

Panasonic recommends Windows Vista® Business

**Hako**  
Clean ahead

**Hako**



## **TOUGHBOOK IN ACTION. AN EASY CHOICE FOR HAKO: THE TOUGHBOOK CF-19.**

When the floors in a supermarket have to be appetisingly clean, or when in winter footpaths have to be freed of snow and ice, then calls go out for the machines of the clean and care pros at Hako. The firm headquartered in Bad Oldesloe, Germany, can look back on a 60 year history of success.



Today, Hako has more than 2,200 employees and sales of more than 400 million Euros, making it one of the world's leading manufacturers of building care technology for cleaning the inside and outside of structures everywhere.

**TOUGHBOOK**

**Panasonic**  
ideas for life

For more information visit [www.toughbook.eu](http://www.toughbook.eu)

Panasonic recommends Windows Vista® Business

## TOUGHBOOK IN ACTION. ROBUST AND RELIABLE FOR THE TOUGHEST WORK ANYWHERE.

Besides developing, manufacturing and selling vehicles and machinery, Hako also puts great emphasis on the best customer service. For this reason, almost 300 technicians are out on the road daily throughout Europe taking on maintenance and repair jobs. "Because customers are demanding ever shorter response times, we are now using robust notebook computers in our service vehicles that help us deploy our technicians quickly and flexibly," Andreas Maaß, Project Director of Mobile Service says.

### A genuine multi-talent

Always on board: the Toughbook CF-19, a fully ruggedized convertible notebook developed for extreme requirements. "We are deployed in salt mines and warehouses, places where sensitive technology doesn't stand a chance," Rüdiger Paasch, the Hako IT manager explains. With the CF-19, Hako has experienced a big jump in productivity: "Once, jobs were sent in by fax to the technicians who then put together their tours on their own. When brief response times were necessary, that system quickly reached its limits." Today, jobs are coordinated and allocated centrally through the Service Director who sends the job data directly to the Toughbooks over GPRS. In addition, the CF-19 offers even greater opportunities

for use because it is a convertible Toughbook that easily turns from a notebook into a tablet PC. The highly illuminated 10.4 inch XGA display is just folded over the keyboard and presto, the device can be used in the narrow confines of a service van by using a touchpen. All that is supported by an 8 hour battery life.

### Taking it tough

In the stress of the daily grind, it's not rare that a notebook can fall or be dropped. But that is no problem for the CF-19. The impact-resistant magnesium shell and the vibration-protected storage of the 80GB hard drive assure that it will survive falls from up to almost 3 feet, in accordance with the MIL-STD 810F Standard. Another plus is that dust and moisture stay out, in accordance here with IP54 Norm.



But toughness doesn't have to mean heavy weight or poor performance. The CF-19 offers impressive evidence of this, weighing only 2.25 kilograms and with an Intel® Core™ Duo ULV processor at 1.06GHz that offers excellent computing power.

### A many year long partnership

Hako has been trusting Panasonic Toughbooks since 1998. Rüdiger Paasch thinks back to his first experience with a Toughbook and smiles, "I was angry once again about a defective notebook when suddenly the Toughbook sales rep was standing in my doorway. He threw his Toughbook on the floor without damaging the technology. That impressed me." The people at Hako have also been won over by the Toughbook product philosophy: "We believe strongly in continuity. For instance, Panasonic doesn't build in new network components every year. For all the Toughbooks we have been using since 1998 there are only two different plug types. This saves IT support time and thus costs as well." Asked to summarise his experiences with the Toughbook, Rüdiger Paasch has only one reply, "We're not going to give them away for anything!"

**TOUGHBOOK**

**Hako**  
Clean ahead

**Panasonic**  
ideas for life