliability and a better experience," said Ged.

And the real-time information provided by the Konica Minolta technicians around the world is helping to continuously improve the quality of the company's products both today and for the next generation.

"If a technician identifies an issue with a product overnight in America, our technicians can instantly access that information and benefit from that knowledge. In addition, all the data, information and knowledge we acquire in the field is instantly available to our development teams and production factories in Japan. This information helps develop improvements in the next generation of products, in line with our customer usage patterns," explained Ged.

From carrying multiple devices, ringing support teams for information and physically recording information in log books that remain with the machines, the technicians working day has been transformed by using the Panasonic Toughpad tablet and an integrated technology infrastructure.

"Our aim is to have the information the technicians need never more than three clicks away," said Ged. "We are achieving that goal, our customers are benefitting and even before the roll-out was complete our technicians were already having more ideas about how they could use the tablets to further improve their service."

The Panasonic Toughpad FZ-G1 tablet

The fully rugged Toughpad FZ-G1 tablet sets the new benchmark for outdoor viewable tablets making it ideal for field workforces in outdoor scenarios. With its capacitive, 10-finger multi-touch display and digitizer pen and flexible configurable ports this Windows 8.1 device can be used to view high definition documentation and images in the field whilst benefitting from connectivity options to ensure data is always available when needed. The flexible configuration port gives business users the legacy port options they require in a compact, fully rugged and lightweight form factor.

- Intel® Core™ i5-4310U vPro Processor
- Windows 8.1 Pro Update
- Next generation IPSa outdoor display technology
- 10.1" high brightness WUXGA (1920x1200) display (up to 800cd/m²)
- Capacitive 10 finger multi-touchscreen + digitizer
- 180cm shock resistant*
- Water and dust resistant (IP65)*
- Up to 10 hours battery life with user replaceable battery
- Optional Hot swap function
- Flexible configuration port (serial, LAN, micro SD or USB 2.0)
- Lightweight design - weights approx. 1.1kg
- 3 year standard warranty

* Tested by an independent third party lab following MIL-STD-810G and IEC 60529, Sections 13.4, 13.6.2, 14.2.5 and 14.3



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