



TRIMBLE MRM University

Get the Most from Your Mobile Resource Management Solutions

Trimble MRM University helps you maximize the benefits you receive from Trimble Mobile Resource Management (MRM) solutions. Trimble MRM provides training for a variety of roles, including drivers, dispatchers, fleet managers, supervisors, safety managers, maintenance managers, IT managers, administrators and management.

Trimble MRM training is designed to improve job performance and optimize vehicle use while helping you manage service windows and delivery time frames. Using role-based methodology, Trimble MRM training focuses on practical, real-world processes that your employees will encounter on a daily, weekly and monthly basis.

Customers who are trained to use the Trimble GeoManager MRM solution are equipped to more quickly and completely achieve the goals of increased mobile worker productivity, improved customer service and reduced operational costs.



Key Benefits

- Set up your GeoManager account to match your organization
- Understand how to use GeoManager by role
- Significantly shorten the learning curve for users
- Learn how experts use GeoManager
- Fully utilize GeoManager for optimum fleet management
- Rapidly achieve the benefits of lower operational costs, increased fleet productivity and enhanced customer service
- Maximize your Return on Investment

Training Options That Work for Your Company

Trimble MRM offers several training options to fit your company's needs and budget. From the Trimble MRM University Learning Center web site, you can take a variety of self-paced online courses and register for instructor-led webinar sessions. Customized training webinars or in-person sessions are available for more specific needs, such as having Trimble MRM University content personalized with your company's own data.

Make Every Employee More Productive

Whether you are helping supervisors manage employees remotely, teaching dispatchers how to improve customer service delivery or having administrators learn to configure the system, Trimble MRM training courses help each employee improve performance in his or her role.

Dispatcher

Takes in customer requests and matches work orders to drivers. Primary concern is assignment of work to the right resources to

meet customer expectations, such as meeting scheduled delivery times or service windows.

Suggested Learning Paths:

- GeoManager Overview
- Dispatcher Basics
- Dispatcher Two-way Messaging & Forms

Driver

Drives to job sites and completes work orders, pickups or deliveries. Primary concerns are meeting management's expectations for completion of work and meeting corporate quality standards.

Suggested Learning Paths:

- GeoManager Overview
- Driver Messaging Basics
- Driver Hours of Service

Fleet Manager

Manages a group of vehicles. Primary concerns are extending the life of vehicles, ensuring optimal use and managing fleet budgets.



Suggested Learning Paths:

- GeoManager Overview
- Vehicle Maintenance & Unauthorized Use
- Vehicle Diagnostics
- Fuel Use & Carbon Emissions

IT Manager

Manages a company's information systems and integration strategy. Primary concern is ensuring the technology infrastructure meets the business' requirements. Contact TrainingMRM@Trimble.com for details on systems integration training.

Maintenance Manager

Oversees vehicle service garages and crews. Primary concern is to keep vehicles healthy and on the road. Contact TrainingMRM@Trimble.com for details on installation training.

Management

Manages aspects of the business according to key performance indicators. Primary concerns are improving productivity and customer satisfaction.

Suggested Learning Paths:

- GeoManager Overview
- Seminar Series

Safety Manager

Takes responsibility for risk management. Primary concerns are fleet safety, corporate liability and regulatory compliance.

Suggested Learning Paths:

- GeoManager Overview
- Safety Compliance
- Safety Manager Hours of Service

System Administrator

Manages technology system set up, change management and support. Primary concerns are optimizing system configuration and maximizing end user adoption.

Suggested Learning Paths:

- GeoManager Overview
- Setup I – Key Concepts & Data Requirements
- Setup II – Creating Organizational Hierarchy, Employees & Users
- Setup III – Configuring Devices, Reports & Exceptions
- Setup IV – Messaging, Hours of Service
- Administrator Essentials I – Managing Reports & Exceptions
- Administrator Essentials II – Managing Users & Vehicles



Supervisor

Manages a group of drivers. Primary concerns are the productivity and performance of drivers.

Suggested Learning Paths:

- GeoManager Overview
- Supervisor Basics
- Safety Compliance (Optional)

Course Descriptions

GeoManager Overview

Focuses on the information everyone needs to get started with GeoManager. You will learn what GeoManager is, what it does and the key benefits of the product.

Driver Messaging Basics

Teaches drivers and/or supervisors everything they need to effectively operate the iDT and GeoManager two-way messaging functionality.

Driver Hours of Service

Instructs drivers and supervisors about how to use the iDT or Terminal Log On for Hours of Service compliance. Drivers learn how to start their daily log and record duty statuses throughout the day.

Dispatcher Basics

Shows dispatchers how to integrate GeoManager successfully into their daily routine, focusing on best practice procedures to create work order locations, select the right field technician for each work order, dispatch work order messages and create work order locations from GeoManager Landmarks.

Dispatcher Two-way Messaging & Forms

Teaches dispatchers how to integrate GeoManager successfully into their daily routine, and to dispatch task messages and use forms to effectively get current task and driver status.

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Supervisor Basics

Supervisors are taught how to use GeoManager to more effectively monitor driver activities and measure driver performance.

Vehicle Maintenance & Unauthorized Use

Teaches fleet managers how to use GeoManager to identify when maintenance is due or overdue, update maintenance records, view maintenance history and identify unauthorized vehicle use.

Vehicle Diagnostics, Fuel Use & Carbon Emissions – iLM 2700 and iLM 3100 Series

Shows fleet managers who have the iLM 2700 or iLM 3100 Series how to use an array of reports that provide fuel efficiency and carbon emission data for each vehicle, as well as detailed insight into individual driver behaviors that affect fuel use, emission levels and vehicle wear.

Vehicle Diagnostics, Fuel Use & Carbon Emissions – iLM 4500

Shows fleet managers who have heavy duty, diesel vehicles with the iLM 4500 installed how to use an array of reports that provide fuel efficiency and carbon emission data for each vehicle, as well as detailed insight into individual driver behaviors that affect fuel use, emission levels and vehicle wear.

Safety Compliance

Teaches safety managers to identify, access and interpret company non-compliance occurrences and perform driver risk induced behavior analysis using GeoManager reports, exceptions and alerts.

Safety Manager Hours of Service

Teaches safety managers best practices for monitoring and measuring Hours of Service (HoS) compliance through understanding and assigning HoS regulations, providing an overview of Driver Logs' reports and their use, and offering step-by-step instructions about GeoManager Driver Log Administration tools.

GeoManager Setup I – Key Concepts & Data Requirements

Informs administrators about the essential data and concepts required to successfully set up and configure your system.

Register for a Trimble MRM University Course Today

To request information about Trimble MRM University, send an email to TrainingMRM@trimble.com or visit www.trimble.com/mrm/training. Customers can register for courses via the Trimble MRM University Learning Center link, found in the Training Section of the GeoManager Service Center.

GeoManager Setup II – Creating Organizational Hierarchy, Employees & Users

Trains administrators on the steps used to design and build their company's Organizational Hierarchy in GeoManager to support the current business environment as well as future growth.

GeoManager Setup III – Configuring Devices, Reports & Exceptions

Builds on the foundational knowledge gained in Setup I and Setup II. This course teaches administrators how to effectively set up, configure, and maintain GeoManager functionality as it relates to Devices, Landmarks, Reports and Exceptions.

GeoManager Setup IV – Messaging & Hours of Service

Focuses on teaching administrators how to best set up and configure messaging and Driver logs so they can be utilized properly by your company.

Administrator Essentials I – Managing Reports & Exceptions

Gives Administrators a comprehensive view of the reporting and Exception functionality in GeoManager. Administrators will learn to use the available scheduling options, as well as how to manage the delivery of Reports and Exceptions as users leave or join the company.

Administrator Essentials II – Managing Users & Vehicles

Trains administrators to effectively manage users and vehicles within the established Organizational Hierarchy, as well as helping them determine which reports and data files they should retain as historical records of former employees.

Seminar Series

Topics to be announced quarterly will address issues most relevant to your changing business needs. Seminars will compliment core training objectives by focusing on GeoManager capabilities that bring additional value to specific roles.

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