

Panasonic Toughbook Case Study

Chemical

| Client | Yasuhara Chemical Co. Ltd.
 | Business | Chemical industry
 | Product | CF-XZ6 (2-in-1)

No need to carry "three terminals" in the form of a tablet, laptop and mobile router. Dramatically improved usability, with communication costs reduced by 30% to 40%.

Yasuhara Chemical is the only manufacturer of terpene chemical products in Japan. It is ranked No. 2 worldwide, supplying its products all over the globe. Terpene is a naturally derived chemical compound that plays an important role in daily life and various industries through applications such as bath salts, cleansers, adhesive parts in food packaging and tires, in addition to adhesive tapes.

Based in Fuchu City in Hiroshima Prefecture, the company visits its customers all around the world from main sales bases in Tokyo and Osaka.

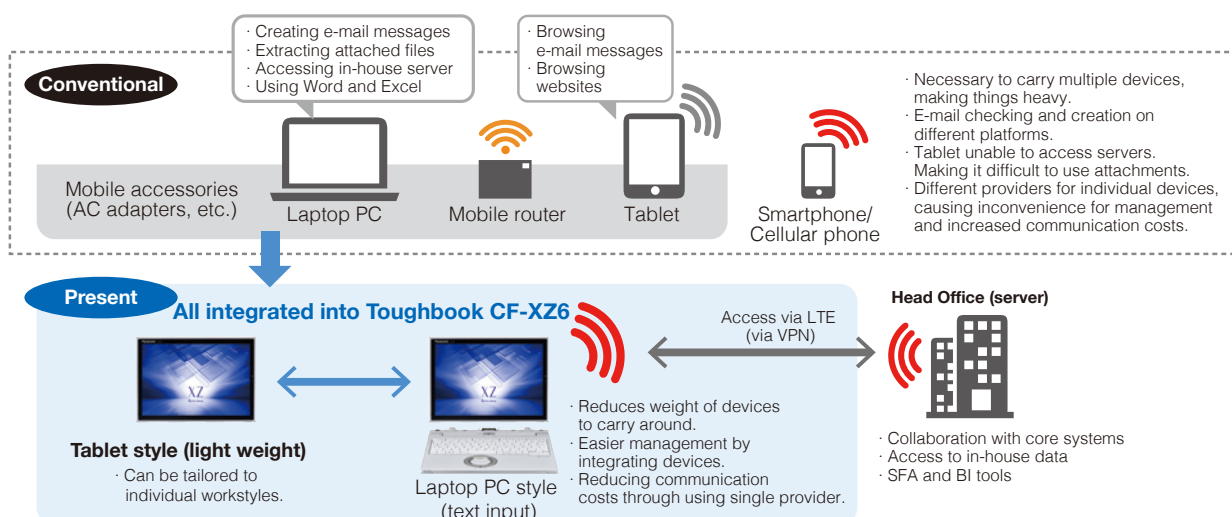
Conventionally, the company provided its sales and purchasing personnel with tablets that had built-in communication functions, a laptop PC and a mobile router as mobile equipment, meaning there were "three terminals to be carried about." They have now integrated the functions of these three devices into one unit in the form of the Toughbook CF-XZ6 LTE model, thereby solving issues of weight and the complication of carrying multiple devices, eliminating many problems that hindered everyday operations.



Yuji Fujioka
 Manager, Information
 System Section, General
 Affairs Dept.



Aiko Kato
 Information System
 Section, General Affairs
 Dept.



Why Toughbook CF-XZ6 was chosen

Point 1

Light weight 2-in-1 PC that can be used for a long time, solving the issue of carrying "three devices."

Point 2

Windows PC that can share ICT environment in-house and outside the company

Point 3

A rich pool of I/O ports enabling not only HDMI, but also direct VGA connections



When going out for a half day, only the tablet is carried by detaching from keyboard base.

CF-XZ6 can be used properly as a laptop PC or a tablet, tailored to individual work styles

Background to introduction

Realizing the same working environment outside the company as inside the office. Toughbook CF-XZ6 solves many points of dissatisfaction regarding carrying a tablet and a laptop around.

Yasuhara Chemical conventionally used a laptop PC and mobile router for mobile use. Also, recently used a tablet with built-in communication functions.

It was very useful that with a tablet, we were able to immediately browse e-mail messages while on the road. However, we started to hear opinions of dissatisfaction such as "Carrying 'three devices' is too much," "I feel tired after carrying them around all day long," and "I need adapters and cables for individual devices, which are bulky in a bag." According to Mr. Yuji Fujioka, Manager of the Information System Section, General Affairs Dept., "From the viewpoint of the Information System Section, we wanted to keep the number of devices to a minimum, and an increasing number of goods meant further risk of loss or theft."

Furthermore, in actual use, a wide variety of issues emerged. "With a tablet, you can read e-mail messages, but it was difficult to input text when replying. In addition, it is not possible to open attached files in some cases or edit Word or Excel files, though they can be read, which was a major hindrance for the business," says Ms. Aiko Kato of the Information System Section, General Affairs Dept. A really crucial issue was that owing to different operating systems, we couldn't directly access the in-house server. "To exchange attached files with a tablet, we had to temporarily download them onto a laptop PC, but as this was so time consuming, it was

impossible in reality.

We tried a method to introduce a remote desktop and access from a tablet to an in-house PC, but again, this procedure was complicated. To utilize it in a way that matched operations, we had to develop special applications," Ms. Kato says. In addition, as information terminals had been purchased individually, carriers were different for individual terminals, while contracts were not consistent for things like leasing, rental and purchase. At the Information System Section, management costs were also a huge problem.

"To realize mobile work without too much stress. To enable use in a work environment equivalent to an office. To reduce management costs. In order to realize all of this, we felt that the best measure would be to introduce 2-in-1 mobile PCs and completely renew conventional devices and environments," Mr. Fujioka says. They thus ordered actual devices from multiple manufacturers and asked salespersons to try them out. After numerous interviews and surveys, the company decided on introducing the LTE model (Wireless WAN model) of Toughbook CF-XZ6, which attracted the highest level of support. The company started to reform mobile environments.

Introduction benefits

Amazingly light weight, with sufficient operating time.

Various ports also highly appreciated.

The first thing that surprised most people was the light weight. The tablet is about 655 grams and even while docked with a keyboard base full of interface terminals, it only weighs about 1.214 kilograms (Wireless WAN model). Taking into consideration that no peripheral needs to be carried, the "light weight" of CF-XZ6 beyond specifications in the catalog was highly appreciated.

Models whose tablet section has a battery and I/O ports are heavy as tablets and unable to stand alone without a stand, so they cannot be put on the seat table of a bullet train. Also, devices with only HDMI or USB Type-C ports may need a conversion adapter when used with a projector. Even if we did have an adapter, there were many cases where images didn't appear.

CF-XZ6 has a VGA port as standard, meaning we can avoid the worst situation of "Images not being displayed," and even without a high level of IT skills, you can easily make connections by inserting a plug into the port "as it appears," so anyone can feel safe using it. (Mr. Fujioka)

We have seen drastic improvements in communication environments, which was another issue. By inputting via a keyboard, e-mail creation has become comfortable, as well as editing of Word and Excel files, which was not available with a tablet. As LTE is built in, it is possible to immediately access the Internet, checking e-mail and explanations to customers much smoother. In addition, as we now have integrated OS

Future outlook of using the Toughbook

Supports individual work styles.**Applies portability and convenience to other departments.**

into Windows, we can easily access files on in-house file servers via VPN and use groupware, SFA (sales support system) and BI tools from wherever we are. Previously, we could not get approval with an electronic approval from a manager during a business trip, delaying projects, but with the introduction of CF-XZ6, we can obtain approval from all business destinations, thereby drastically improving operational efficiency.

In terms of costs, we have been able to decrease management costs by reducing the number of devices and integrating communication carriers. Communication costs have been drastically reduced by 30% to 40%.

"It's great that Toughbook also includes a free-of-charge warranty of four years in the price of the unit. Compared with competitors who require additional payments for a warranty, it is most economical." (Ms. Kato)

In Sales, it is a great benefit that employees can now flexibly choose diverse work styles by bringing out the tablet only or using Toughbook as a laptop.

"Compared with the past when I carried a laptop and a tablet, the physical burden is now reduced." (Mr. Masashi Takeuchi, Assistant Manager, 2nd Sales Division, Sales Dept.)

"With a single unit of CF-XZ6, I can now work as if I were at my desk in the office, and work efficiency has greatly improved." (Ms. Eri Shionoya, 1st Sales Division, Sales Dept.)

It also plays an active role in the Procurement Division with their regular overseas business trips for raw material procurement.

"It is very convenient that I can zoom documents and important data on the tablet

and show them to suppliers when negotiating. It is now unusual for me to carry bulky paper materials." (Mr. Katsuaki Saeki, Manager, Procurement Division)

"Work goes so smoothly, as I can have materials checked on screen while making preparations." (Mr. Masaru Honda, Procurement Division)

For Yasuhara Chemical, the four-hour commute between Tokyo and Hiroshima often means mobile work, and as CF-XZ6 can operate for about 18.5 hours, there is sufficient time. Initially, CF-XZ6 was distributed to sales and procurement staff only, but department managers and officers who often move between bases appreciated it after trying it, saying, "We would like to introduce it in our department." Mr. Fujioka of the Information System Section expresses his hopes by saying, "CF-XZ6 that enables presentations as a tablet is effective for internal meetings as well as sales discussions with customers. Taking advantage of its high level of portability and convenience, we will now develop new and better work styles."



Masashi Takeuchi
Assistant Manager, 2nd
Sales Division, Sales Dept.



Eri Shionoya
1st Sales Division, Sales
Dept.



Katsuaki Saeki
Manager, Procurement
Division



Masaru Honda
Procurement Division

Benefit 1

Convenience of 2-in-1
responding to diverse ways
and styles of working

Benefit 2

Built-in LTE enables access to
server from wherever one is,
thereby improving operational
efficiency

Benefit 3

By integrating communication
carriers and devices,
management and communication
costs are greatly reduced

*Information in the article is current as of the date the interview was conducted (January 2018).

For inquiries, please contact:

.....

TOUGHBOOK