

SUPPORTING SOFTWARE

Enterprise Mobility Intelligence™ – Turning Insight Into Action

Your frontline workers depend on reliable and connected mobile computing solutions to remain productive. But complex problems with these mobile solutions, which often go unreported, are impacting their productivity, increasing costs and damaging the reputation of your brand.

TOUGHBOOK Smart Service, powered by Emeze from B2M Solutions, is an intelligent software-based service from Panasonic, designed with hyper-mobile users in mind. We take real-time Enterprise Mobility Intelligence™ data gathered from your mobile devices and use our expertise to optimise their performance and help solve mobility issues.

Our expert service takes away the time and complexity involved in interpreting data to solve mobility challenges such as these:



Eliminate battery issues



Identify and understand connectivity challenges



Locate lost devices



Identify underutilised assets and applications



Track, analyse and understand device reboots



Stop data overages



TOUGHBOOK SMART SERVICE
A Panasonic Connect Mobility Service



PROSERVICES

Get Visibility. Take Control.



Often, poor user experience stems from factors beyond hardware, such as **connectivity issues, software interruptions, firmware updates, and user errors** - making detection time-consuming for IT departments.

How We Can Help



Smart Monitoring

By deploying TOUGHBOOK Smart Service across your entire mobile estate, we will have visibility of your devices and can proactively flag mobility issues, and recommend swift remedies, before they cause disruption.



Mobility Troubleshooting

When challenges like connectivity black spots, frequent forced restarts, and short battery life start to affect your mobile workforce, deploying TOUGHBOOK Smart Service onto selected devices enables us to investigate and recommend solutions to mitigate those issues.

How Does It Work?

1

Deploy TOUGHBOOK Smart Service to your mobile devices.

2

Panasonic experts analyse the data gathered.

3

We provide a report* indicating everything that could be problematic.

4

We make recommendations to enable you to remedy any potential situation quickly.

5

We will also send you alerts if anything urgent is flagged.

Our team of experts truly understand mobile working, and by providing access to engineering resources if specific issues arise, we can quickly and efficiently diagnose and solve field issues that affect user productivity, taking the headache away from your IT teams.

To ensure a holistic view of your mobile estate, TOUGHBOOK Smart Service supports most modern Android or Windows mobile device.



Get In Touch

With our experts today to discuss your requirements or to organise a trial.

*Report frequency depends on the service purchased.



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