

Panasonic recommends Windows® 7.

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**TOUGH IN ALL WEATHERS.**

**YORKSHIRE WATER SERVICES ARMS ITS ENGINEERS  
AGAINST THE ELEMENTS WITH PANASONIC TOUGHBOOK  
CF-19.**

Yorkshire Water manages Yorkshire County's 40,000 miles of water and sewerage mains, and supplies 1.24 billion litres of drinking water every day. Under intense regulatory pressure to improve its performance, the company invested in IT for greater efficiency.

Working with long-term IT partner Concorde IT Group and Panasonic has enabled Yorkshire Water to implement and support a mobile infrastructure in the most challenging of conditions.



**TOUGHBOOK** When it's worth doing better.

[www.toughbook.co.uk](http://www.toughbook.co.uk)

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## TOUGHBOOK IN ACTION. CRITICAL SUPPORT IN THE FIELD.

Today, it is one of the UK's highest-rated suppliers. Panasonic Toughbooks have been there every step of the way. Today, every Yorkshire Water engineer and water sampler carries a Toughbook. Since 2007, the company has been replacing its existing CF-18 models with the new CF-19Mk3. Concorde IT Group pre-configures and maintains all of Yorkshire Water's Toughbooks providing a 4 hour return to service SLA, as well as providing bespoke GPS software applications.

These Toughbooks deliver work schedules to engineers, including customer dialogue details and problem histories. At the same time, geographic information system (GIS) software helps locate water assets above and below ground. In some cases, engineers can actually use their Toughbook to remotely control specific treatment works. "We've effectively put Yorkshire Water in the van," explains IT director Alan Harrison.

Engineers can also update Yorkshire Water's database in real time. In the event of a burst pipe, for example, engineers can use the Toughbook touchscreen to draw a detailed map of a repair's impact, and feed that data back to headquarters. "The Toughbook helps us serve our customers better," Harrison says. "By getting data out into the field, our guys can make decisions quickly and feed critical data back into the system. Everyone sees what's going on."

### DELIVERING REAL-TIME DATA

Yorkshire Water now shares this information with the many contract partners who perform mains excavations and replacements. In one simple process, engineers can create jobs for these partners from the field and give them the data they need to make the repair.

This takes an awful lot of Toughbooks. In fact, the company's supply has grown from around 400 to over 1,600 since 2001. Of these, 540 new CF-19s will be out in the field by the end of March.

"We needed 3G and WiFi functionality. We wanted devices that processed information faster with more disk capacity and better screen performance. The CF-19 delivers all of that," Harrison explains. The CF-19's improved 10.4 in XGA display makes it easier to read the screen in bright sunlight. Its built-in 3G modem allows engineers to move large amounts of data across company's networks. The integrated WiFi lets engineers download updates at even greater speeds.

### BUILDING A LONG-TERM PARTNERSHIP

The notebook's stable remote connections and sturdy construction are ideal for Britain's rugged landscapes and extreme climates. "Our men work in hard weather conditions. Their notebooks have to stand up around the clock in rain and snow-even in heavy floods," says Harrison. But with its water-resistant magnesium alloy case and heavily protected display and hard drive, the Toughbook CF-19 can even take -20°C temperatures and 90cm drops. "Our Toughbooks just keep on working - they don't break," says Harrison. Thanks to Toughbook's excellent performance, the company has also come to regard Panasonic as a trusted business partner. "Panasonic has bent over backwards to get us what we need, when we need it," says Harrison. "The CF-19s are the most reliable Toughbooks yet. They help us constantly deliver better levels of service. The guys love them."

"Floods, bursts, rain, snow-our men are out there on the ground 24/7. For them, the Toughbook is more than just a notebook. It's a survival weapon." Alan Harrison, IT Director, Yorkshire Water.

Geoff Dyson, Yorkshire Water Services Ltd: "When Yorkshire Water introduced a multi-million change program in 2001 the aim was to directly connect the Customer Contact Centre with the Field Team Technician. Yorkshire Water complete over 1 million jobs per annum, 50% customer contacts and 50% proactive maintenance. It is essential to have visibility of every job in the system and status updates on each job recorded from the field - in 'real-time'.

The Panasonic Toughbook introduced in 2001 provided this capability and has had the durability to survive in the harsh working environments our technicians operate in - 24 hours a day - 7 days a week.

A measure of the success of the Toughbook is that we are now on our third generation of the device and the number in the field has grown from 400 in 2001 to over 1600 in 2011.

This requirement is essential in ensuring Yorkshire Water meets its objectives in terms of Customer Service, Regulatory Compliance and Value to our customers and stakeholders. It was therefore vital that we were able to provide a premium level of service to the field technician when problems occurred.

Concorde IT Group have been our Partner for supply and providing Field Service Support since the introduction of mobile working. Their response to our service issues has enabled us to ensure that when a hardware or software failure occurs a field technician will have a replacement Toughbook delivered to him and configured for his use anywhere in the Yorkshire Region within 4 hours of reporting a fault.

The continued success of the Panasonic Toughbook, together with the premium field service support provided by Concorde IT Group has put Yorkshire Water in the position where it is recognised as the most efficient and cost effective Water Company in the UK."

**TOUGHBOOK**  
When it's worth doing better.

INFINITELY BETTER  
**concorde**  
IT GROUP

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