



Panasonic recommends Windows.

PUBLIC SECTOR SERVICE PACKAGE

ENHANCE THE EFFICIENCY OF YOUR MOBILE WORKFORCE

Upgrade to a rugged, reliable Panasonic Toughbook®

When reliability matters most and failure isn't an option, public safety professionals count on Panasonic Toughbook laptops and tablets to get the job done. Engineered and configured for mobile workforces like yours, dependable Panasonic computers keep your agency informed and efficient. Day after day, call after call, our rugged, reliable mobile computers withstand on-the-job drops, dust, splashes and grime to thrive and survive in the harshest weather, terrain and environments.

MAINTAIN SAFETY AND EFFICIENCY WITH THE PUBLIC SECTOR SERVICE PACKAGE



With mobile workers so dependent on their computers, every hour of downtime can be expensive or even catastrophic to public service. By purchasing a Toughbook laptop or tablet with the Public Sector Service Package you'll get services tailored to fit the unique requirements of your government agency. From deployment, to warranty and repairs, all the way through end-of-life of your device, Panasonic will be there to support your team.



Panasonic's Deployment Services ensure that your Toughbook® laptops arrive in the field ready to work and customized for your environment. It begins with stress-testing systems for a rigorous 48 hours, validating your image for maximum capability, loading your image onto systems, integrating third-party accessories, asset-tagging every component, and producing reports filled with configuration and deployment details—data that you can feed into your asset management system. Your units arrive imaged, assembled, charged, tagged, and documented.

Panasonic's field engineering team will meet with you regularly to review service history, analyze trends, and consult on the latest changes that apply to your systems. A current copy of your image is kept on file at the Panasonic National Service Center, allowing our technicians to quickly and accurately re-create any issues experienced in the field. If a replacement hard drive is required, the current image is deployed prior to delivery.



Once your devices are being utilized in mobile work environments, we know accidents happen and that is why Panasonic provides prompt repair or replacement of all major computer parts at no additional cost. And in cases when the damage is beyond repair, we will replace the entire device. With the Public Sector Service Package, your workers experience minimal disruption, and your IT staff is not sidetracked with surprise repairs. Additionally, your finance staff will be happy to know that they'll never need to worry about funding unexpected repair costs (even for minor repairs) after deployment. This helps them budget entire projects without those surprises.



Panasonic understands the importance of data management in the public sector environment. The Public Sector Service Package allows your organization to keep the hard drive when we send out a replacement hard drive. This ensures the security of your organization's sensitive data, simplifies the technical support process for your organization's users, and reduces administrative costs associated with getting hard drive replacements out.

Enhance the efficiency of your mobile workforce with the **Panasonic Public Sector Service Package**. Designed for the specialized requirements of your government agency, to enable your team to do more for less:

- Competitive Pricing
- Enhanced Technology
- Premier Services
- Increased Availability
- Competitive Configuration
- Deployment Support



When your Toughbook® devices have served its useful life, Panasonic is there to help with end of life processing. Our team will consult with you to capture any remaining value in the devices, and/or provide asset pick up, recycling, and disposal services. **All included with your Panasonic Public Sector Service Package**

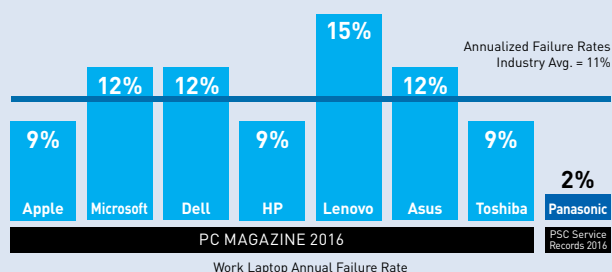
- Select Toughbook laptop and tablets go beyond the standard safety testing to achieve ANSI 12.12.01-2000 certification¹ and are TAA-compliant, approved for government deployment.
- Panasonic and its partners design a wide assortment of heavy-duty docks, mounts and other peripherals—including barcode scanners, printers and magstripe readers—to expand and enhance the Toughbook capabilities.
- Panasonic values keeping backward compatibility to allow customers to save the expense and hassle of replacing vehicle docks every time a new model is introduced.
- Panasonic is the only major manufacturer that designs, builds and tests its mobile devices in its own factory - allowing quality control, consistency and parts availability to be monitored every step of the way.
- Not only is a Toughbook purpose-built to withstand extreme mobile environments, but it has the exclusive Panasonic ProServices support team standing behind it.

To help ensure uninterrupted worker productivity and efficiency, Panasonic offers support and services throughout the lifecycle of your mobile computing device.

Panasonic ProServices for Toughbook include:

- Pre-deployment consulting
- Engineering design and field engineering
- Deployment services (imaging, asset tagging, etc.)
- Warranty coverage and maintenance services
- Mobile Security Services
- Mobile Device Management
- Hard drive replacement
- End of life recycling

INDUSTRY AVERAGE FAILURE RATE



*Comparing Panasonic actual data for Toughbook computers to PC Magazine reader-reported data for competitors.

¹ ANSI 12.12.01-2000 certification for safe operation in areas where potentially explosive or flammable substances may be present.

PUBLIC SECTOR SERVICE PACKAGE

TOUGHBOOK MODELS AND SKUS:



TOUGHBOOK CF-54

STANDARD	PREMIUM	ELITE RFID	ELITE FP
CF-54D3-00VM features include Intel Core i5, 14" Non-Touch Display, 256GB SSD, 4GB, 4G Modem and Emissive Backlit Keyboard.	CF-54F5-00VM features include Intel Core i5, 14" Gloved Multi Touch Display, 256GB SSD, 8GB, Emissive Backlit Keyboard, 4G Modem and GPS.	CF-54F5-01VM features include Intel Core i5, 14" Gloved Multi Touch Display, 256GB SSD, 8GB, GPS, Contactless Smartcard/NFC, 4G Modem and Emissive Backlit Keyboard.	CF-54F5-02VM features include Intel Core i5, 14" Gloved Multi Touch Display, 256GB SSD, 8GB, GPS, Emissive Backlit Keyboard, 4G Modem and Fingerprint Reader.



TOUGHBOOK CF-19

STANDARD	PREMIUM	ELITE
CF-19ZA-007M features include Intel Core i5, 10.1" XGA 5-pt Multi Touch Display + Digitizer, 4GB, 256GB SSD, 4G Modem, Windows 7 Embedded and Emissive Backlit Keyboard.	CF-19ZA-027M features include Intel Core i5, 10.1" XGA 5-pt Multi Touch Display + Digitizer, 8GB, 256GB SSD, GPS, 4G Modem, Windows 7 Embedded, Fingerprint Reader and Emissive Backlit Keyboard.	CF-19ZA-017M features include Intel Core i5, 10.1" XGA 5-pt Multi Touch Display + Digitizer, 8GB, 256GB SSD, GPS, Emissive Backlit Keyboard, 4G Modem and Windows 7 Embedded.



TOUGHBOOK CF-31

STANDARD	PREMIUM	ELITE	ELITE XL
CF-3117-00VM features include Intel Core i5, 13.1" XGA Touch Display, 4GB, 256GB SSD, 4G Modem and Emissive Backlit Keyboard.	CF-3113-00VM features include Intel Core i5, 13.1" XGA Touch Display, 8GB, 256GB SSD, GPS, 4G Modem and Emissive Backlit Keyboard.	CF-3113-01VM features include Intel Core i5, 13.1" XGA Touch Display, 8GB, 256GB SSD, GPS, Emissive Backlit Keyboard, 4G Modem and Fingerprint Reader.	CF-3113-02VM features include Intel Core i7, 13.1" XGA Touch Display, 16GB, 512GB SSD, GPS, Emissive Backlit Keyboard, 4G Modem and Fingerprint Reader.



TOUGHBOOK CF-20

STANDARD	PREMIUM	ELITE	ELITE RFID	ELITE FP
CF-20C5-00VM features include Intel Core m5, 10.1" Gloved Multi Touch Display + Digitizer, 8GB, 256GB SSD, 4G Modem and Emissive Backlit Keyboard.	CF-20C5-01VM features include Intel Core m5, 10.1" Gloved Multi Touch Display + Digitizer, 8GB, 256GB SSD, Battery Bridge, 4G Modem and Emissive Backlit Keyboard.	CF-20C5-02VM features include Intel Core m5, 10.1" Gloved Multi Touch Display + Digitizer, 8GB, 256GB SSD, Battery Bridge, Emissive Backlit Keyboard, 4G Modem and 2D Bar Laser.	CF-20C0-00VM features include Intel Core m5, 10.1" Gloved Multi Touch Display + Digitizer, 8GB, 256GB SSD, Battery Bridge, Emissive Backlit Keyboard, 2D Bar Laser, 4G Modem and Contactless Smartcard/NFC.	CF-20C0-01VM features include Intel Core m5, 10.1" Gloved Multi Touch Display + Digitizer, 8GB, 256GB SSD, Battery Bridge, Emissive Backlit Keyboard, 2D Bar Laser, Contactless Smartcard/NFC, 4G Modem and Fingerprint Reader.



TOUGHPAD FZ-G1

STANDARD USB	STANDARD LAN	PREMIUM	ELITE RFID	ELITE GPS
FZ-G1P5-08VM features include Intel Core i5, 10.1" 10-pt Gloved Multi Touch Display + Digitizer, 256GB SSD, 8GB, Dual Pass and 2nd USB.	FZ-G1P5-09VM features include Intel Core i5, 10.1" 10-pt Gloved Multi Touch Display + Digitizer, 256GB SSD, 8GB, Bluetooth, Dual Pass and LAN.	FZ-G1P5-10VM features include Intel Core i5, 10.1" 10-pt Gloved Multi Touch Display + Digitizer, 256GB SSD, 8GB, Dual Pass and 2D Bar LED.	FZ-G1P5-11VM features include Intel Core i5, 10.1" 10-pt Gloved Multi Touch Display + Digitizer, 256GB SSD, 8GB, Bluetooth, 2D Bar LED and Long Life Battery.	FZ-G1P5-12VM features include Intel Core i5, 10.1" 10-pt Gloved Multi Touch Display + Digitizer, 256GB SSD, 8GB, Dual Pass, Contactless SmartCard/RFID, GPS and Long Life Battery.

SERVICE OVERVIEW

WARRANTY, DEPLOYMENT & PROTECTION SERVICES



PROTECTION PLUS SERVICES

The Protection Plus warranty provides added peace of mind to your organization. It covers repairs that result from accidental damage during regular use. Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, and modification by anyone other than our National Service Center or a Panasonic Authorized Service Provider, and damage that is attributable to acts of God.

All system components, except consumable items, are covered under this warranty. Consumable items include the battery, battery charger, stylus pens and printing on the keyboard. Panasonic may elect to repair or replace the damaged unit, at our discretion, with a model of equal or greater value. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.



HARD DRIVE WARRANTY SERVICES

Panasonic's Hard Drive Warranty allows your organization to keep the hard drive when we send out a replacement hard drive to your user, or when your computer needs to be sent to our National Service Center. This ensures the security of sensitive data in line with HIPPA or CJIS requirements. All Toughbook® computers come with our Priority Exchange program as part of the Standard Toughbook Warranty to get user-replaceable parts to our organization quickly. Typically, our Priority Exchange program requires your user to return the replaced part. The Hard Drive warranty eliminates that requirement.



DEPLOYMENT SERVICES

Panasonic's Deployment Services are an effective and efficient management solution for your organization. Deployment Services can place "ready to use" Toughbook® laptops and tablets in your hands right out of the box. Panasonic's Deployment Team will work directly with you to provide a deployment solution specific to your needs. Whether you need custom imaging, asset tagging, branding or kitting, with our selection of deployment options, we are sure to find a solution for your project.

- **Disk Image Management** – Once the Gold Image has been confirmed and used for Deployment services, the NSC will retain the Customer Image on file. Our Image Server has several elements of redundancy and back up to ensure 100% availability, in addition to having no access outside of our company's internal technical network to maximize Security. Customers may update their Gold Image on file as often as they see fit up to once per quarter. Once the new Gold Image has been updated, that image can be supplied via HDD, FTP or DVD to the NSC to replace the prior version. This Gold Image will be utilized for imaging all units arriving to the NSC for service that need a replacement HDD, a reimage to solve a software issue, or a Total Loss Replacement at no additional charge to the customer. This service ensures that all units returning to the field are not only ready for immediate field use from a hardware standpoint, but also the software as well. Minimizing the impact of a Toughbook repair on the customer's internal IT resources.
- **48-hour Burn in Testing** – Most electronic components fail within the first 48 hours of usage. The National Service Center will stress test the units running them under heavy load for 48 straight hours. This ensures a zero percent failure rate at deployment.
- **Initial Imaging of Fleet** – Burn in your gold image onto your fleet before they arrive. This allows your units to be deployment ready as soon as they arrive.
- **Asset Tracking** – Panasonic's Asset Management system gives your organization's administrators a flexible way to view all your computer assets. We will enter your organization's information into our database as part of the deployment process. Our web-based tool makes it easy for your organization to print reports and quickly change user and asset information. Your administrators will have the ability to track and report on your organization's Toughbook assets as well as other mobile deployment-related assets. The system's reports are completely flexible and can be sorted by unit type, unit class, department, asset number and cost center. The most commonly used reports are Asset Detail, Asset Summary, Entitlement and Out-of-Warranty.
- **Online Service Analysis** – The Panasonic On-Line Customer Portal is a web based application that offers real-time 24/7 visibility into repair history, canned reports, repair status, and alerts. In addition it gives the ability for customers to generate their own RMAs with ease. There are several levels of permission allowing the Customer to assign and administrator, yet also have peripheral users that can only access specific areas of the site, data or process options. Set up and on-going training is included as well via the NSC.

TOUGHBOOK® 20



Panasonic Toughbook® CF-20 Specs

Available in five feature levels to meet specialized workforce needs, this rugged, lightweight laptop easily detaches to become a 10.1" tablet. Its durable MIL-STD-810G and IP65 design, plus magnesium alloy chassis easily takes the abuse of most job situations. At just 3.9 pounds, this 2-in-1 machine excels for work on the go, and a built-in handle functions as a kickstand for on-the-job flexibility.

	STANDARD	PREMIUM	ELITE	ELITE RFID	ELITE FP
Toughbook 20	CF-20C5-00VM	CF-20C5-01VM	CF-20C5-02VM	CF-20C0-00VM	CF-20C0-01VM
Operating System	Windows 10 Professional ¹	Windows 10 Professional ¹	Windows 10 Professional ¹	Windows 10 Professional ¹	Windows 10 Professional ¹
CPU	Intel® Core™ m5	Intel® Core™ m5	Intel® Core™ m5	Intel® Core™ m5	Intel® Core™ m5
Touch Display	Gloved Multi Touch + Digitizer	Gloved Multi Touch + Digitizer	Gloved Multi Touch + Digitizer	Gloved Multi Touch + Digitizer	Gloved Multi Touch + Digitizer
Screen Size	10.1"	10.1"	10.1"	10.1"	10.1"
Memory	8GB	8GB	8GB	8GB	8GB
SSD	256GB SSD	256GB SSD	256GB SSD	256GB SSD	256GB SSD
SSD Heater	■	■	■	■	■
Fingerprint					■
Contactless Smart Card				■	
Backlit Keyboard	■	■	■	■	■
Carry Handle	■	■	■	■	■
MIL-STD-810G Certified ⁴	■	■	■	■	■
Webcam	■	■	■	■	■
IP Certified ⁴	IP65	IP65	IP65	IP65	IP65
MIL-STD-810G Drop Rating	4' drop [5' tablet only] ⁴	4' drop [5' tablet only] ⁴	4' drop [5' tablet only] ⁴	4' drop [5' tablet only] ⁴	4' drop [5' tablet only] ⁴
Weight (lbs.)	3.9	3.9	3.9	3.9	3.9
2nd Battery	Optional	Optional	Optional	Optional	Optional
2D Barcode			■	■	■
3 Year Warranty	■	■	■	■	■
Dedicated Emergency Key	■	■	■	■	■
Bridge Battery		■	■	■	■
Battery Life	10 hours	10 hours	10 hours	10 hours	10 hours
Wi-Fi/Bluetooth®	■	■	■	■	■
4G Modem w/GPS	■	■	■	■	■
Antenna Pass Through	Dual	Dual	Dual	Dual	Dual

¹ A full set of Windows® 7 or 8 drivers are available. Learn more about downgrade rights: www.microsoft.com/OEM/en/licensing/sblcensing/Pages/downgrade_rights.aspx#fbid=QzuQ2yqHIMS

² Battery life, unless otherwise stated, is based on MobileMark.

³ Not available on Lite model.

⁴ Tested by a national, independent, third-party lab following MIL-STD-810G Method 516.6 Procedure IV for transit drop and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP65.

For detailed information and pricing, please contact your Panasonic representative.

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TOUGHBOOK®