



Overview

Implementing Trimble Self Service & Contract Direct Programs

March 2009



Overview-SelfService-18Mar09US

March 2009

www.trimble.com/mrm

Copyright © 2009 by Trimble Navigation Limited. @Road, Trimble and iLM are registered trademarks of Trimble Navigation Limited. The Trimble logo, GeoManager and @Road Pathway are trademarks and/or service marks of Trimble Navigation Limited. All other trademarks and/or service marks used are the property of their respective owners.

Trimble reserves the right to make changes at any time, in order to improve the reliability, function or design of its devices, products or services and to supply the best devices, products and services possible. Trimble devices, products and services are protected under one or more of the following U.S. Patents: 5,477,228; 5,694,594; 5,959,577; 5,990,827; 6,459,988; 6,529,159; 6,552,682; 6,594,576; 6,664,922; 6,578,005; 5,963,911; 6,862,524; 6,795,017; 6,882,313; 6,867,733; 6,832,140; 6,922,566 and numerous other patents and patents pending in jurisdictions worldwide. Trimble does not represent that the devices, products or services shown or described herein are free from patent infringement or from any other third party right. Trimble assumes no obligation to correct any errors contained herein or to advise any user of liability for the accuracy or correctness of any engineering software support or assistance provided to a user.

The Trimble devices, products and services are dependent on the coverage and calling areas of wireless networks owned and operated by third parties. Coverage and calling areas are approximate and may not cover significant portions of the United States. Actual coverage and operation of the devices, products and services depend on a variety of factors, including without limitation: system availability and capacity; system and equipment upgrades, repairs, maintenance, modifications and relocation; user equipment; terrain; signal strength; structural conditions; weather and atmospheric conditions; availability of power; governmental regulations; suspected fraudulent activities; acts of God and other conditions beyond the reasonable control of Trimble. Trimble will not be responsible for limits in coverage or performance degradation due to any such conditions. The user acknowledges that coverage and calling areas may be interrupted, halted or curtailed or the quality of the transmission may be diminished at any time.

The devices, products and services are dependent upon the availability of the Internet, which is owned and operated by and accessed through third parties. Trimble assumes no responsibility for improper storage of data or information, or delivery of messages. The user assumes the entire risk in downloading or otherwise accessing any data, information, files or other materials obtained from the Trimble and/or @Road web site, even if the user has paid for or otherwise been provided virus protection services from Trimble.

The Trimble devices, products and services and any modifications, alterations, additions or changes to the devices, products or services are not fault tolerant and are not designed, manufactured or intended for use in life support, emergency, mission-critical or other ultra-hazardous activities ("High Risk Activities"). Trimble specifically disclaims any express or implied warranty of fitness for such High Risk Activities. Use of a Trimble device, product or services in any application without the written consent of Trimble is prohibited.

All customer information is governed by the Trimble Privacy Policy located on the Trimble web site at www.trimble.com/mrm.

Notice of Rights. All rights reserved. No part of this manual may be reproduced or transmitted in any form by any means—electronically, mechanically, by photocopying, via recording or otherwise—without the prior written permission of Trimble Navigation Limited. For information on getting permission for reprints, contact Corporate Communications at Trimble Navigation Limited Headquarters.

Notice of Liability. The information in this manual is distributed on an "As Is" basis, without warranty, and was current at the time of publication. While precautions have been taken in the preparation of the manual, Trimble will not have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the instructions contained in this manual or by the software or hardware products described in it.

Privacy and Use. This product is intended to monitor and make available information concerning the vehicle's activities. It is the customer's sole responsibility to ensure that its use complies with any applicable laws and regulations. It is the customer's responsibility to develop and communicate policies concerning use of the application prior to implementing the product. Customers are urged to consult with their own legal counsel in connection with the particular use to which the customer puts the product and the potential implications from that use.

Table of Contents

Introduction.....	1
Current Maintenance Procedures.....	1
New Maintenance Options	1
Trimble MRM Self Service Overview	2
Trimble MRM Contract Direct Overview.....	2
Customer Testimonials	2
Implementing a New Trimble MRM Service Program.....	3

Introduction

Maintaining your Trimble Mobile Resource Management (MRM) system hardware is essential to achieving maximum value and productivity from your vehicles and mobile workers. When your system is not fully functional, your managers do not have a complete view of your operations. This can result in reduced fleet productivity and efficiency. By selecting a Trimble MRM Self Service or Contract Direct option for installation and maintenance of your Trimble iLMs and related hardware, you can greatly reduce your fleet downtime and maintain the productivity goals you have established.

Current Maintenance Procedures

Currently, if a vehicle appears to not be tracking in your Trimble MRM account, you must contact Trimble Support by telephone or through an online Service Request. Within two working days, Trimble will analyze and respond to the reported issue, and if unable to resolve the issue remotely, Trimble will contact a third party vendor in your area to schedule an on-site hardware repair.

New Maintenance Options

As of March 1, 2009, Trimble offers two additional options for installing and maintaining your Trimble MRM hardware. The Trimble MRM Self Service Program trains your own resources to perform hardware installations and maintenance, while the Trimble MRM Contract Direct Program enables you to work directly with Trimble-certified vendors in your area. 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.

By maintaining your own vehicles or working directly with a Trimble certified technician, you can substantially reduce downtime in the event a repair is necessary. If you select the Self Service option, your repairs could be completed in a matter of hours. If you select the Contract Direct Program, your repairs may be completed in as few as 1 to 3 days, depending on your schedule and that of the vendor you select. Trimble's vendor selection web site enables you to select from multiple vendors to find the best one to meet your needs.

Trimble MRM Self Service Overview

The Trimble MRM Self Service Program is designed for companies that either have in-house resources to perform the installation and maintenance of Trimble MRM devices, or an outside resource (such as a service garage) that is capable of performing these functions. With the Self Service Program, Trimble provides web-based or on-site training for the certification of your own installation and maintenance resources. Several of our customers who already have such resources prefer this option. Customers who use third party upfitters to build and outfit their vehicles may also prefer this option.

Trimble MRM Contract Direct Overview

The Trimble MRM Contract Direct Program allows you to choose from Trimble's extensive network of Authorized Service Providers (ASPs) for the installation and maintenance of your vehicles' Trimble iLMs and related hardware. By choosing this option, customers have the flexibility of coordinating directly with the resource of their choice, with the assurance that the ASP is contractually obligated to provide quality installations and service. All Trimble ASPs are thoroughly trained and certified by Trimble. Customers may choose the Contract Direct Program instead of or in addition to the Self Service Program.

Customer Testimonials

Professional Transportation, Inc.

"In 2007, our company chose to have several of our technicians trained and certified by Trimble to perform service on our GPS units. Our company operates a fleet of about 1,000 vans across more than 20 states. We strategically located our trained technicians throughout our territory to have a technician within 200 miles of any of our van hubs.

"In 2008 we were able to complete over 650 vehicle replacements using our own technicians, and we used Trimble ASPs when scheduling was an issue. This resulted in 650 de-installs and 650 re-installs of GPS equipment in 2008. We paid each of our technicians for their time and mileage.

"In the end, not only were we able to manage this process internally, but we were able to expedite the entire process, maintain possession of our equipment at all times, and save approximately \$97,000 in expenses. Obviously, our decision to have our technicians certified has paid off."

— Clint Majors, GPS Project Manager, Professional Transportation, Inc.

PTS

“We used the Trimble Self Service program for maintaining the Trimble equipment installed in our own fleet vehicles. Most of our fleet was typically in service 24 hours a day, so scheduling and waiting for a tech to come on site wasn’t feasible for us. This program allowed us to have hot spares on hand at all times and our staff was trained in the installation of these parts.

“Another advantage was that this program allowed us to work very closely with Trimble in the placement of equipment within the vehicles. Trimble provided templates for new installs and also allowed us to work with equipment resellers to have the equipment installed even before the vehicles were delivered.”

— Scott Hebel, Fleet Manager, PTS

Implementing a New Trimble MRM Service Program

Self Service

If interested in the Trimble MRM Self Service Program please contact your Trimble sales representative and he or she will assist you. If you do not have an assigned representative, please contact Trimble at 1-877-728-7623 or mrmsales@trimble.com.

Contract Direct

Customers interested in the Trimble MRM Contract Direct Program can go directly to Trimble’s locator web site and select an Authorized Service Provider in their area. This site is located at: <http://trimble.findlocation.com/search.aspx>

Trimble Parts Store

With either new service option, we highly recommended that Trimble customers order additional spare parts to have on hand. You can order parts directly from our parts store using MasterCard/Visa or our “Bill Me” feature. Credit card orders will ship the same day and those using the billing feature will ship 2 to 3 business days after a credit check is completed.

The Trimble parts store is located at: <http://www.tmsreplacements.com>