



Frequently Asked Questions

Trimble Self Service & Trimble Contract Direct

**Installation and Maintenance Programs
for Trimble iLMs and Related Hardware**

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www.trimble.com/mrm

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Introduction

This document addresses some of the commonly asked questions regarding the Trimble Mobile Resource Management (MRM) Self Service and Contract Direct programs. Trimble makes these programs available for the installation and maintenance of Trimble iLMs and related hardware that work with the Trimble GeoManager_{SM} Fleet Productivity & Management solution.

Trimble MRM Self Service Program

What is the Trimble MRM Self Service Program?

The Trimble MRM Self Service Program is a self installation and maintenance program for companies that possess local resources to perform the installation and maintenance of Trimble iLMs and related hardware. A company's local resource could be in-house vehicle maintenance personnel or a service garage with which it currently does business.

What are the advantages of implementing the Trimble MRM Self Service Program?

The Trimble MRM Self Service Program allows you to leverage resources you already have, such as in-house vehicle maintenance personnel or a local service garage, so you can lower the maintenance costs of your MRM deployment. You also gain direct quality control over your MRM devices and their maintenance so you can quickly resolve issues and reduce MRM device downtime along with any associated productivity losses.

What about new MRM device installations?

The Self Service Program is for new customer installations as well as existing customers who want to manage their maintenance and additional installations.

What is required to implement the Trimble MRM Self Service Program?

Your in-house or other local maintenance personnel need to be certified by Trimble to perform MRM device installation and maintenance. Trimble provides web-based and on-site training for certification.

Is there a fee for the Self Service Program's certification training?

Yes. Web-based training fees are based on a 3-hour class that can include up to 10 people. On-site training costs are based on a per-day fee plus travel costs. To determine the type of training that would best meet your company's needs and review cost details, please contact your Trimble MRM sales representative at 1-877-728-7623 or mrmsales@trimble.com.

How long does the Self Service Program certification take?

Depending on the type of training you select and our training schedule, certification can be completed in as little as one week.

Does Trimble MRM provide any support after certification?

Yes. Trimble provides online installation support for 90 days after certification.

Trimble MRM Contract Direct Program

What is the Trimble MRM Contract Direct Program?

Trimble MRM's Contract Direct Program enables customers to increase the efficiency with which they maintain their Trimble iLM in-vehicle GPS tracking devices and related hardware. The Contract Direct Program allows you to choose from Trimble's extensive network of Authorized Service Providers (ASPs) for installation and maintenance of your in-vehicle hardware. It may be used by companies that are not candidates for the Self Service Program or as an additional measure for Self Service Program companies whose own Trimble-trained resources experience occasional overflow. With Contract Direct you have the flexibility to coordinate directly with Trimble's ASPs and thereby streamline maintenance activities.

What are the benefits of using the Trimble MRM Contract Direct Program?

By working directly with a Trimble ASP you can substantially reduce downtime if a repair is necessary. With the Contract Direct Program, your repair cycle will depend on your schedule and that of the ASP you select. In most cases, service can be completed in 1 to 3 days. This rapid turnaround time results from the direct control you have over maintenance scheduling and resource allocation.

Are there any savings associated with the Contract Direct Program?

Potentially. With Contract Direct, you negotiate service rates directly with the Trimble ASP that you select. When negotiating volume projects, your negotiated rate will often result in lower MRM device installation and maintenance costs.

What are the costs associated with the Contract Direct Program?

As part of the Contract Direct Program, you are responsible for the cost of replacement parts such as antennas and wiring harnesses.

If I decide to try the Contract Direct Program, how do I find and select a Trimble Authorized Service Provider?

Customers who elect the Contract Direct Program can go to Trimble's Authorized Service Provider locator web site and select from a list of ASPs in their area. This web site is located at: <http://trimble.findlocation.com/search.aspx>.

What if I am dissatisfied with the service I am receiving from the Trimble Authorized Service Provider that I have selected?

If you are dissatisfied with the service you are receiving from a Trimble ASP, contact our Contract Direct program customer support line at 1-877-428-7623, Option 2, or e-mail cdsupport@trimble.com. Our Contract Direct customer support team will address your issues. You also have the option of selecting another ASP in your area.