Panasonic CONNECT

TOUGHBOOK

TOUGHBOOK Smart Service
Powered by B2M Solutions

POWERED BY B2M SOLUTIONS

Anticipate, measure and react in real-time to maximise your workforce productivity

Anticipate, measure and react in real-time to maximise your workforce productivity

Ensuring maximum productivity and utilisation of your mobile devices is critical to the success of your business. TOUGHBOOK Smart Service provides you with the unique ability to gather and analyse data from deployed mobile devices and gain actionable insights that enable you to eliminate the issues that prevent you from obtaining the performance results you had planned on. We can enable you to make more informed decisions, take faster action and measure results in new ways.

Our analytics are a scalable, cloud-based Software-as-a-Service solution, compatible with any mobile device management/enterprise mobility management (MDM/EMM) solution. TOUGHBOOK Smart Service software captures, aggregates, analyses, stores and reports on

mobile device behaviour and attributes such as signal strength, battery performance and application usage for unprecedented visibility into the health and utilisation of your mobile devices.

Mobile device performance analytics provides visibility into the issues that prevent people from optimising the use of their mobile devices and maximising the return on investment. It enables you to identify root causes of issues and implement corrective actions. Real-time operational views identify problems as they happen and correlate that information with the event that caused them, giving you the opportunity to find a solution before problems become significant. This is the crucial information you need to keep mission-critical mobile devices working.

INTERACTIVE DASHBOARD

The dashboard provides a robust summary of critical information on your entire device population, exposing current and potential issues. It brings the most important information to your attention in a format that is easy to understand and use, all in real-time. The dashboard provides:

- Critical event notifications
- Real-time updates on device health & utilisation
- Drill-down capabilities
- Easy to understand graphs and charts
- Critical information at your fingertips, provided with a clear natural-language description of what is happening
- Full suite of APIs available to consume all dashboard information in your own way through Business Intelligence platforms, Microsoft ExcelTM or your own custom development

APPLICATION USAGE

Mobile device performance analytics gives you a better understanding of applications installed on your deployed devices, telling you:

- Which applications are being used the most, for how long and how they're affecting device performance and worker productivity
- Exactly how your devices are being used in the field
- Correlations between installed applications, version history and device performance

BATTERY MONITORING

Battery monitoring provides information on battery performance, discharge rates, charging cycles and life expectancy based on learned patterns. Using this critical information allows you to:

- Discover root causes of rapid battery discharges, including specific applications
- Proactively resolve battery issues
- Avoid unplanned downtime and improve worker productivity
- Only replace batteries when truly necessary, by isolating battery issues related to poor battery health versus battery issues related to applications and other device-specific events draining a perfectly healthy battery

DISRUPTIVE EVENTS

Mobile device performance analytics continually analyses device behaviour and notifies you of statistically relevant events in real-time, offering unprecedented insight into device disruptions and reboots, allowing you to:

- Identify devices experiencing the most disruptions and reboots—issues that have a direct impact on worker productivity
- Review real-time feedback on software patches and bug fixes
- Determine the effectiveness of corrective actions
- Isolate device issues versus user issues

TOUGHBOOK

TOUGHBOOK Smart Service is available both at point of sale and at any time during the life cycle of your TOUGHBOOK devices.

TOUGHBOOK Smart Service can be used on any Windows device.

SKU	DESCRIPTION
UKEB2UUPN3-A	TOUGHBOOK Smart Service 3 year licence

For more information or to arrange a demo, please contact your Panasonic representative or visit oc.connect.panasonic.com.au/smart-service-b2m