

Panasonic recommends Microsoft®
Windows® XP Tablet PC Edition

TOUGHBOOK®

Computers for the Outside World™



Toughbooks in action

Up here the wind never dies. Neither does his PC.

With roots dating back to 1877, Zurich Financial Services has evolved into a leading provider of risk assessment through their Zurich Risk Services division. Their comprehensive reports and risk management practices provide companies and large organisations with the means to manage risks. It's an extremely important and necessary part of every workplace and that's why Zurich Risk Services go to great lengths to help companies identify potential issues. Zurich Risk Services' engineer surveyors can find themselves in some of the most remote locations, exposed to extremely harsh conditions – so having the right

tools for the job is essential. That's why Zurich Risk Services look to the rugged construction and reliability of the Panasonic Toughbook CF-18 PC for their surveyors in the field.

"Working with the Toughbook means I can spend more time on site with the customer. It also gives me the reassurance that my inspection findings are instantly produced and safe until I get back to the office."

Dave Harper, Zurich Risk Services' engineer surveyor.



Toughbooks in action

Toughbooks designed to meet Zurich's needs.

Thanks to Zurich Risk Services' continued partnership with Panasonic, their field-workers can now work more quickly and efficiently. The Toughbook now enables them to spend more time with customers and provide better quality real time reports.

The right solution

Visiting more than 110,000 locations every year and producing more than 3 million reports, Zurich Risk Services' engineer surveyors spend much of their time giving guidance and advice on the technical issues that their customers deal with every day. For several years, Zurich Risk Services searched for the right solution to release the full potential of their fieldworkers. In 2004, they found the answer in the form of the Panasonic Toughbook CF-18.

Of the 500 or so surveyors, some 370 are now benefiting from using the new Toughbooks. With plans for all of them to be fully equipped with Toughbooks by the end of 2005. Their arrival is set to continue Zurich Risk Services' drive to provide the highest service standards in the industry and, in turn, help to increase the value provided to the customer.

Taking no risks

Zurich Risk Services' surveyors and their Toughbooks go out in all weathers to carry out safety inspections and assessments.

The ruggedness of Panasonic's Toughbooks play a vital role in their day-to-day work. Built to military specifications and tested to withstand drops from 90cm, they're often exposed to rain or other liquids as well as dirt, dust and generally harsh environments like foundries or chemical works. Thankfully, everything is sealed in a magnesium alloy case, which is 20 times stronger than ABS plastic – reassuring to know when you're constantly exposed to the elements.

Zurich's assessment of their Toughbooks

The Toughbook development team worked closely with Zurich Risk Services to ensure surveyors had everything they need to carry out their work on site. For example, surveyors can now access all their customers' information, providing them with up-to-the-minute regulator guidance. They are also able to report their inspection findings on site, making the whole process more efficient and customer focused.

Committed to providing the best inspection service

Zurich Risk Services' commitment has always been to provide their customers with the best possible assessment. This is further strengthened by the dedication shown to them by Panasonic. This service

and support ensures surveyors never attend jobs without a Toughbook. Should anything go wrong, a replacement PC is provided within 24 hours – even if it means driving the length of the country, as has happened on one occasion. This continued level of support is not only key to assisting Zurich Risk Services. It also provides an excellent customer service by pro-actively demonstrating Zurich Risk Services' hands-on approach and commitment to their customers' business.

"The Toughbook has enabled me to reduce reporting time and increase my inspection time. I can load it with enough jobs to keep me going. Before, if I finished a job quickly, it would've meant a 60 mile round trip home to pick up more work. Now when I have any down time, I'm able to pull new jobs straight off the Toughbook and make the most of my day."

Jim McLean, Zurich Risk Services' engineer surveyor.



Panasonic

ideas for life