

TOUGHBOOK

Computers for the Outside World™

Panasonic recommends Microsoft® Windows® XP Professional



Toughbooks in action

Toughbook PCs keep Iveco on the road

IVECO

Iveco is one of the largest manufacturers of commercial vehicles and diesel engines in the world. All of their vehicles are designed for commercial or public service use, so it's imperative that maintenance is carried out quickly and effectively.

And with such a wide range of vehicles with increasingly complex engines, it's impossible for any engineer to have an in-depth knowledge of every one.

Iveco produced a computerised 'knowledge base' that tells the engineers all they need to know to diagnose and fix a problem. In their eyes, the Toughbook CF-18 is the only PC that would support their platform and be robust enough to work reliably in a workshop or on the road.

"One of the things that makes me a unique customer to Panasonic is: I was the one that chose them. They didn't sell me just a product, it was a total solution that stood up to all the tests I did and provided all the support I needed. At the end of the day it was simply the best solution for the job."

Claus Hoffman, Senior Technical Manager.

www.toughbook-europe.com

Panasonic
ideas for life

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Keeping Iveco out in front

Technology is at the core of Iveco's business. Their vehicles are incredibly advanced and use complex state-of-the-art computer systems. With up to 17 computers running each vehicle, the interacting systems are too much for every engineer to be an expert on any particular vehicle.

To give every engineer expert knowledge at their fingertips, Iveco needed a total solution. It needed to be a product that could withstand the tough environment, on and off-site.

Moving up a gear

Before the introduction of Toughbooks in May 2004, much of the engineers' work was paper-based. Vehicle checks would be conducted with a clipboard and pen, and of course, grease and grime would often ruin paperwork making orders illegible. Now it's all done on the Toughbook.

It wasn't such a big step for the engineers either

The Toughbook CF-18 can fold into a tablet layout with touchscreen technology enabling every engineer to do their checks in the same way as before. And thanks to the built-in Bluetooth®, each CF-18 connects to a network helping each workshop reduce their non-productive labour time and make for a safer wireless working environment.

Toughbooks on the move

Out on the road, the CF-18 can connect with the office and the rest of the Iveco network. Equipped with GPRS technology, it can communicate via the internet with

Iveco specialists around the world. GPRS also makes ordering parts easy – requests are sent to central control, and the parts dispatched automatically.

The ruggedisation of the Toughbook is absolutely vital to Iveco's engineers. Whether in the workshop or out on the road, they are liable to be bumped, dropped, exposed to liquids or become dirty. Thankfully the CF-18 can handle these elements and battery failure is hardly an issue – the standard 7.5 hour battery life is ample.

Setting the wheels in motion

Iveco first contacted Panasonic in the Summer of 2003, and asked them to team up with Picotech (a market leader in PC oscilloscope technology that specialises in automotive diagnosis systems) to provide a viable solution to off-site diagnostics. The resultant Automotive Diagnostics Kit combined with Eltrac software, which allows for all testing, turns the Toughbook PC into a powerful tool that enables engineers to find and rectify problems, or test specific components and calibrations wherever they are.

The ultimate safety feature

The total Electronic Advanced System (E.A.S.Y) solution as well as the sheer robustness of the Toughbook, was central to Iveco's decision to specify Panasonic. But the critical factor was the bespoke 24-hour repair service supporting Toughbook across Europe. Panasonic have provided a global warranty for 4 years.

"The service backup is extremely critical – because we are in a situation where, if a truck stops for 4 hours, it usually means a replacement vehicle. If a PC breaks down we can't repair a truck within that time."

Claus Hoffman, Senior Technical Manager (top right image).

To make sure engineers suffer as little downtime as possible, Panasonic provide engineers with a replacement Toughbook within 24 hours. The original unit is then returned when fully functional.

And every machine includes language specific interfaces and Iveco branding tailored for each user.

The way forward

Iveco now plans to equip their 30,000 global engineering force with Toughbooks – so the close working relationship that Panasonic and Iveco now share will become even stronger.



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IVECO

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ELTRAC

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