

**Panasonic**  
BUSINESS

**TOUGHBOOK**

 Windows 10



**PRODUCTIVITY**

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WHITEPAPER:

# RUGGED MOBILE COMPUTING IN ACTION FOR INDUSTRIAL AND MANUFACTURING

A Better Life, A Better World

# RUGGED MOBILE COMPUTING IN ACTION FOR INDUSTRIAL AND MANUFACTURING

## How users and businesses benefit with Panasonic TOUGHBOOK

As a manufacturer with over 100 years of experience, Panasonic is uniquely placed to be able to work in partnership with industrial and manufacturing decision makers. The shared goal? To deliver rugged mobile computing solutions that perfect productivity for today's digitally-enabled production lines and MRO field technicians.

**The following customer stories show exactly how Panasonic TOUGHBOOK devices are being used to transform working and drive efficiency within the manufacturing sector.**



# SIEMENS

## Driving efficiency for maintenance engineers

The Rolling Stock Business of Siemens Mobility Ltd has issued its 550 train maintenance engineers with rugged Panasonic TOUGHBOOK devices at 11 train maintenance depots across the UK.

Siemens wanted a major technology refresh for its production engineers, moving from a pool of diagnostic laptops to a standardised, personal issue mobile computing device to meet its modern business needs. The team needed the new device to be able to:



Connect to train systems for diagnosis and software upgrades.



Provide online access to Siemens' Management Maintenance System for work order management and real-time parts exchange tracking at depots and outstations.



Provide access to Vehicle Maintenance Instructions (VMI) and the electronic schematics of trains.



Give workers access to Siemens' corporate applications, including email and the Employee Service Portal, as well as a device to use for health and safety applications, such as 4 Steps to Zero Harm.

Siemens assessed a wide range of devices to see which best met its needs. Up to 150 engineers were given the opportunity to test a Panasonic TOUGHBOOK 20 detachable laptop in operation and to answer questions on its suitability. The TOUGHBOOK device was unanimously chosen by Siemens' engineers, who praised its 2-in-1 design, ease of use and lightweight build. The different ports on the TOUGHBOOK 20 were considered especially useful as both modern and legacy train use a variety of connections to run diagnostics and software upgrades.



Panasonic worked closely with Siemens to adapt the device for use specifically in their work environment. A smartcard reader was integrated into every device for Siemens employees to use their standard corporate login protocols. The Panasonic design team also adapted the rotating hand straps on the device to incorporate the smartcard reader and added shoulder straps to support workers following a Human Factor Work Assessment carried out by Siemens. Docking stations for the units have been installed to enable teams to see detailed schematics more clearly on bigger screens when necessary. Panasonic also advised on optimising the devices for use with Siemens chosen operating system and device image.

Following the completed rollout in late 2018, the Siemens team now has a device fit for the future. The ability to work with one standardised device for health and safety, diagnostics, maintenance and communications is set to transform productivity within the business.



“The richness of data we are capturing in real-time is improving the maintenance process and will ultimately improve our forecasting and planning capabilities to make maintenance as efficient and effective as possible - minimising train downtime.”

**CHARLES DAVIES,  
SIEMENS PROJECT MANAGER**





## Better communications, more productivity

PHS Compliance has equipped its Portable Appliance Testing engineers with rugged TOUGHBOOK N1 handheld tablets to improve productivity and communications when safety testing electrical appliances across the UK.

Switching from a leading PDA manufacturer, PHS Compliance chose the slim and lightweight 4.7" TOUGHBOOK handheld for its enhanced functionality. The device features an angled rear barcode reader which protects users from repetitive strain and enhances productivity. It also includes an optional passive and active pen for precise handwriting and signature capture.

Rolled out to a total of almost 500 PHS Compliance mobile engineers, the N1 devices are being used to access key applications, such as receiving jobs and downloading and transferring test results back to head office. As well as mobile telephone capabilities, the engineers can also use the new devices for access to maps and central office applications, such as WebExpenses and the HR System.



### RECOMMENDED BY FIELD TECHNICIANS:

“The new Panasonic TOUGHBOOK has undoubtedly improved the way I work. I can simply click on a specific job and then on to the postcode which brings up Google Maps. It has saved me time and I don't need to have more than one device on my windscreen. I have also saved time by being able to quickly download my test results and sign jobs off.”

**SHAUN WILKINSON,  
PAT ENGINEER, PHS COMPLIANCE**

The devices aren't just helping to improve productivity for PAT engineers either. They will also be used by teams carrying out services such as fire safety checks and project engineers installing LED lighting replacement schemes to help organisations reduce energy costs and carbon emissions.

Thanks to its fully-rugged design, with MIL-STD-810G certification, IP67 rating, and 1.8 metre drop resistance, the N1 also offers PHS Compliance all the benefits of a long unit life-span, from minimised downtime to a very low total cost of ownership.





**Panasonic TOUGHBOOK is the European market leader for rugged notebooks and tablets. Industrial and manufacturing organisations continue to look to us for technology that transforms productivity.**

Learn more about the specific benefits of TOUGHBOOK devices for the manufacturing specialist by sending an email to [panasonic@insidemarketing.co.uk](mailto:panasonic@insidemarketing.co.uk).