



Trimble Field Service Management *Transforming Your World of Work*

Trimble will be the mission critical partner for solutions that transform the way in which work is performed by field service organizations worldwide



About us

- + Formed: **1978**
- + Turnover: **\$1.64 Billion**
- + R & D: **12% Investment**
- + Employees: circa **4,000**
- + Countries: **27 (+100 via dealers)**
- + Customers: **10,000**

► Americas

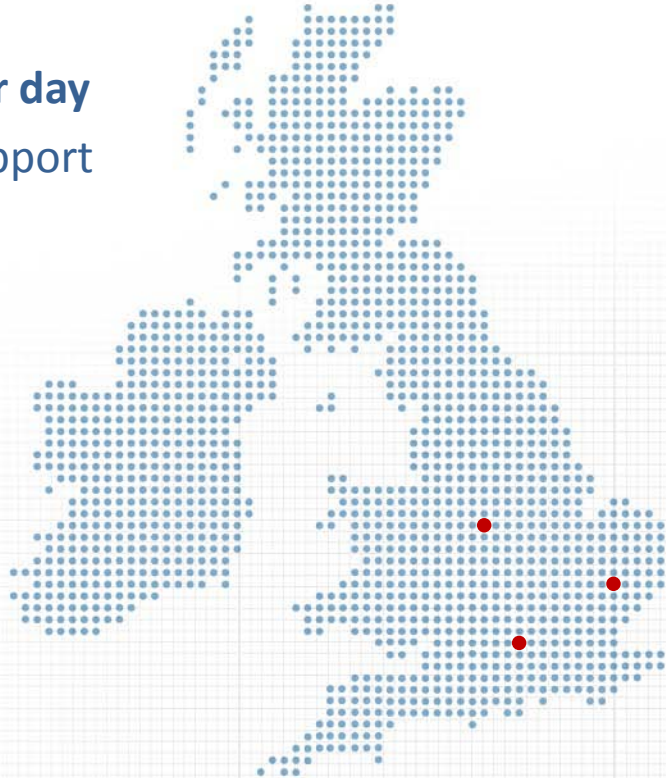
► UK

► EMEA

► ASIAPAC

About us . UK

- + Return On Investment business approach
- + Employees: **134**
- + Installation Capability: **600 per day**
- + Professional Services Local support
- + Enterprise focused



Derby

Customer
Services Centre

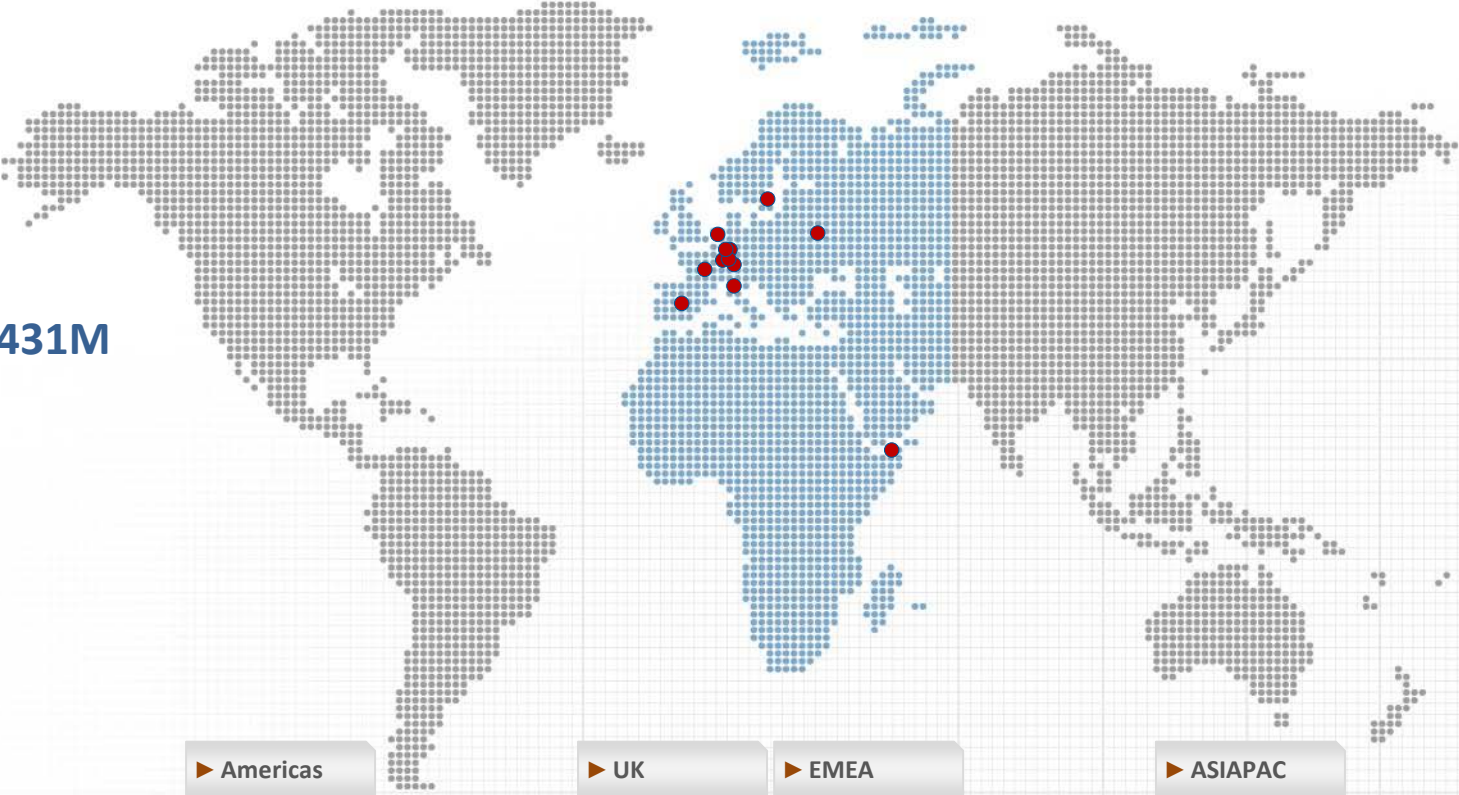
Ipswich

Finance &
Administration

Hook

Sales office

About us . EMEA



- + Turnover: €431M
- + Employees:
- + Stats: xxxx
- + Stats: xxxx
- + Stats: xxxx
- + Stats: xxxx

About us . Americas



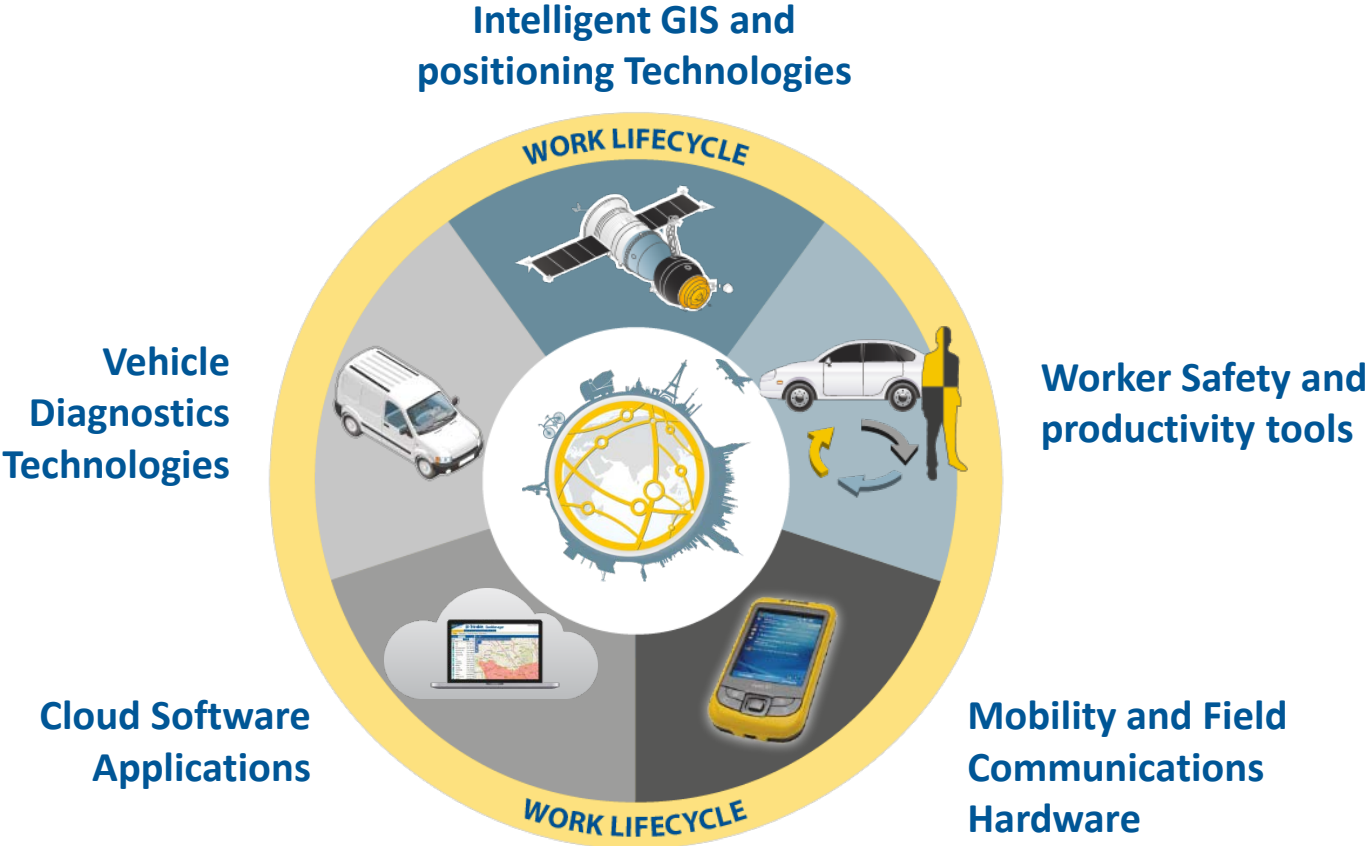
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About us . ASIA



- + Stats: xxxx
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What we do



Customers . Alliances

| | | | | | |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
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Alliances

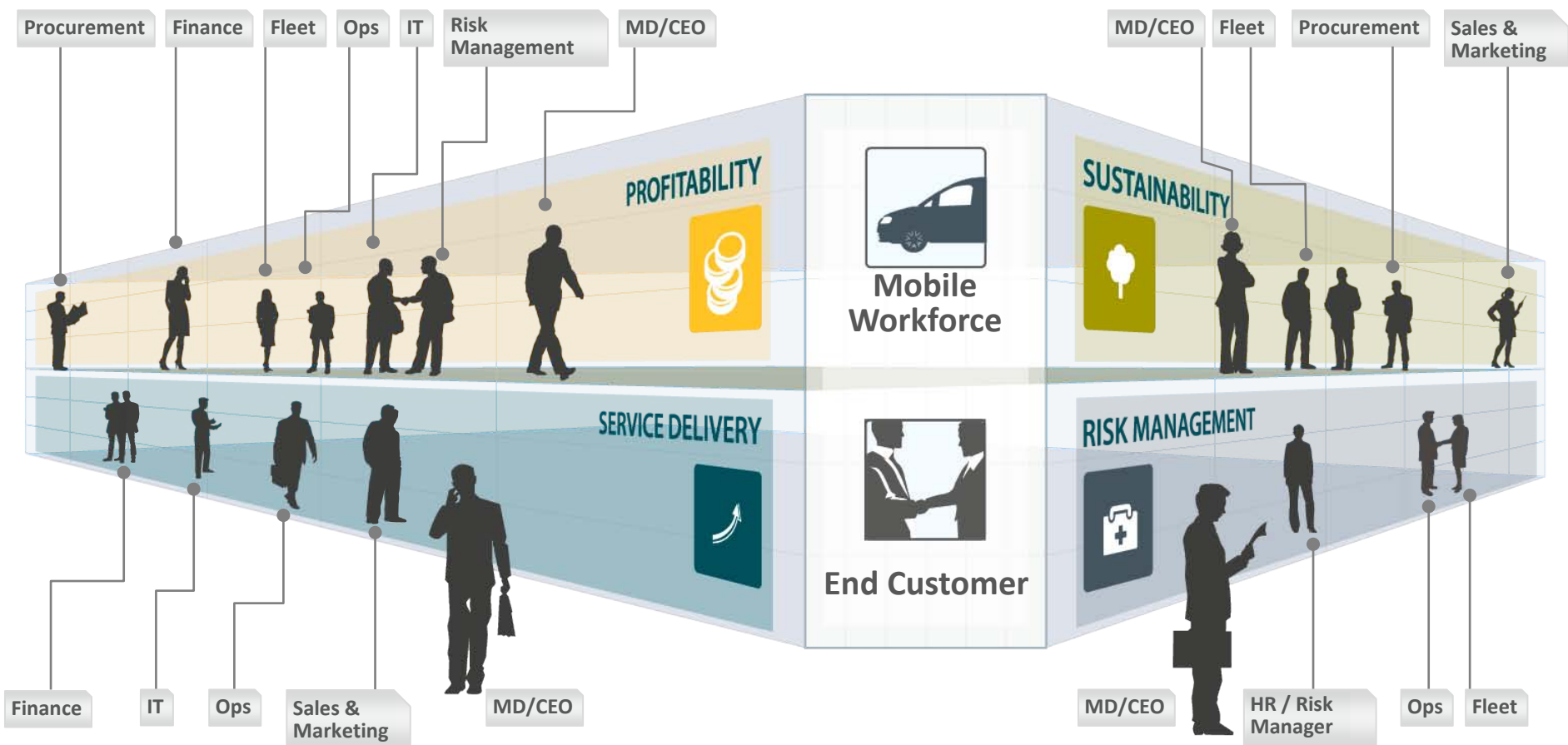
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Discovery

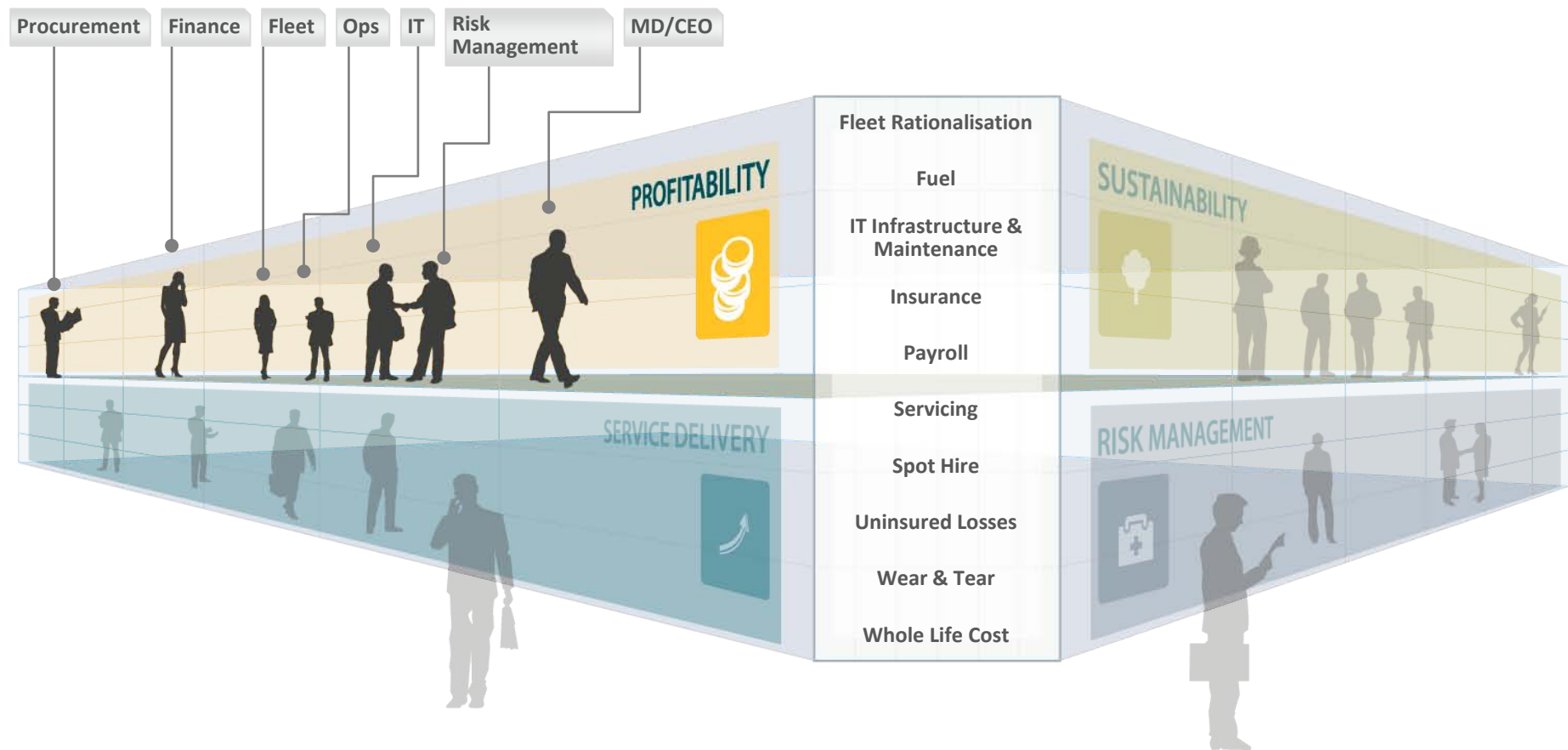
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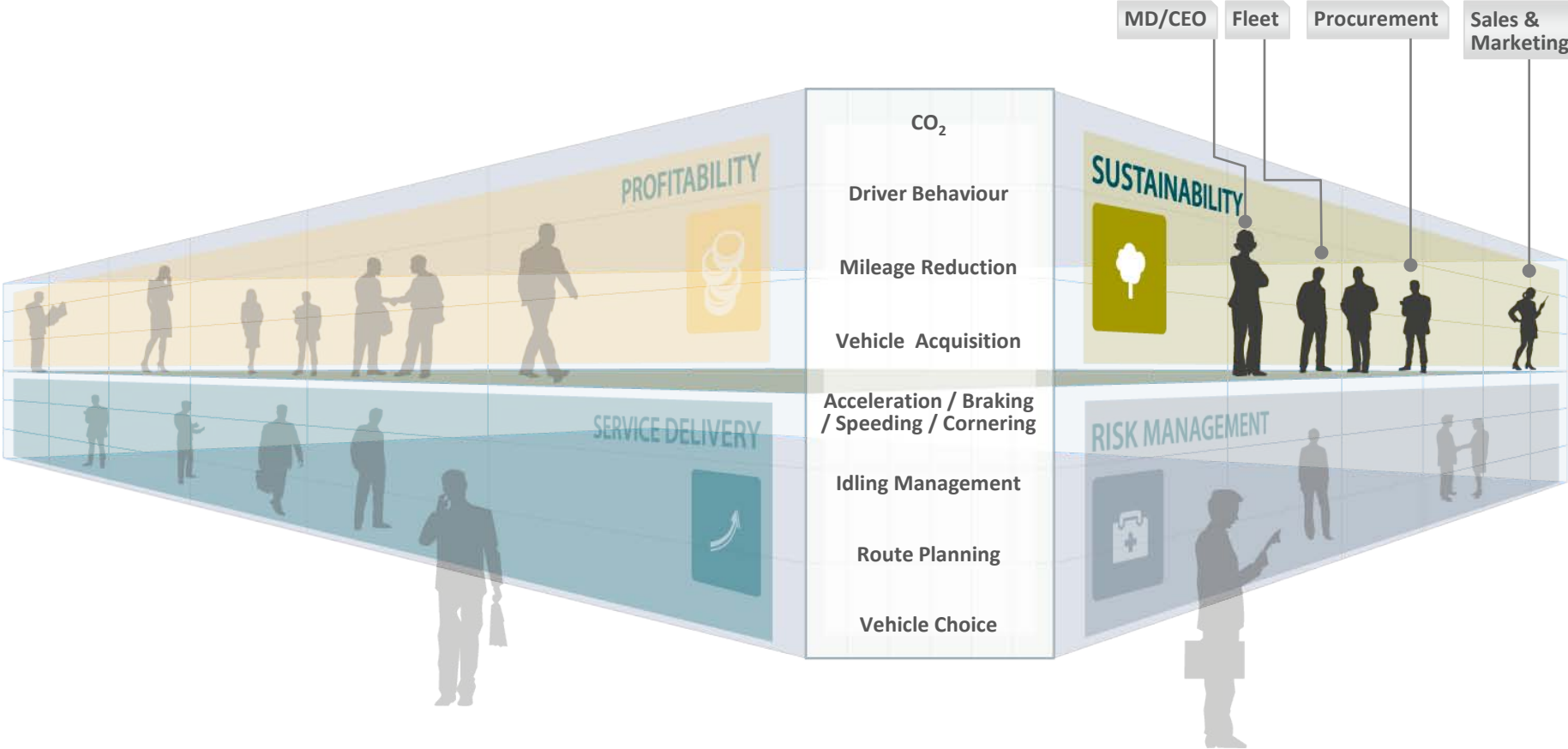
Customer Challenges



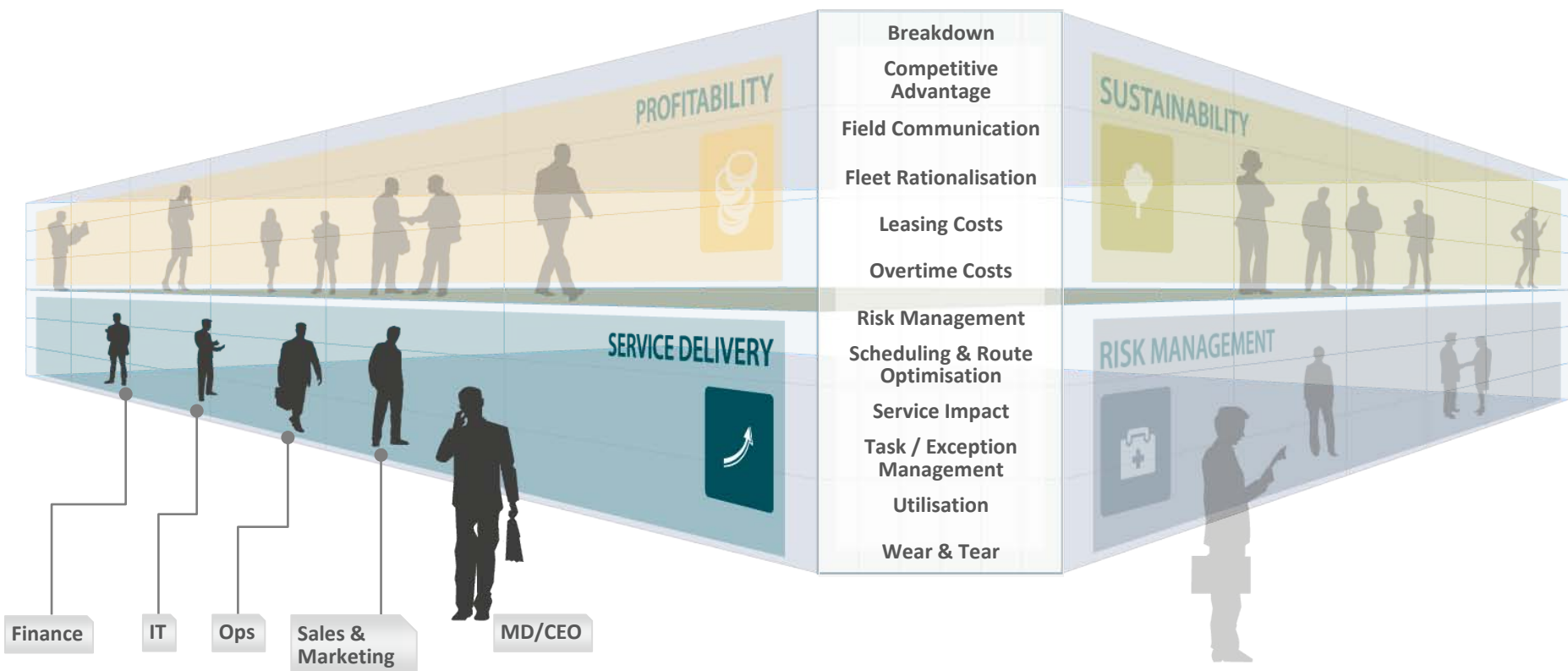
Customer Challenges . Profitability



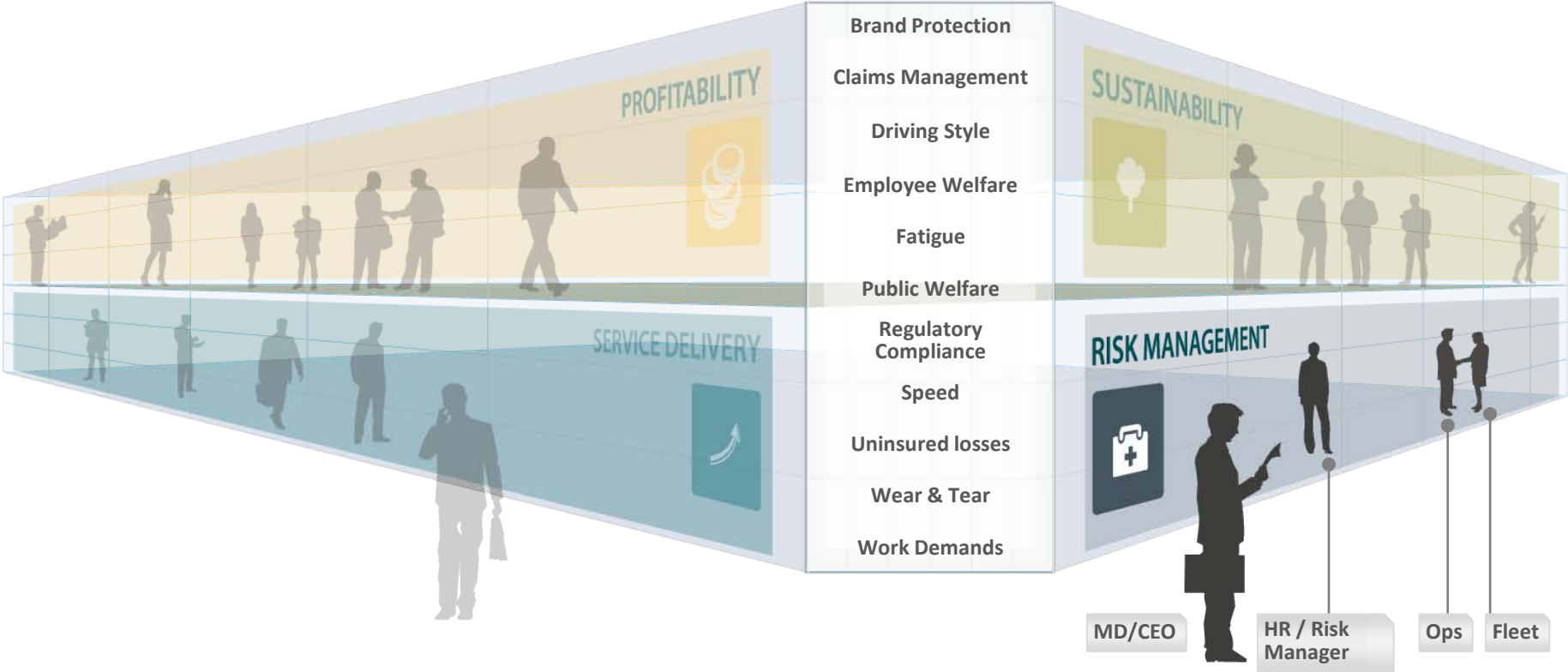
Customer Challenges . Sustainability



Customer Challenges . Service Delivery



Customer Challenges . Risk Management



Customer Challenges . MD/CEO

|  Profitability |  Sustainability |  Service Delivery |  Risk Management |
|---|--|---|---|
| Fleet Rationalisation | Driver Behaviour | Breakdown | Brand Protection |
| Fuel | Mileage Reduction | Field Communication | Claims Management |
| IT Infrastructure & Maintenance | Vehicle Acquisition | Fleet Rationalisation | Driving Style |
| Insurance | | Leasing Costs | Employee Welfare |
| Payroll | | Overtime Costs | Fatigue |
| Servicing | | Risk Management | Public Welfare |
| Spot Hire | | Scheduling & Route Optimisation | Regulatory Compliance |
| Uninsured Losses | | Service Impact | Speed |
| Wear & Tear | | Task / Exception Management | Uninsured losses |
| Whole Life Cost | | Utilisation | Work demands |
| | | Wear & Tear | |



Customer Challenges . Procurement



Profitability



Sustainability



Service
Delivery

Fleet Rationalisation

Vehicle Acquisition

Fleet Rationalisation

Fuel

Leasing Costs

IT Infrastructure &
Maintenance

Wear & Tear

Insurance

Servicing

Spot Hire

Uninsured Losses

Wear & Tear

Whole Life Cost



Customer Challenges . Finance



Profitability



Sustainability



Service
Delivery



Risk
Management

| Fleet Rationalisation | Driver Behaviour | Breakdown | Claims Management |
|---------------------------------|---------------------|---------------------------------|-----------------------|
| Fuel | Mileage Reduction | Fleet Rationalisation | Public Welfare |
| IT Infrastructure & Maintenance | Vehicle Acquisition | Leasing Costs | Regulatory Compliance |
| Insurance | | Overtime Costs | Speed |
| Payroll | | Scheduling & Route Optimisation | Uninsured losses |
| Servicing | | Utilisation | |
| Spot Hire | | Wear & Tear | |
| Uninsured Losses | | | |
| Wear & Tear | | | |
| Whole Life Cost | | | |



Customer Challenges . Fleet

|  Profitability |  Sustainability |  Service Delivery |  Risk Management |
|---|--|---|---|
| Fleet Rationalisation | Driver Behaviour | Breakdown | Claims Management |
| Fuel | Mileage Reduction | Fleet Rationalisation | Speed |
| Insurance | Vehicle Acquisition | Leasing Costs | Wear & Tear |
| Servicing | | Utilisation | Work demands |
| Spot Hire | | Wear & Tear | |
| Wear & Tear | | | |
| Whole Life Cost | | | |



Customer Challenges . Ops



Profitability



Sustainability



Service
Delivery



Risk
Management

Fleet Rationalisation

Driver Behaviour

Breakdown

Driving Style

Fuel

Mileage Reduction

Field Communication

Employee Welfare

Payroll

Fleet Rationalisation

Fatigue

Spot Hire

Overtime Costs

Regulatory Compliance

Uninsured Losses

Risk Management

Work Demands

Scheduling & Route
Optimisation

Service Impact

Task / Exception
Management

Utilisation

Wear & Tear



Customer Challenges . IT



Profitability

IT Infrastructure & Maintenance



Service Delivery

Field Communication

Scheduling & Route Optimisation

Task / Exception Management



Customer Challenges . Risk Management



Profitability



Sustainability



Service
Delivery



Risk
Management

Insurance

Driver Behaviour

Risk Management

Claims Management

Uninsured Losses

Driving Style

Employee Welfare

Fatigue

Public Welfare

Regulatory Compliance

Speed

Uninsured losses

Work Demands



Customer Challenges . Sales & Marketing



Sustainability

CO₂



Service
Delivery

Breakdown

Field Communication

Scheduling & Route
Optimisation

Service Impact

Task / Exception
Management

Utilisation



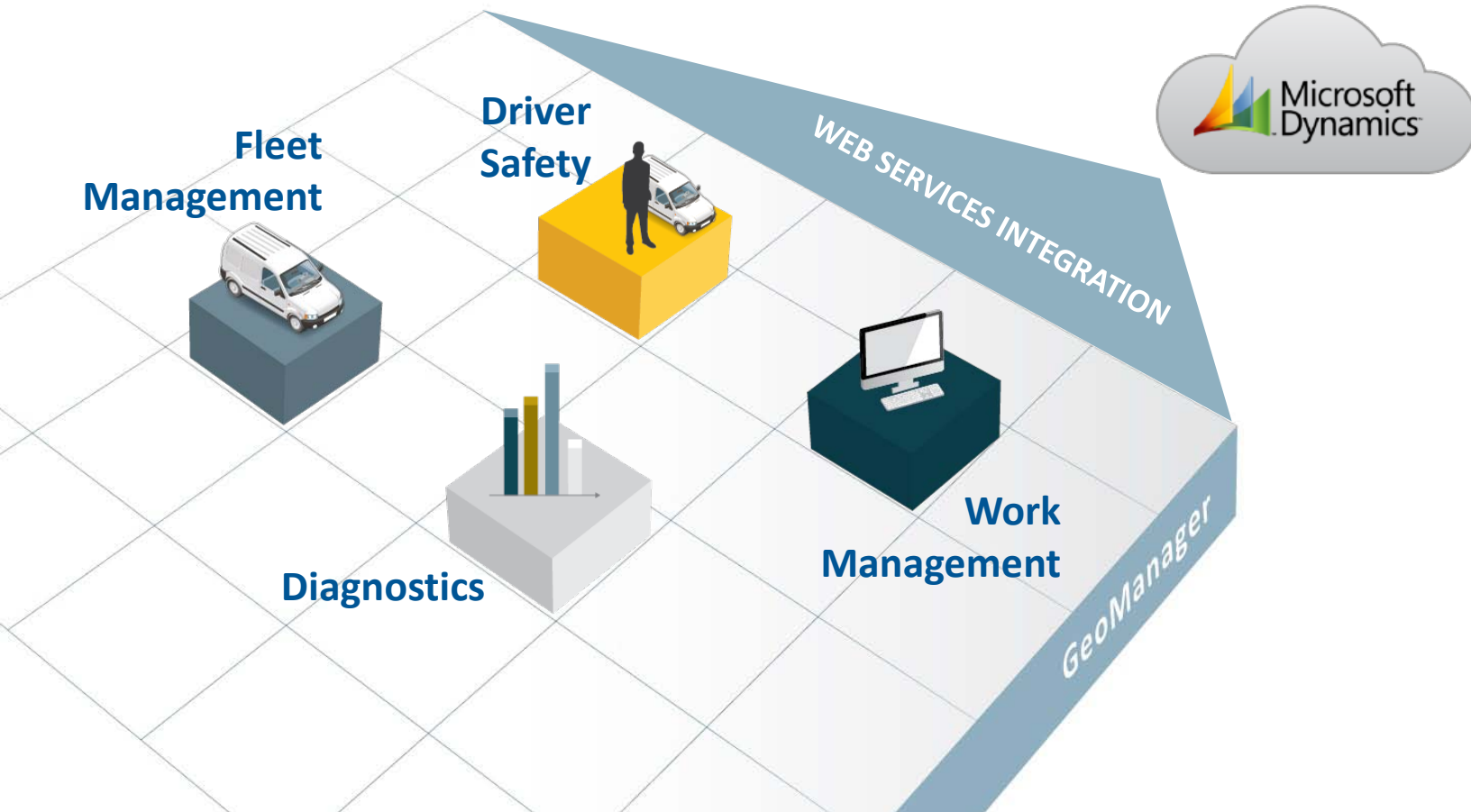
Risk
Management

Brand Protection

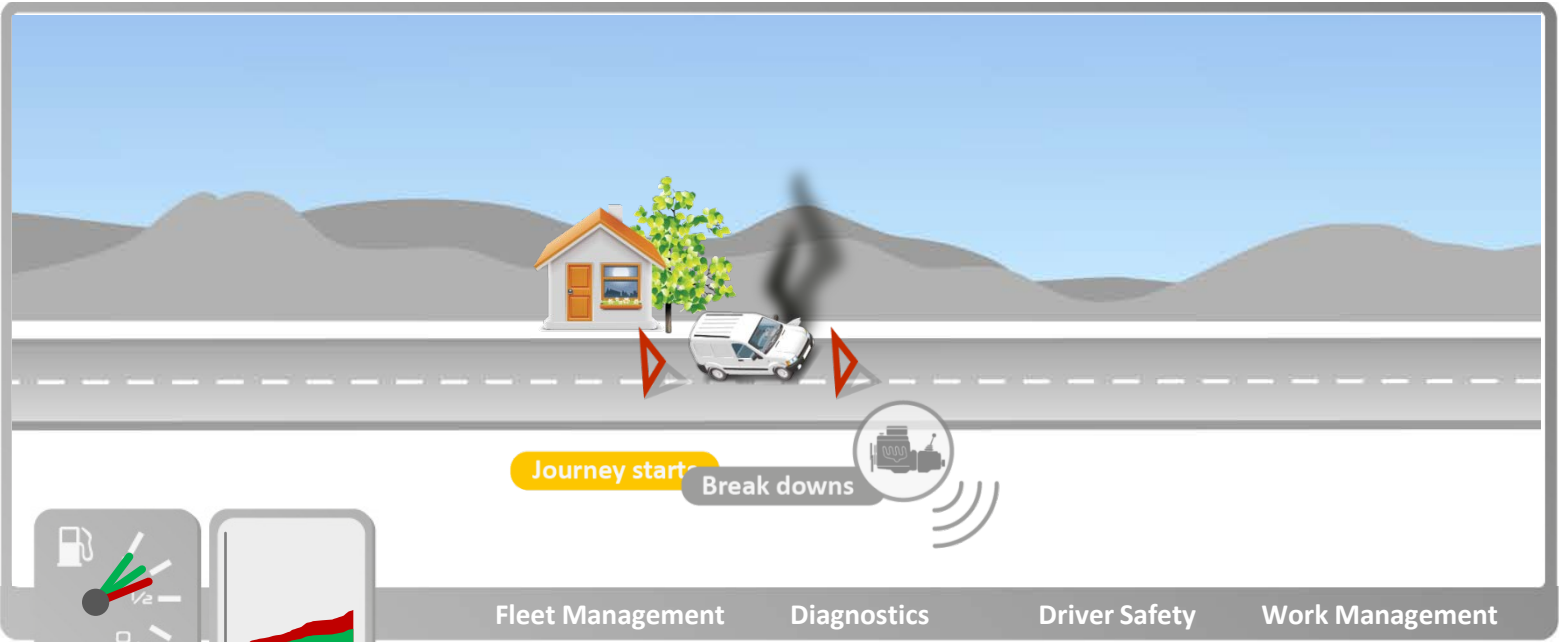
Work Demands



Trimble Field Service Management. **Modular options**



Our Solutions Powered by GeoManager



Insurance



Powered Plant



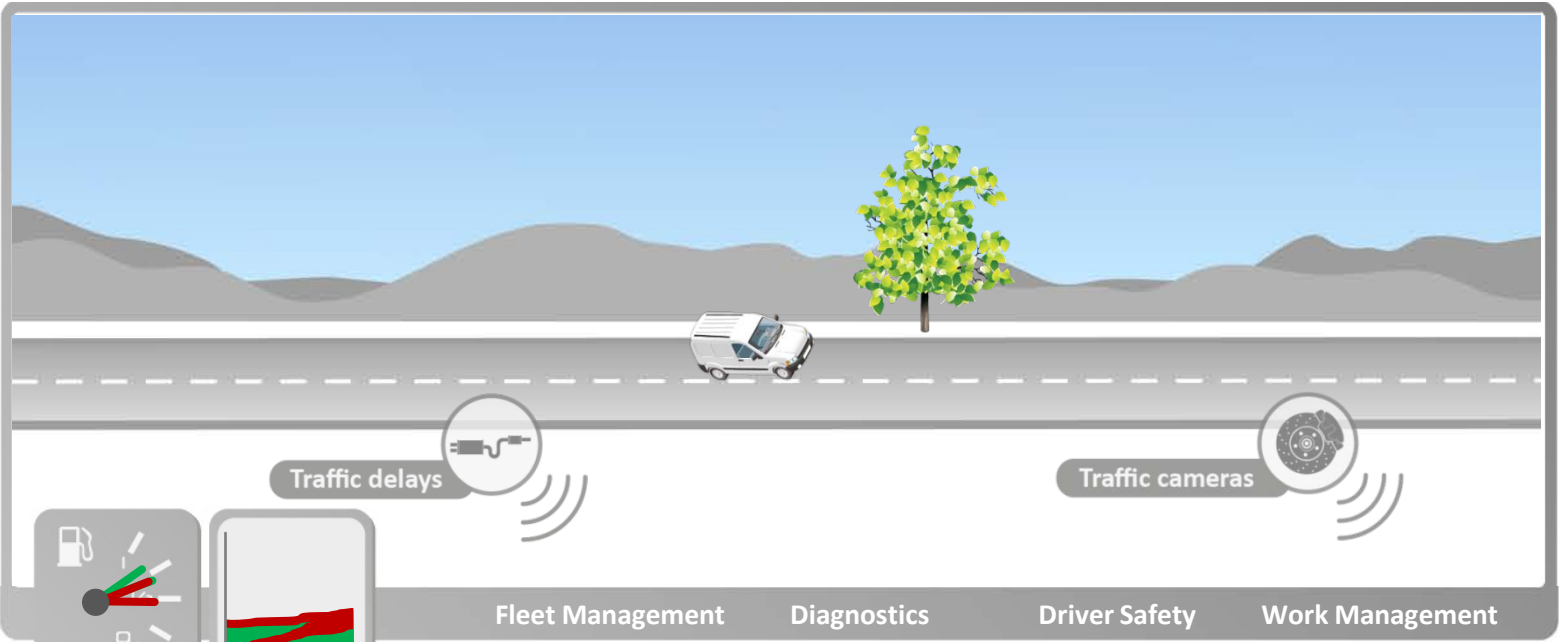
HGV



Security &
Accreditation



Our Solutions



Insurance



Powered Plant



HGV



Security &
Accreditation

Profitability

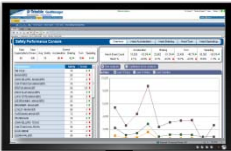
Risk

Fleet Management

Diagnostics

Driver Safety

Work Management



About Trimble

Discovery

Customer Challenges

Our Solutions

RoI Calculator

Through Life Services

Additional Resources

Summary

Modular solutions

Fleet Management

Diagnostics

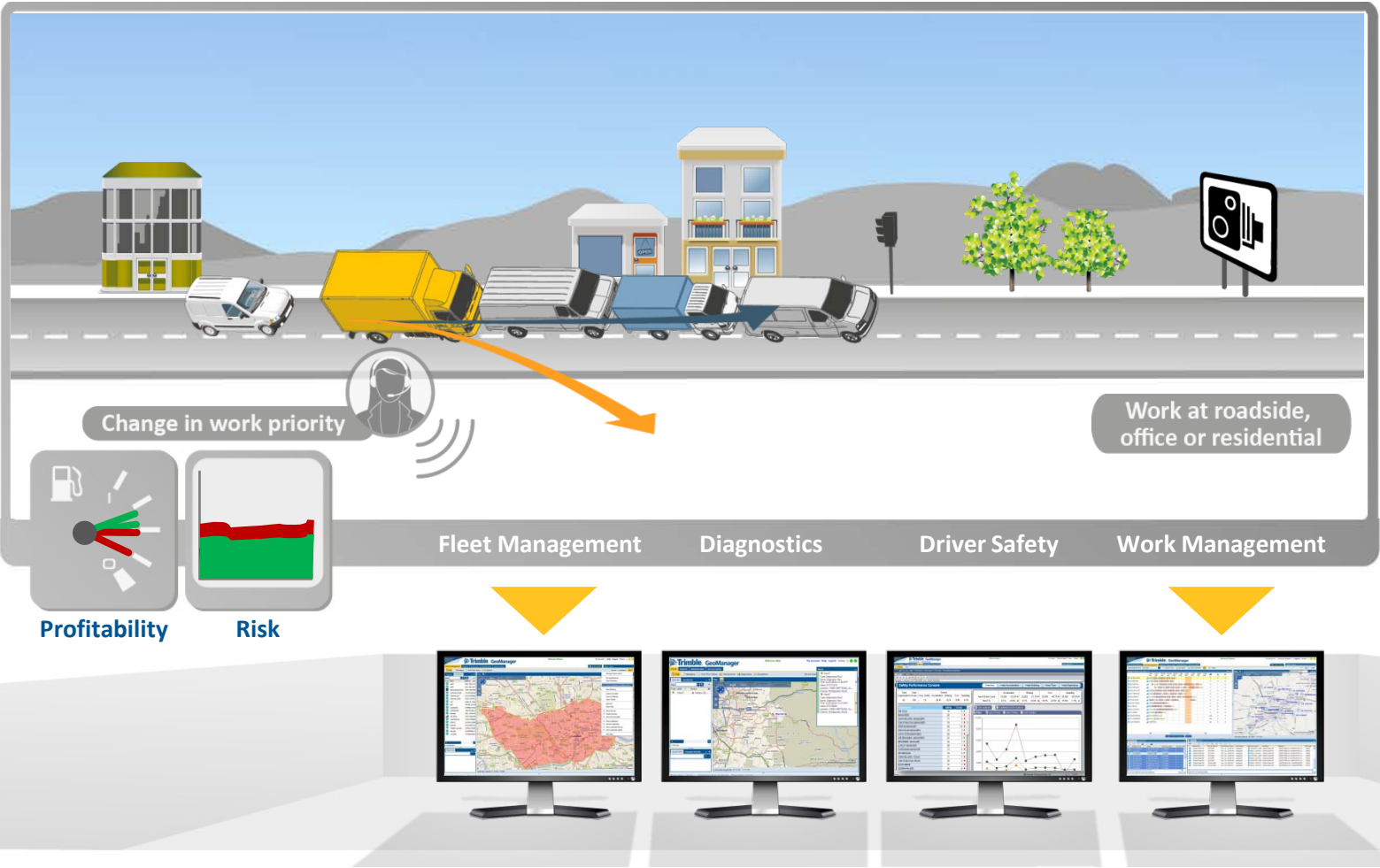
Driver Safety

Work Management

Security



Our Solutions



Insurance



Powered Plant

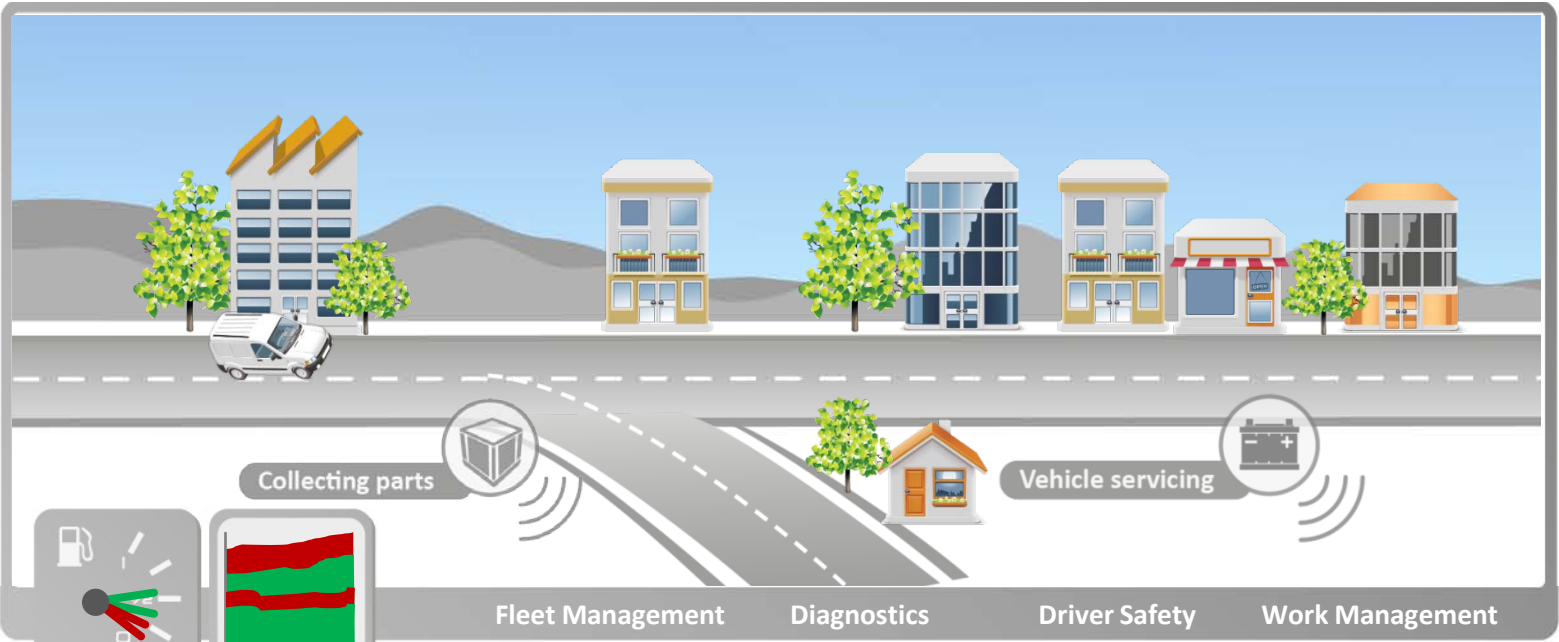


HGV



Security &
Accreditation

Our Solutions



Insurance



Powered Plant



HGV



Security & Accreditation

Profitability

Risk

Fleet Management

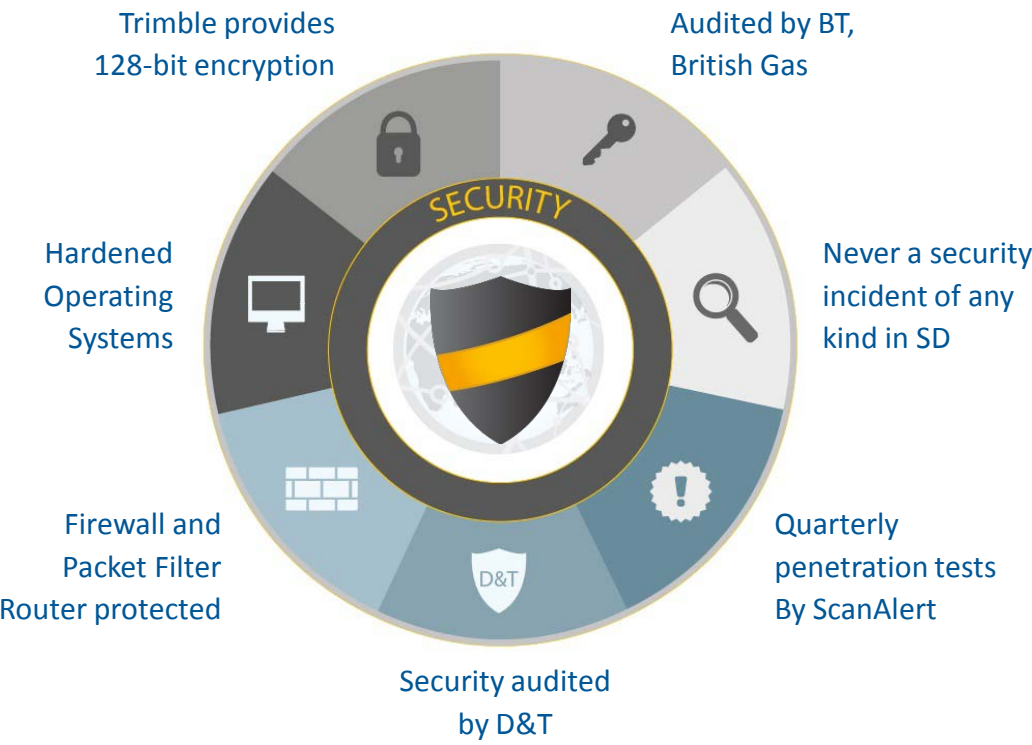
Diagnostics

Driver Safety

Work Management



Security & Accreditation



Accreditation



Our Solutions . Fleet Management

KEY FUNCTIONALITY

- 1 Locate and monitor workforce in real time
- 2 Manage operations dynamically
- 3 Ensure compliance
- 4 Measure, record, and report performance



KEY BENEFITS

- 1 Asset utilisation
- 2 Productivity
- 3 Compliance
- 4 Quality of service
- 5 Duty of care
- 6 Reduce operational costs



► **Case Studies:** [Communication](#) | [Energy](#) | [Field Service](#) | [Welfare](#)

► **Solution Mechanics**

Fleet Management



TVG 660 SPEC HIGHLIGHTS

- 1 x Serial Communication Interface RS232 or RS485
- 3 x Analog Inputs 0 to 32 V DC
- 2 x Digital Inputs 0 to 32 V DC
- 2 x Digital Outputs 0 to Supply Voltage
- Mixed configuration as either
- Logic Levels and/or Pulse
- Width Modulation
- 1 A - Open Collector Driver for external Relays, Indicators, Buzzers, etc
- 1 x miniUSB
- 1 x microSD
- 1 x iButton Interface

TVG 660 DEVICE

- GPS Position accuracy TVG660 device's Copernicus ii GPS Receiver supports a horizontal accuracy of sub-3 metres in 50% of instances, and sub-8 metres in 90% of instances
- Data sent via GPRS at 5 minute interval
- ISO: 27001 Data Centres
- Presents Fleet Vehicle Data on GeoManager

▶ [Sample report](#)

Fleet Management . Reports



Fleet Management Level 1 Reports

- Activity Detail
- Asset Snapshot
- Consolidated Exception
- Count & Time at Work Centre
- Count in Work Center, Central Office or Remote
- Early Arrival End of Day
- Fuel reports
- Idling Exception
- Inactivity
- Landmark Exception
- Low Battery Exception
- Mileage reports
- Mobile Device Vicinity
- Odometer
- Off Hours Use Exception
- Organisational Hierarchy Audit
- Out of Hours
- Parametised Stop
- Phone reports
- Role Based Access Control Audit
- Speed Exception
- Stop summaries
- Time at Start Location before Departure
- Travel Time and Mileage
- User Logon
- Vehicle reports
- Zone Exception

Our Solutions . Diagnostics

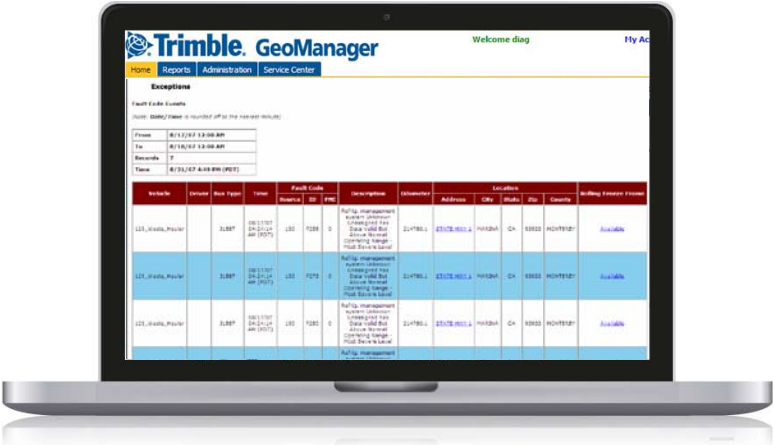
KEY FUNCTIONALITY

- 1 Connection to vehicle diagnostic system 'CAN bus'
- 2 Real time vehicle condition
- 3 Remote fault warnings
- 4 Fuel and CO₂ usage



KEY BENEFITS

- 1 Efficient response to faults
- 2 Improve fleet uptime
- 3 Reduce R&M costs



► **Case Studies:** [Communication](#) | [Energy](#) | [Field Service](#) | [Welfare](#)

► **Solution Mechanics**

Diagnostics



CANbus

- Hardware Protocols CAN V 2.0b
- Channels 2
- Baud Rate 125 / 250 / 500 /1000kbit/sec
- Communication Protocols J1939, ISO15765, J1939 (FMS)

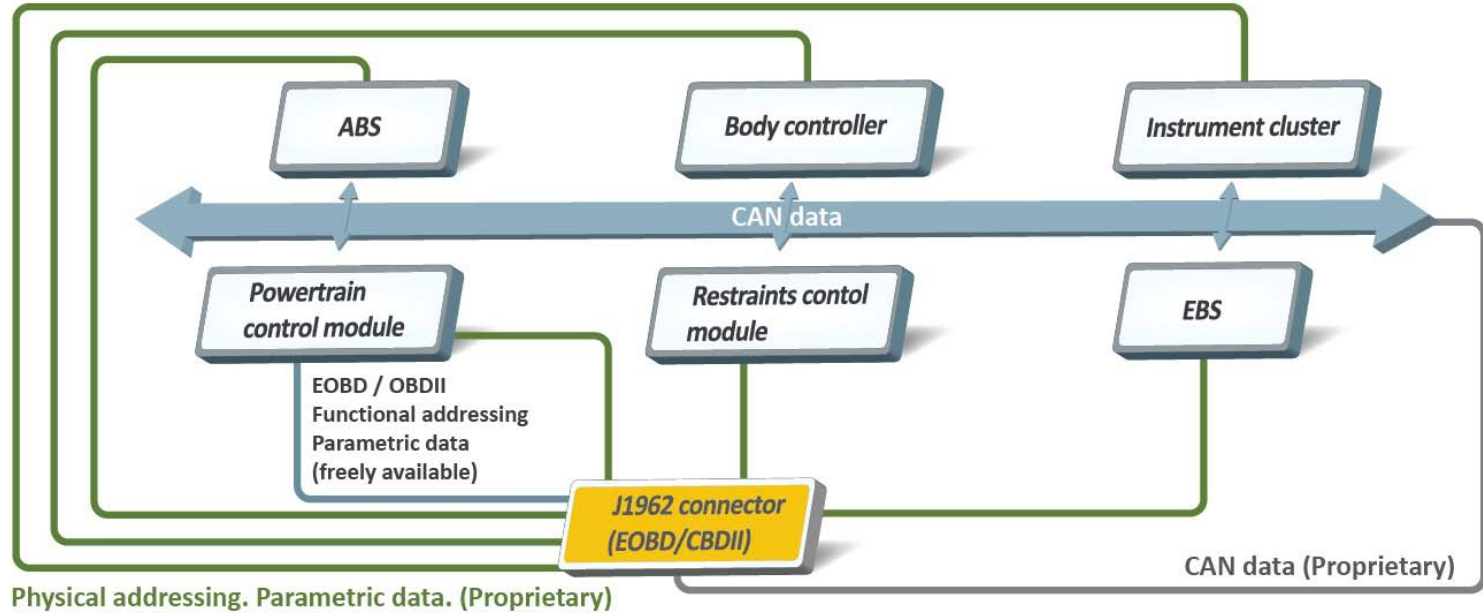
TVG 660 Spec Highlights

- Hardware Protocols CAN
- K-Line, J1708, J1850
- Baud Rate 125 / 250 / 500 /1000kbit/sec
- Baud Rate 5 baud - 41.6k baud
- Communication Protocols ISO9141-2, ISO14230 (KWP2000), ISO15765, J1850, J1979, J1587
- Manufacturer Specific Protocols On Request

Fleet Management Level 2

- Carbon Emission Detail
- Carbon Emission Summary
- Trip Report Detail
- Trip Report Summary
- Diagnostic Fault
- Fuel Fraud Consumption Detail
- Fuel Fraud Consumption Summary

Diagnostics



- OBDII / EOBD use freshly available data
- Any data that supports EOBD data / OBDII data must respond
- Emission related data is returned
- The TVG660 uses this method of gleaning parametric data that is used to calculate Fuel usage and Odometer

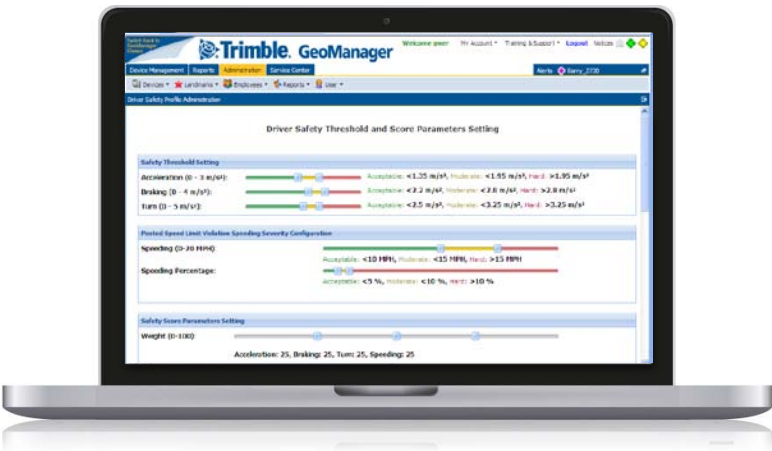
- Physical addressing is used to read parametric data directly from individual modules
- All data relating to the individual module is returned, e.g. airbag, brake wear
- All parametric data requests are proprietary to the individual manufacturer

- CAN message data is the method used by each module to interact with each other
- This data is proprietary to each manufacturer
- All vehicle data is available

Our Solutions . Driver Safety

KEY FUNCTIONALITY

- 1 Real time monitoring of driver behaviour
- 2 In vehicle warning lamps
- 3 Management console
- 4 Driver scorecards
- 5 Posted road speeding exceptions



KEY BENEFITS

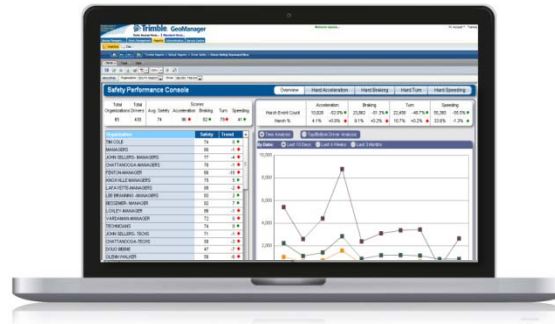
- 1 Improve driver behaviour
- 2 Reduce collisions
- 3 Reduce insured and uninsured losses
- 4 Reduce insurance premiums through lower risk
- 5 Reduce fuel usage
- 6 Reduce R&M costs, tyres, brakes etc

► **Case Studies:** [Communication](#) | [Energy](#) | [Field Service](#) | [Welfare](#)



Driver safety

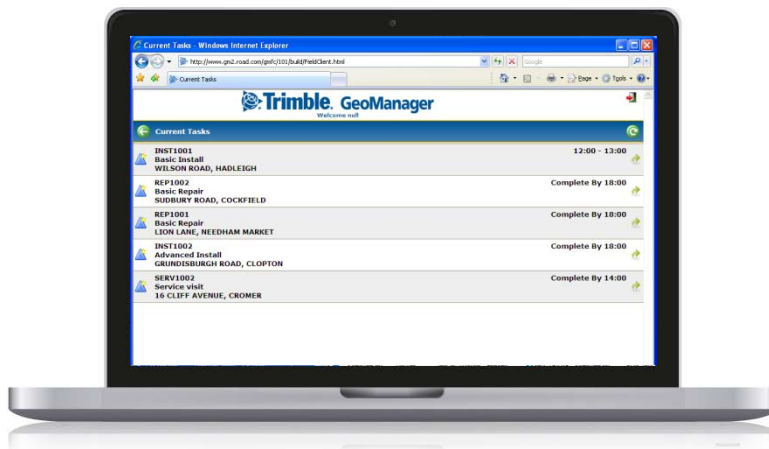
- + Interactive graphical reports utilising MicroStrategy business reporting tools
- + Driver Safety data can integrate into other risk management systems such as IDS



Our Solutions . Work Management

KEY FUNCTIONALITY

- 1 Real time monitoring of a daily work schedule
- 2 Warns of tasks in jeopardy based on status, time, distance, travel
- 3 Calculates solutions and rebalances schedule
- 4 Dispatches tasks to the field force



KEY BENEFITS

- 1 Maximise productivity
- 2 Minimise missed commitments / KPI's
- 3 Reduce costs: mileage, fuel, time, overtime
- 4 Paperless office with real time despatch

► **Case Studies:** [Communication](#) | [Energy](#) | [Field Service](#) | [Welfare](#)

► **Solution Mechanics**

[About Trimble](#)

[Discovery](#)

[Customer Challenges](#)

[Our Solutions](#)

[RoI Calculator](#)

[Through Life Services](#)

[Additional Resources](#)

[Summary](#)

[Modular solutions](#) | [Fleet Management](#) | [Diagnostics](#) | [Driver Safety](#) | [Work Management](#) | [Security](#)



Work Management



Base Workflow Productivity

- Work creation
- Work visualisation, assignment and dispatch
- Work schedules and optimisation
- In-day exception and performance management
- Reports
- General
- Work access from a web browser on the employee's mobile device

Web Services For CRM Integration

- Create a work order in GeoManager
- Modify the work details in GeoManager
- Cancel a work order in GeoManager
- Assign work to an employee
- Unassign work
- Dispatch work
- Get Task Details
- Get Task Closure information from GeoManager
- Close work in GeoManager
- Reopen a closed task

Work Access from a Windows Mobile Client

- Work Access and Progression from a Trimble Juno client
- Work Access and Progression from other Win-Mobile devices

Driving in context



RIGHT DRIVER

- 1 Selection and Recruitment
- 2 Licence and Regulatory checks
- 3 Performance & HR measures
- 4 Clear and enforceable policy

RIGHT VEHICLE

- 1 Equipment
- 2 Vehicle Selection and Procurement
- 3 Service, Repair and Maintenance
- 4 Inspection regime

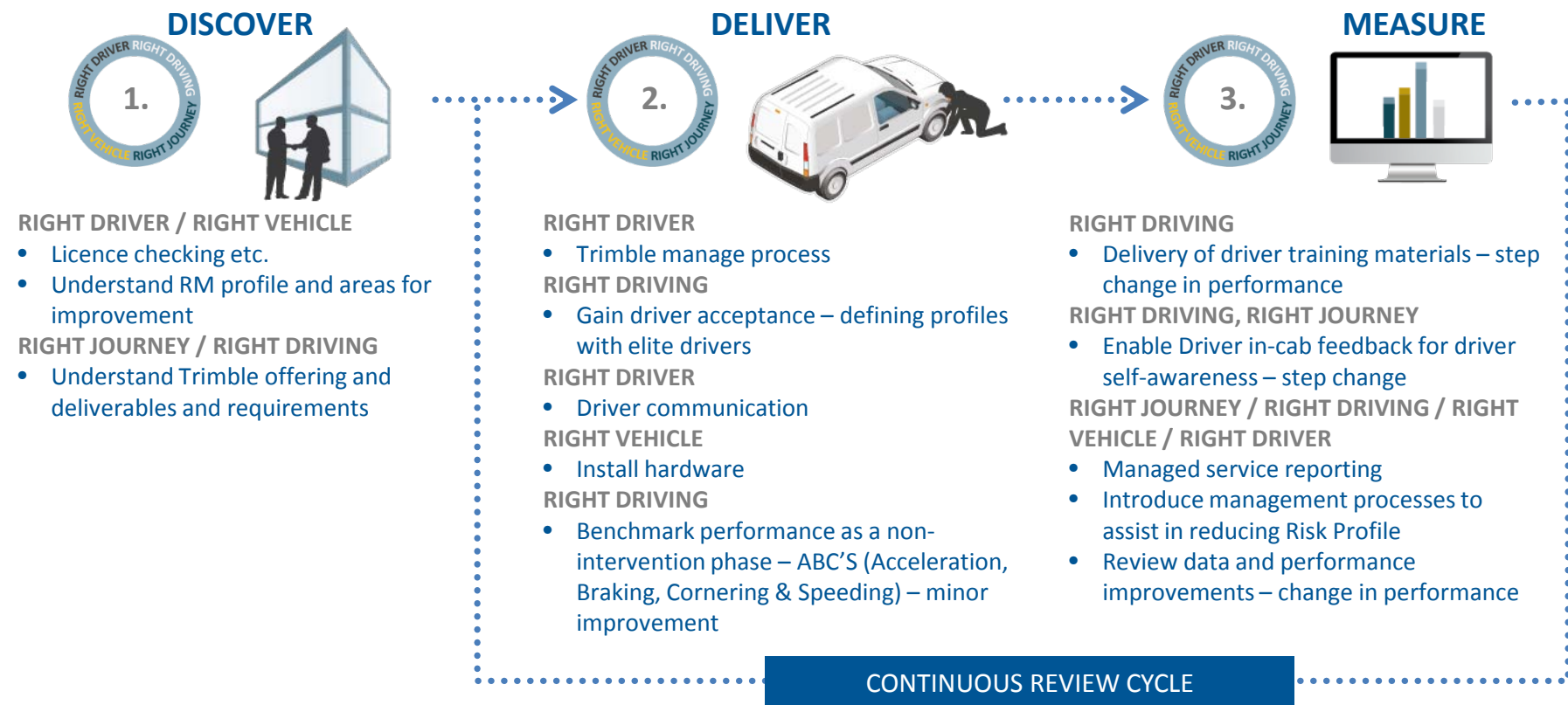
RIGHT JOURNEY

- 1 Realistic Schedules
- 2 Appropriate Routes
- 3 Fatigue risk
- 4 Time/Distance Rules Compliance

RIGHT DRIVING

- 1 Acceleration
- 2 Breaking
- 3 Cornering
- 4 Speeding

Insurance



Profitability
increases

Health & Safety
improves

Fuel economy
improves



Insurance
costs down

Uninsured
losses down

Risk reduces

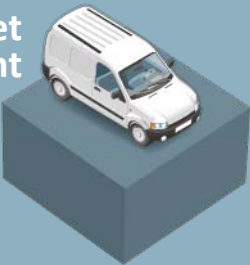
Insurance . Benefits & Expansion

TRIMBLE DRIVER SAFETY PLATFORM

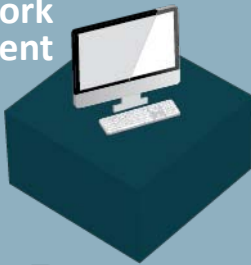


← ADDITIONAL BOLT-ONS

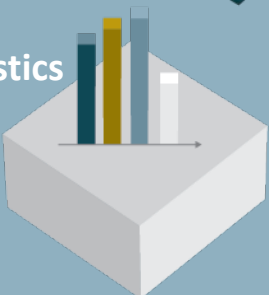
Fleet Management



Work Management



Diagnostics



20% ↓



Vehicle crashes

Leading to:

- reduced direct costs of vehicle repairs, liability to third parties, replacement vehicles and injuries to drivers
- reduced indirect costs including brand damage, lost customers, management time.

10% ↓



Fleet operating costs

Achieved by:

- optimizing journey planning and vehicle deployment
- reducing vehicle and driver redundancy
- reducing vehicle down time.

10% ↓



Vehicle running costs

Safe and efficient driving means:

- fuel savings between 8% and 11%°
- reduced wear on tires, brakes and other replaceable components.

Driving in context



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DISCOVER



RIGHT DRIVER / RIGHT VEHICLE

- Engage with the ZFI concept licence checking etc.
- Understand RM profile and areas for improvement

RIGHT JOURNEY / RIGHT DRIVING

- Understand Trimble offering and deliverables and requirements

DELIVER



RIGHT DRIVER

- Trimble manage process

RIGHT DRIVING

- Gain driver acceptance – defining profiles with elite drivers

RIGHT DRIVER

- Driver communication

RIGHT VEHICLE

- Install hardware and integrate with ZFI

RIGHT DRIVING

- Benchmark performance as a non-intervention phase – ABC'S (Acceleration, Braking, Corning & Speed) – minor improvement

MEASURE



RIGHT DRIVING

- Delivery of driver training materials – step change in performance

RIGHT DRIVING, RIGHT JOURNEY

- Enable Driver in-cab feedback for driver self-awareness – step change

RIGHT JOURNEY / RIGHT DRIVING / RIGHT VEHICLE / RIGHT DRIVER

- Managed service reporting to enhance and support ZFI
- Introduce management processes to assist in reducing Risk Profile
- Review data and performance improvements – change in performance

CONTINUOUS REVIEW CYCLE



Profitability
increases

Health & Safety
improves

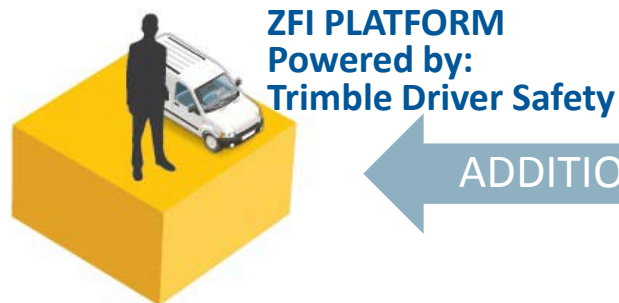
Fuel economy
improves



Insurance
costs down

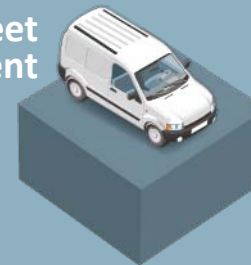
Uninsured
losses down

Risk reduces



← ADDITIONAL BOLT-ONS

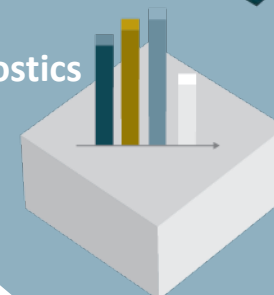
Fleet
Management



Work
Management



Diagnostics



20% ↓



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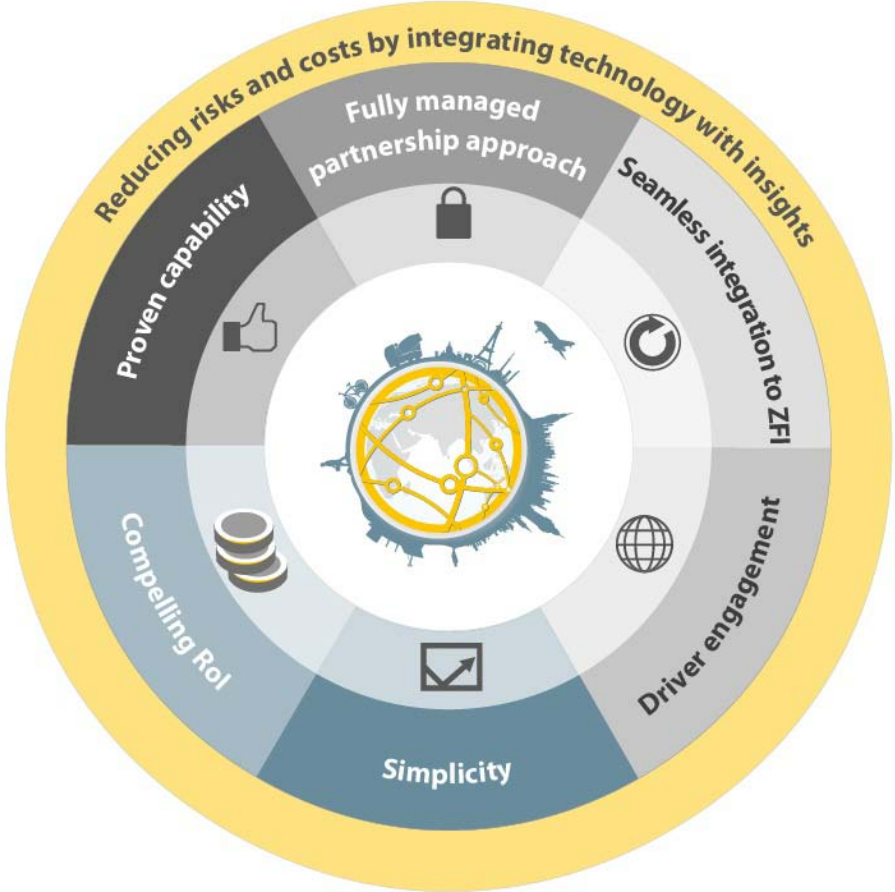
10% ↓



Vehicle running costs

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Driving in context



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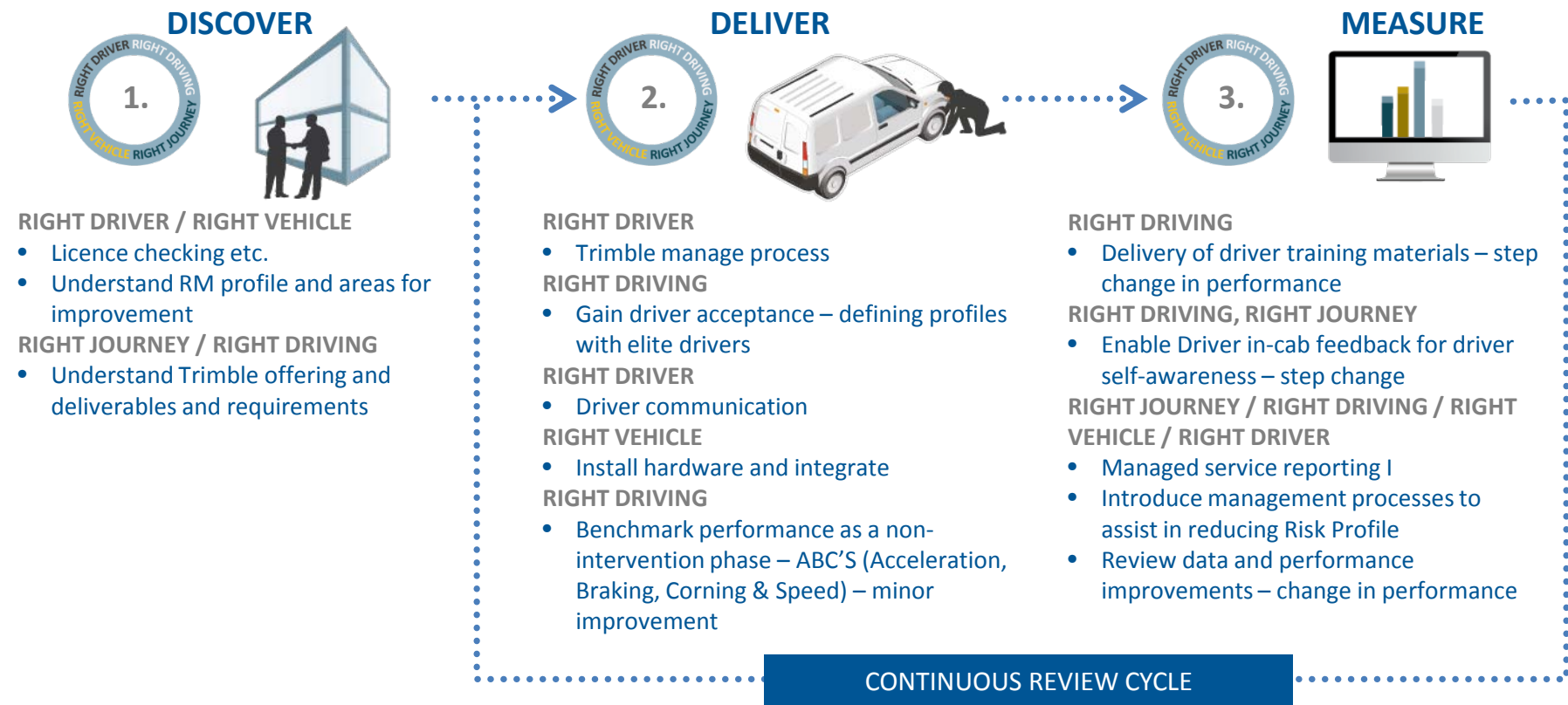
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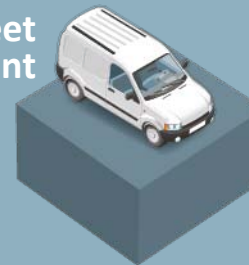
Equity Red Star . Benefits & Expansion



**TRIMBLE PLATFORM
incl. Driver Safety**

ADDITIONAL BOLT-ONS

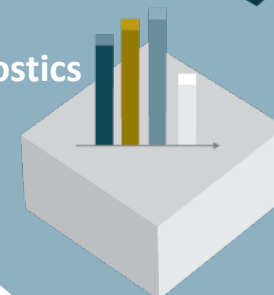
**Fleet
Management**



**Work
Management**



Diagnostics



20% ↓



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Return on Investment . Calculator



According to AberdeenGroup surveys, Trimble customers show significant cost savings after implementation of Trimble Fleet Management tools, including:



22%

Reduction in fuel consumption



25%

Reduction in idle times



32%

Improvement in fleet utilisation



21%

Reduction in vehicle and operating costs



31%

Reduction in daily mileage



11%

Increase in service revenue



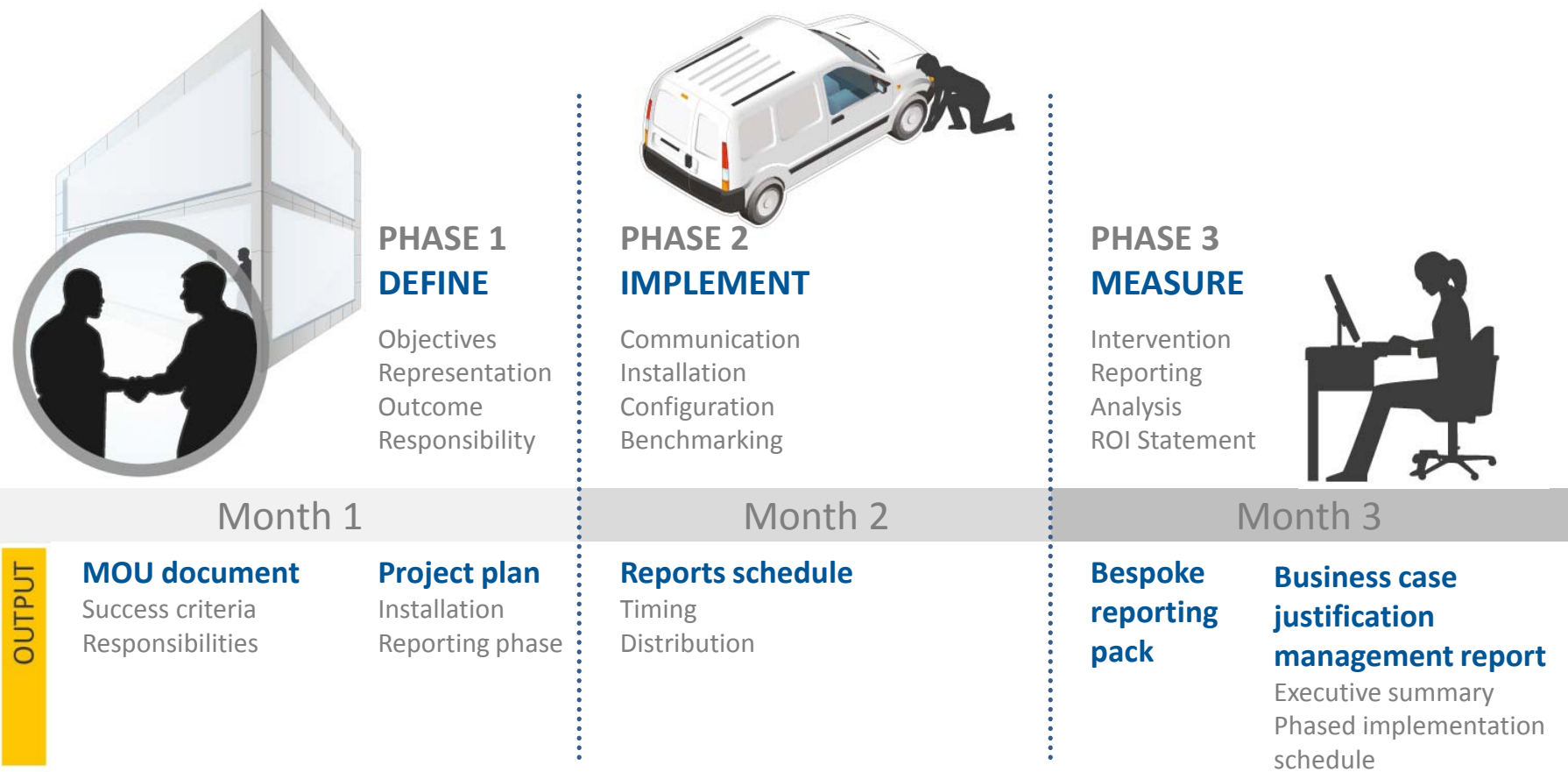
9%

Improvement in workforce productivity

Through Life Service. Trimble as a service partner



Pilot process



Deliverables





- + Custodian of the process
- + Gain industry best practise
- + Faster Return On Investment
- + Evidence based ROI
- + Customised exception based reporting
- + On-site evidence based planning sessions
- + Achieve cultural and behavioural change







Service Levels

| | ½ Year Exec Trend Reporting and Review | Quarterly Operations Performance Review | Monthly Operations Reporting |
|---|---|--|---|
| GOLD |  |  |  |
| SILVER |  |  | |
| BRONZE (included as standard) |  | | |

Service Level Agreements

| Problem severity | First reaction time | Update frequency | Solution or bypass metric |
|---|-----------------------|------------------|---------------------------|
|  Severity 1 | 90% within 30 minutes | 90 minutes | 95% within eight hours |
|  Severity 2 | 90% within two hours | Four hours | 95% within 48 hours |
|  Severity 3 | 75% within one day | Daily | 90% within seven days |
|  Severity 4 | 75% within two days | Weekly | 90% within one month |

As a standard a typical SLA example for the GeoManager solution is as follows

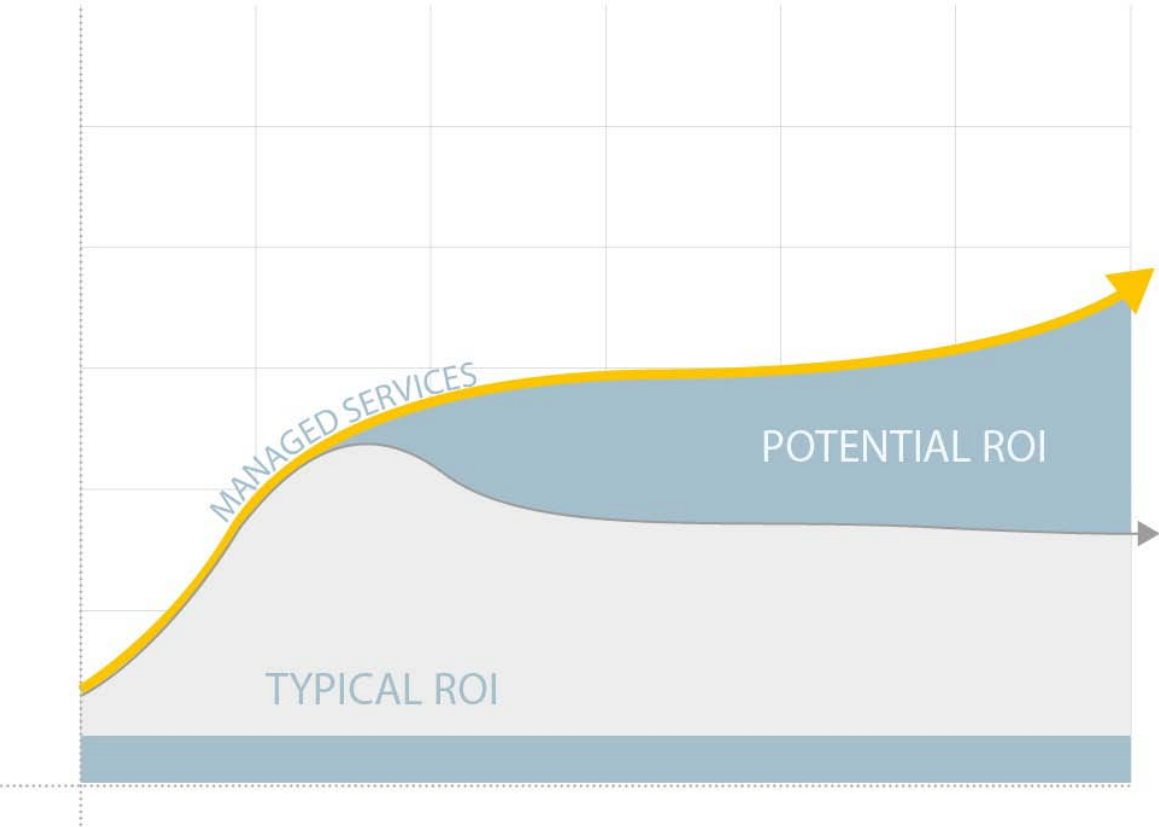
| | |
|---|---|
|  Severity 1 | Errors occur when the Service is unavailable, down, inaccessible, or a major component or feature of the Service is inoperable. |
|  Severity 2 | Errors occur when the Service is severely impaired; the Service is available, accessible and usable, but an essential component or feature of the Service is malfunctioning and negatively impacts Customer's operation |
|  Severity 3 | Errors occur when a Service element is impaired or not working properly; the Service is usable, but is not functioning in accordance with specifications to the current user documentation for the applicable release of the Service. |
|  Severity 4 | Errors generally include those administrative or billing-related issues that may occur from time to time and are reported via an SR. |



Managed services

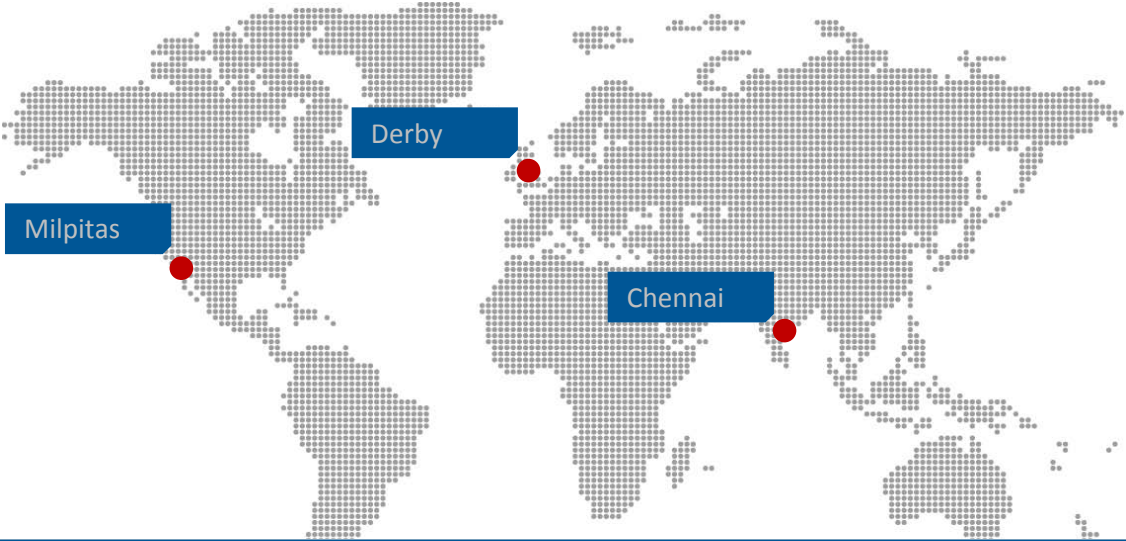
We ensure a continuous improvement process

- 1 User training & education
- 2 Data analysis & reporting
- 3 Benefits integration & further actions
- 4 Systems integration

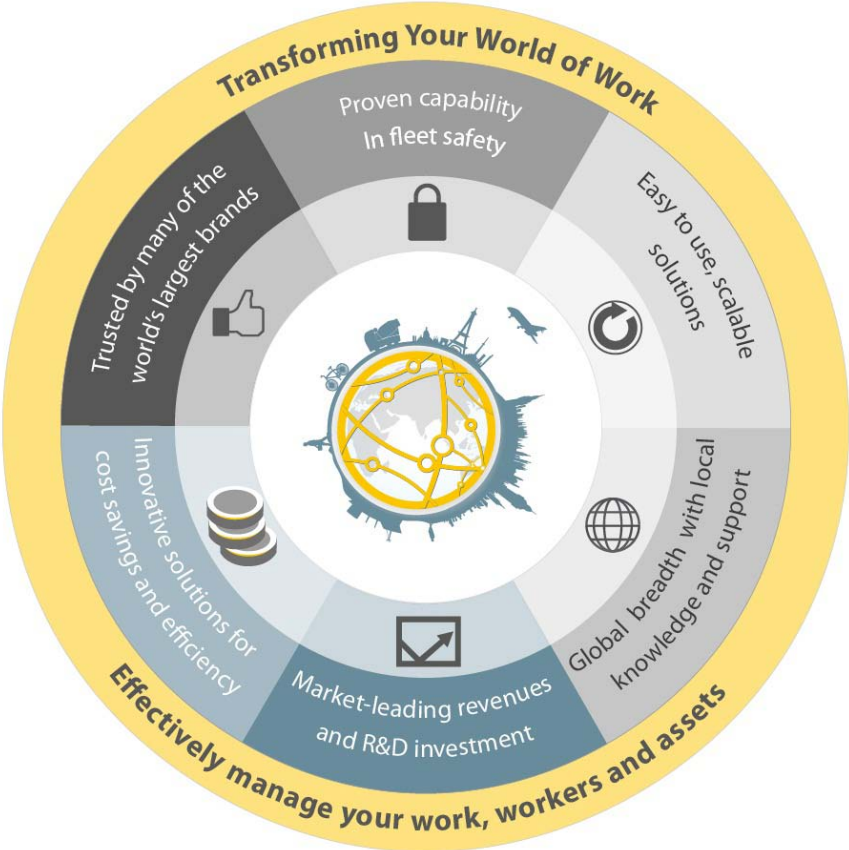


Customer Service

| 100% | | Customers satisfied with Trimble support |
|---|------|--|
|  | 97% | Respondents satisfied that Trimble FSM had helped to improve their own levels of customer satisfaction |
|  | 90% | Would recommend Trimble to others (based on quality of support received) |
|  | 93% | Respondents had their expectations met or exceeded (prime reason being responsiveness to issues) |
|  | 100% | Satisfaction rating with Account Managers |
|  | 94% | Trimble solutions had reduced costs and improved productivity within their own organisations |




Summary



Call to action . Next steps

1

Trimble
Actions




+

XX

2

Customer
Actions




+

XX

3

Expected
Outcomes



+

XX



Trimble Field Service Management *Transforming Your World of Work*

Trimble will be the mission critical partner for solutions that transform the way in which work is performed by field service organizations worldwide



Additional resources

► Safety Console demo

► Trimble Transport & Logistics (T&L)

► Trimble global product overview



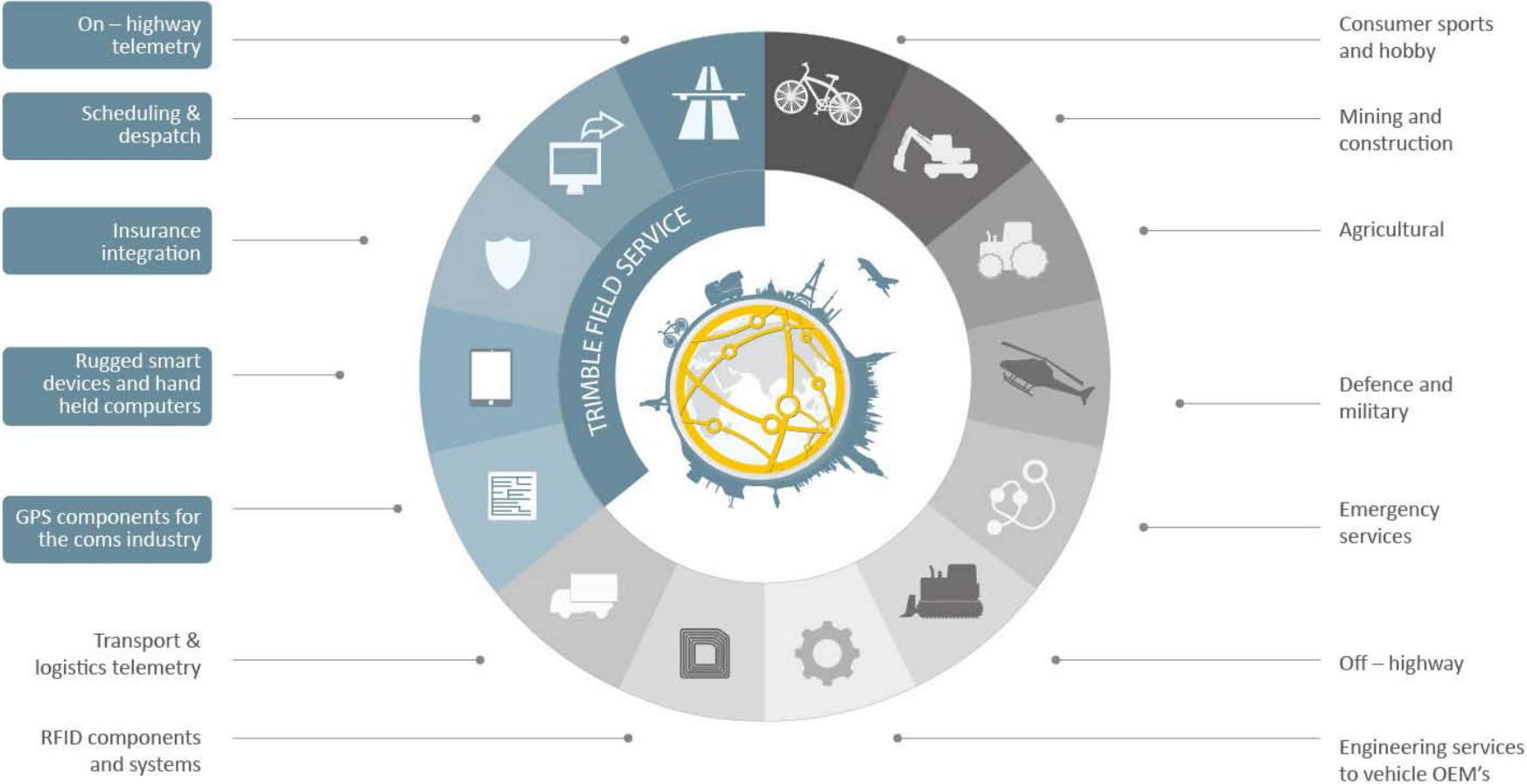
Safety console . demo

▶ Open demo



| CarCube (onboard computer) | FleetWorks (back office administration) | FleetCockpit (all-in-one for the dispatcher) |
|--|--|--|
| <ul style="list-style-type: none"> Driver identification Navigation Truck navigation Task planning and task status report Trailer identification and verification Communication Driving style assistant | <ul style="list-style-type: none"> Track & trace Trailer identification and verification FMS report Task and journey allocation Contact management Alarm processing Reporting | <ul style="list-style-type: none"> Journey time assistance Digital readout CANbus linkage |
|  |  |  |

Trimble Navigation Group services



Example user benefits . Client A Communications

24,000





Work
Management



Fleet
Management



| Business challenge |
|---|
| <ul style="list-style-type: none">Reducing revenues caused by competition, economic climate, customer attritionOrganisation transformation to reduce cost and improve productivity and efficiency,Regulated service delivery and complianceInfrastructure upgrade – timescales, coverage and costEconomic climate meaning SME investment is constrained and many consumers are becoming “mobile-only households”Customer adoption of new services and new technology |
| How |
| <ul style="list-style-type: none">Trimble engagement is with key customer stakeholders across several business units to enable alignment of benefits and key ROI focus areas |
| Result |
| <div><div><div>10%</div><div>Fuel reduction (driver behaviour)</div></div><div><div>36%</div><div>Improvement in operation efficiency</div></div></div> |

► Solutions: [Fleet Management](#) | [Diagnostics](#) | [Driver Safety](#) | [Work Management](#)



Example user benefits . Client B Energy

10,000



Fleet Management



Diagnostics



Driver Safety



Work Management



Currently piloting

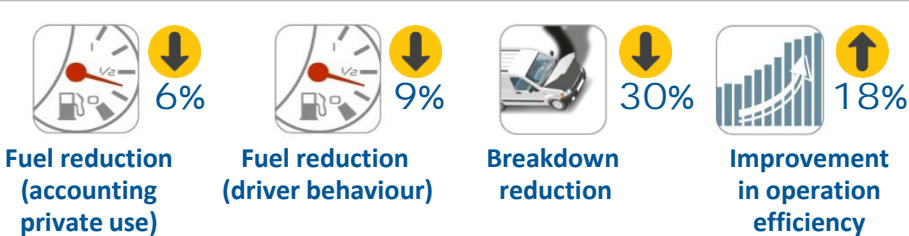
Business challenge

- Reduced revenues
- Difficult trading conditions / lower customer demand,
- Consolidation programmes in play meaning greatly reduced internal capex / IT spend
- Increasing compliance
- Increasing competitor pressure, Customer value

How

- Trimble engagement with key customer business units
- Customer business change teams aligned to maximize Trimble technology benefit and provide clear guidance of effectiveness of change.
- leasing partner engagement to improve support services provision.

Result



► Solutions: [Fleet Management](#) | [Diagnostics](#) | [Driver Safety](#) | [Work Management](#)



Example user benefits . Client C Field service

1,200



Fleet
Management



Diagnostics



Driver Safety



Business challenge

Reduce collisions rate and insurance costs

- 557 collisions in 2011 costing £1m
- 51 vehicles written off
- 358 speeding fines
- 131 days of work lost

How

- Trimble engagement is with key customer stakeholders across several business units to enable alignment of benefits and key ROI focus areas

Result



↓
78%

Accident
reduction



↑
17%

Improvement in
operation efficiency



↓
20%

Administration
reduction

► Solutions: [Fleet Management](#) | [Diagnostics](#) | [Driver Safety](#) | [Work Management](#)



Example user benefits . Client D Welfare

750



Fleet Management



Diagnostics



Driver Safety



Business challenge

- Cost of fuel and collision rates, fleet administration and mileage management

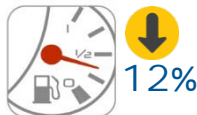
How

- Trimble engagement is with key customer stakeholders across several business units to enable alignment of benefits and key ROI focus areas

Result



Fuel reduction
(accounting
private use)



Fuel reduction
(driver behaviour)



Breakdown
reduction



Speeding violations
reduction



Administration
reduction

► Solutions: [Fleet Management](#) | [Diagnostics](#) | [Driver Safety](#) | [Work Management](#)