

Panasonic

THE SMART SERVICE™ PRODUCT SUITE

Driving Mobile Performance For
Businesses Relying on Mobile
Technology

Wishing you had **better visibility, management and control** over your mobile devices and users? Smart Service gives you real-time visibility and actionable insights to eliminate outages, minimize disruptions, lower costs and ensure mobile devices and applications are operational for your end users .

TOUGHBOOK

PROSERVICES

MOBILE & WIRELESS ANALYTICS TO DRIVE YOUR MOBILITY PERFORMANCE TO A NEW LEVEL

Smart Service offers a range of product options that enable you to scale your investment to suit your budget, and meet your business improvement targets. All products are built on a cloud-based platform that gets your devices connected and starts measuring your mobile performance within 24 hours.

Smart Service Provides the Real-Time Actionable Insights Needed to:

- ✓ Drive increased mobile performance.
- ✓ Monitor the health of mobile applications.
- ✓ Prevent mobile device failures and eliminate outages for mobile workers.
- ✓ Maximise device utilization.
- ✓ Relieve user frustrations.
- ✓ Keep your workers connected.
- ✓ Lower the True Cost of Ownership™ (TCO) of mobility.
- ✓ Deliver mission-critical mobility across all devices regardless of manufacturer.

SMART SERVICE SUITE



Smart Monitor

Modular Software Solutions to understand **What** is occurring across your mobile devices.

Smart Battery Monitor

- Proactive Real-time Battery Health monitoring on all devices that predicts battery failure.
- Easy to deploy with or without an MDM.
- Actionable alerts for smart batteries, and e-mail warnings for standard mobile batteries.
- Overall battery health dashboard.

Smart Device Monitor includes:

- Proactive Real-time Device Health monitoring on all devices to highlight issues affecting end-users.
- Proactive, Real-time views of device locations and status to quickly spot devices which may be lost or stolen.

Monitor

Simple, Modular Approach: Because we know your teams are already stretched thin to support and deliver enterprise mobility performance today, we've made it simple to tackle some of your biggest problems by purchasing individual modules that meet your need and allow you to easily get started.

Essentials modules all inter-operate and exchange data, and allow you a simple way to begin changing your management of mobility from Reactive to Proactive, Preventive and Predictive.

- ✓ Works on Android 5.1 and above and Windows PC 8.1 and above.
- ✓ Highly scalable making it suitable for companies with 50-500,000 devices.
- ✓ Works in all environments - in store, in the field, on the road, in the warehouse.



Smart Service

Software Tool to understand both **What & Why** devices are not healthy or under / over-utilized across your mobile ecosystem. Provides greater depth and level of detail on all mobile devices and users than Essentials offerings.

- Comprehensive and holistic real-time monitoring, diagnostic and trend analysis for mobile devices, applications, batteries, cellular, wi-fi, sim cards, disruptions, operating systems, patches, hotfixes and much more.
- Web dashboard / console top-level visibility across all mobile devices with drill-down to individual groups and even specific devices or apps.
- Actionable alert notifications.
- Enables trend analysis powered by the latest in machine learning and big data analytics.

Smart Service

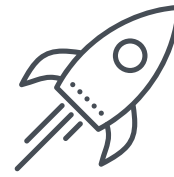
Real Time Actionable Insights on Mobility: Smart Service enables you to see highly detailed data for all aspects of your Mobile Ecosystem.

Smart Service uses a purpose-built platform to collect, analyze and extract insights from the billions of online and offline mobile events that occur in your mobile estate every month.

The web dashboard provides a flight-deck style overview with the ability to drill down into the information collected and identify emerging trends helping you to act on potential issues before they disrupt your business services.

Get full visibility of your mobile ecosystem and work smarter not harder:

- ✓ Get notified about live problems with actionable Alerts.
- ✓ See live problems unfold and stop them fast.
- ✓ Spot trends early and take action to avoid problems.
- ✓ Isolate issues quickly to minimize downtime.



APIs

Customize your use of Smart Service:

- Using Smart Service' APIs, customize your mobile operations by combining the real-time intelligence of Smart Service with your other data and systems.
- Enhance your operations and service web portals, tablet and smartphone apps with Smart Service Analytics insights and alerts.
- Integrate Smart Service' real-time analytics with 3rd party data to provide a rich overview of your mobility devices, apps and users.
- Drag, drop, analyze and visualize using your favorite REST-friendly business intelligence tools like Microsoft Power BI, Tableau or Qlik.
- Drag, drop and automate the easy stuff using a REST-friendly workflow tool like Microsoft Flow.
- Easy integration of our real-time analytics data with Microsoft Excel™ using Power Query tools.

APIs

Customized Operational Intelligence: To unleash the full potential of Mobile & Wireless Analytics you need to plug into the rest of your organization using the latest in Web API technology.

Smart Service APIs offer all of the features and benefits of Smart Service and offers a comprehensive suite of Web APIs adding the ability to put the data into the heart of your operations. With Smart Service APIs you can find even more opportunities to minimize disruptions and optimize device performance and you can view the data the way you want to see it.

- ✓ Custom integrations of real-time data with other data sources in your company to provide rich, real-time views on the health and performance of mobility.
- ✓ Eliminates time-consuming manual reporting by integrating all critical data into a single tool.
- ✓ Professional Services team on hand to help you get up and running with our APIs.
- ✓ New enhancements released quarterly.

HOW DO I GET Smart Service?

Contact us today to start the process of driving your mobility performance to a new level.

ToughbookMarketing@ca.panasonic.com

