

THE POSSIBILITIES ARE INFINITE **FUJITSU**



### LifeBook P7010 survives fall from moving van and run-over in Sydney's busy streets

Though faced with a daunting situation of losing his notebook PC and confidential data, Fujitsu LifeBook user experienced first hand the high quality of LifeBook products and the duty of care provided by Fujitsu Service Center, enabling him to recover precious confidential data.

#### Introduction

Michael Richards is the director of Loaded Technologies ([www.loadedtech.com.au](http://www.loadedtech.com.au)), a web site development and IT services firm. He travels extensively worldwide and shuttles at least once a month between Sydney and Auckland. Michael relies heavily on LifeBook P7010 for his work and personal use, benefiting from its portable size, sleek design and comprehensive features required for travel.

"After over 35 flights alone in the past 12 months and probably just as many in 2005, the LifeBook P7010 has never missed a beat, even after the accident."

#### Misplacing the LifeBook P7010

One week before Michael and his family fly from Sydney to Auckland, Michael is busy preparing for the trip. Before setting his son safely in a rented a Toyota Tarago van, Michael placed his LifeBook P7010 on the car roof. Despite repeated mental reminders to retrieve the notebook PC, Michael drove off to his next destination totalling 4 kilometres along Sydney's busy roads.

When Michael realised his mistake 30 minutes later, the LifeBook P7010 has been thrown off the moving vehicle and was no where to be found.

"There was the horrible thought of having my personal emails and data on a machine that was not in my control.", recounted Michael, whose last back up was done 5 months ago, on the despair he faced on potentially losing 5 months' worth of work, not to mention exposing years of accumulated confidential data.

#### Recovering the LifeBook P7010

Contacting Fujitsu's Customer Service Centre and notifying them of the serial number of the missing LifeBook P7010 was a critical point in Michael's quest to recover his LifeBook.

Michael did not have to wait long for an answer.

By a stroke of coincidence, an honest couple found Michael's LifeBook P7010 and returned what looked like a badly damaged notebook PC to Fujitsu. The customer service officer efficiently traced the recovered LifeBook P7010 and broke the good news to Michael the very same day.



"I consider myself an early adopter, and have owned and/or used well over 50 notebook PCs. Thus, I feel that I am qualified to say that Fujitsu's quality and customer service standard are second to none. Fujitsu has its act together and that is the reason why I will continue to buy and use, as well as recommend their products to all I come across both in my professional and personal life."



#### The LifeBook P7010 had a rough time but keeps on going

Still thankful from recovering his LifeBook P7010, Michael quickly assessed the damage – smashed screen, crooked enclosure, broken hinges and deformity of its casing – it is suspected that the LifeBook P7010 was run over by passing vehicles after falling 1.7 meters from the roof a moving Toyota Tarago.

To his astonishment the hard drive and internal components were still operational after having endured external damage.

"When I got home, I plugged the unit into the power supply and the LED lights came on, which was a good sign. I powered on the notebook PC and although I couldn't see anything on the screen, the flashing hard disk light and sounds of the machine seemed familiar to me. I was now in disbelief that the machine could have survived not only a fall from the top of a moving van but also having been run over by another car." Michael explains.

He then connected the LifeBook P7010 to an external monitor and confirmed that his hard disk drive data are all intact and the notebook PC is performing perfectly. After a quick data back up, Michael took the unit to Fujitsu's dedicated service centre where they provided an in-depth investigation of the damage before promptly advising Michael with the repair solutions.

#### Fujitsu pledges Built-In Confidence

Since 1935, Fujitsu has been Japan's foremost computer company. With 70 years of expertise, and over a decade in notebook technology, Fujitsu pledges "Built-In Confidence" for every computing product it manufactures, ensuring customers of both product and service excellence with the brand, Fujitsu.

This has since become our customers' favourite tagline, and we ensure that the promise is firmly anchored by three important attributes - Performance, Quality and Prestige.

**LIFEBOOK** | Built-In Confidence



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