

Growing With Your Business

In today's demanding business climate of higher customer service expectations, rising costs, increasing competition and greater choice, companies must find a balanced way to increase field worker performance while reducing company costs. Consistently working smarter in an ever changing world requires dynamic solutions that can grow and adapt as your business changes.

Trimble Taskforce 8, the next generation platform for Mobile Field Service & Sales (MFSS), allows your business to optimize, manage and communicate day-to-day activities with your mobile workforce using real-time data and scheduling automation. Building on patented technology, Taskforce enables your business to balance customer expectations with your company's needs, increasing customer satisfaction and delivering reliable and repeatable performance on a daily basis.



Key Benefits

Taskforce 8 grows with your business needs, incorporating features tailored to your business, from the first steps of semi-automated or automated scheduling to realizing a fully integrated scheduling and dispatching solution.

By using Taskforce 8, your business can:

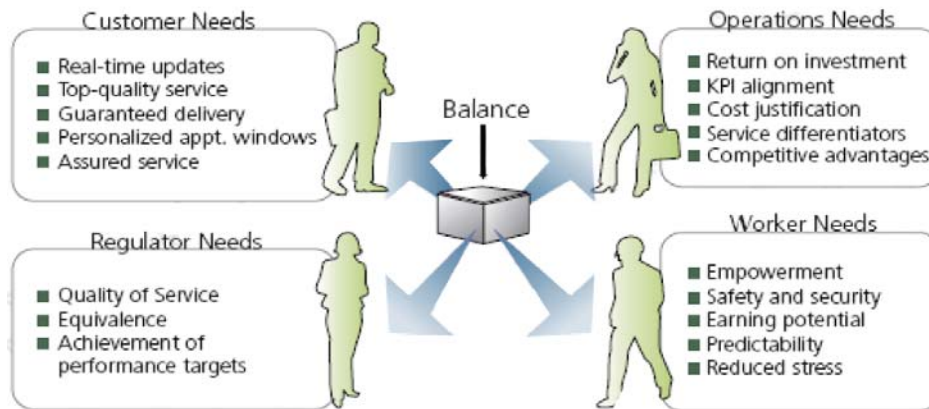
- Increase your company's efficiency by completing more tasks per day with the same workforce
- Boost customer satisfaction and retention with:
 - Greater appointment flexibility by using the Intelligent Controller
 - Better customer communication
 - More customer service calls answered per day
 - Fewer return visits by getting the right worker to the right job at the right time
- Reduce vehicle mileage, fuel costs
- Help preserve the environment by shrinking your carbon footprint

Empowering Your Field Workers

Taskforce 8 introduces the Intelligent Controller, a web-based user interface that enables users to improve field service by empowering workers while in the field. Field worker's schedules are reasonably unpredictable—constantly changing as customer needs are met and new requests come in—so the best time to make decisions about field service delivery is just before the service begins. And the person with the most accurate and up-to-the-minute information is the field technician. Using the Intelligent Controller allows field workers to make smart decisions that enhance the customer's experience.

The Intelligent Controller supports intelligent pick and place, allowing the user to pick a task. It then indicates to the user appropriate places to schedule the task, getting the right worker to the right job at the right time. Users may also select some or all tasks, then request that the system automatically assign the work to field workers, creating an automated dispatch that the field workers can modify in the field when appropriate.

Business Challenge: Balancing Stakeholder Needs



Coordinating Your Business from Start to Finish

When integrated with the Dynamic Capacity Management Suite and a range of Trimble GPS mobile solutions, Taskforce 8 has the capability to extend the MFSS solution from the initial customer contact, by using the Intelligent Appointer, to the point of service via a Trimble mobile application, such as TrimWeb, TrimView or GeoManager. It can also be tightly integrated with other business systems, from CRM to billing, using industry-standard interfaces provided by the MFSS Software Development Kit.

Part of a Complete MRM Solution

Trimble Taskforce 8 is the flagship of the Trimble MRM MFSS solution. Together with Fleet Productivity & Management (FPM) and Field Asset Management (FAM), Trimble MRM MFSS solutions help make up the complete array of end-to-end Trimble MRM solutions.

Key Features

- Intelligent Controller with Interactive Features
- Street Level Map Visualization
- Integrated with Trimble GPS Tracking Solutions
- Automatic Start of Day Schedule
- Automatic Scheduling of Work
- Create, View and Modify Tasks and Resources
- Field Configuration Tools
- MIS Reporting Integration
- Support for Capacity Management and Appointment feasibility checking

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