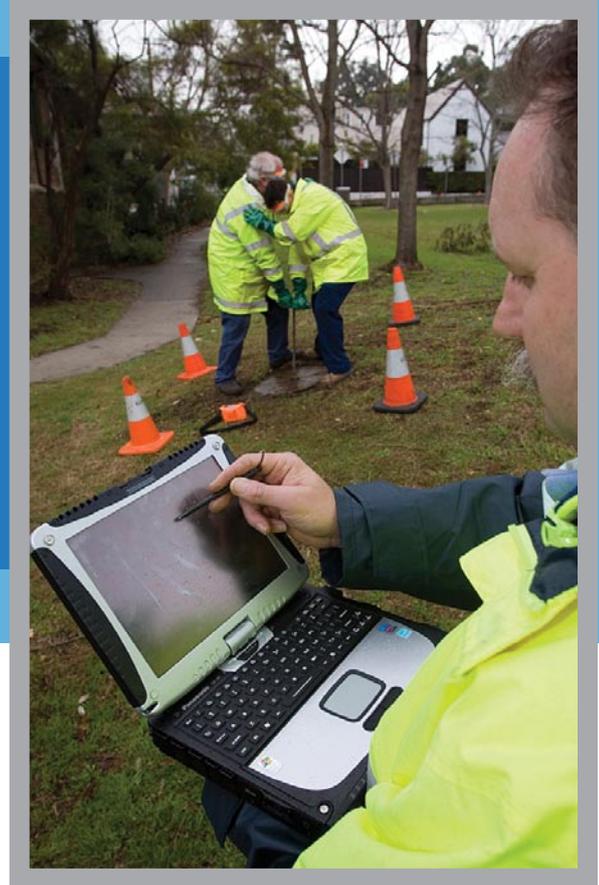


Sydney Water rolls out Toughbooks to support Field Resource Management Solution



Sydney Water has rolled out over 400 rugged Panasonic Toughbooks to its field staff, who maintain vital infrastructure from water mains to sewers and plant installations across a huge area of greater Sydney covering 12,700km², from the Northern Beaches to the Blue Mountains, and to Gerringong and Gerroa on the South Coast.

The CF-19 Toughbooks are integrated with Sydney Water's Field Resource Management system (FRM) which provides daily job scheduling information to their field workers via workforce management software and the Telstra 3G network.

Sydney Water crews use the system to log into their daily or weekly work orders, which can be updated during the day via the network to allow them to respond to emergency situations such as broken water mains.

Jeff Micallef, Project Manager, Sydney Water, said: "Throughout the day, jobs are reported and then allocated by resource co-ordinators, allowing crews to suspend work orders if necessary and go to that breakdown job. The software allows co-ordinators to allocate teams on the go based on their location, skills and workload."

The CF-19 has proven to be a robust solution in the field. "Our field staff operate from metropolitan to rural areas 24/7 in environments that can be dry, hot, wet, muddy or

dusty. This mobile workforce can be carrying the Toughbook from their vehicle docking station to make safety and environmental assessments in a backyard or the bush."

Mr Micallef said that Sydney Water's key product requirements in these conditions are a reliable unit that is lightweight and compact to carry, with a clear, bright screen for outdoor readability and a backlit keyboard for easy use in low-light or dark conditions. In-vehicle docking allows the battery to be recharged as users drive to each location in their service vehicles.

The Toughbook touch screen is also an important part of the FRM solution as the application has a number of on-screen command buttons that the field worker presses at different stages – ie 'acknowledging job', 'en route', 'on site', so their latest status can be seen on the network. Staff also find the 'virtual keyboard' available in tablet mode very useful.





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The CF-19's suite of features to support constant operation in extreme environments includes a magnesium alloy case and sealed keyboard and ports for dust and water resistance, with the ability to withstand drops, shocks, vibration and extremes of temperature. For outdoor readability, it has a bright 550 Nit screen with a low-reflection coating.

Sydney Water's new solution has been very effective in improving customer service through faster response times.

"What we have noticed is that the waiting time for the crew to receive the job has been reduced. The wireless network gets jobs out quicker and response times are quicker to identify problems and allocate resources.

Overall, travel time and time spent on jobs has been reduced, and the total number of jobs has been increased."

About Panasonic Toughbooks

Panasonic Toughbooks are used extensively worldwide by the military, utilities, heavy industry, emergency services, field workers, mobile professionals and organisations where durable mobile computing is critical to maximising productivity and uptime. In Australia, Panasonic Toughbook customers include Coca-Cola Amatil, Telstra, BlueScope Steel, Centennial Parklands, Aurora Energy, Kleenmaid, Mitsubishi Motors, and Ambulance Victoria.



For more information about Panasonic Toughbooks, please visit www.panasonic.com.au or call 132 600.