

Computergate signs with Panasonic in NZ to provide TOUGHBOOK Warranty Services

11 April 2024 - Computergate has been signed by Panasonic Connect to become a service, repair and warranty provider for the range of TOUGHBOOK rugged devices in New Zealand. The agreement between both organisations takes effect from 1st April 2024 and is key to the success to strengthen Panasonic's TOUGHBOOK repair services in Computergate's new Service Centre in Auckland.

"Repair and maintenance services are one of Computergate's distinct competitive advantages", said Mario Greco, Computergate's CEO. "Our unique ability to serve customers around the world with responsiveness, technical accuracy and professionalism is unmatched in the sector. The company is quality driven, we deliver industry-leading first-time fix rates, ensuring minimum interruption to our customers' business, and we only use genuine spare parts. We will work closely with Panasonic to offer service programmes that will meet and exceed customers' needs."

"The alignment with a partner who specialises in technical product repairs and strives for service excellence is essential for us to deliver on our customer experience commitment to our TOUGHBOOK customers based in New Zealand," said Peter Kossenberg, Business Operations Manager, Panasonic Connect Oceania. "I am excited that Computergate is able to extend our service and repair capabilities across the country to deliver on this commitment."

About Panasonic Connect

Panasonic Connect is dedicated to serving the business world with the goal of "connecting" our customers' operations with specialised hardware and industry expertise to create a better future. For over 30 years Panasonic has been an industry leader with TOUGHBOOK mobility solutions, providing the perfect balance of rugged durability and performance for those on the frontline. For more information, please visit <https://oc.connect.panasonic.com/toughbook>.

About Computergate Business

Computergate, a global independent IT service provider, is a recognised channel-centric global independent service provider for many vendors, distributors, resellers and systems integrators. Our goal is to build upon and enhance areas of business that extend our support network to offer unique, uncompromised customer service to our many loyal customers today and into the future. For more information, please visit computergate.services.

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