

Increase Communications and Simplify Manual Data Entry

Completing paper forms that can get lost or are illegible. Constant phone calls that distract drivers and field technicians. Continuous updates about schedules, work status or customer needs. All these circumstances affect the productivity and effectiveness of your mobile workers, dispatchers and managers.

To increase the speed of communication and reduce the time your company spends doing manual paperwork; Trimble Mobile Resource Management (MRM) offers the Messaging and Communications service package, a package that allows real-time text messages and forms to be sent to and from both your drivers or field technicians and your managers or dispatchers.



Key Benefits

- Improve ease of communication between dispatchers or managers and drivers or field technicians with predefined and free form text messages
- Speed electronic information exchange using an array of predefined forms
- Reduce paperwork and increase the accuracy with standard and customizable forms
- Generate reports on all inbound and outbound messages
- Get instant status of drivers using Workflow Status
- Save drivers' or field technicians' time and improve safety by providing pre-defined messages that are quick and easy to send
- Receive instant confirmation of package delivery using form-fill capabilities and optional barcode wand

Exchange Job Update Information in Real Time

Trimble Messaging and Communications is an optional service package for GeoManager that allows your dispatchers or managers to send and receive real-time text messages to drivers and field technicians by using the iDT 3000, a text messaging terminal that connects to the Internet using the wireless connection from your in-vehicle hardware.

Messaging and Communications allows you to easily exchange time-critical job or load updates and other information with drivers. Dispatchers can predefine and program up to 10 messages of up to 480 alphanumeric characters, such as 'What is your current status?' and 'What is the estimated delivery time?' which can be sent to one or more drivers.

Drivers can select from 30 predefined messages and add up to 20 alphanumeric characters to customize the information, such as 'Job Start', 'Job Finished', 'Shift Start', 'Shift End', or 'On Lunch or Break', and then send the information to their dispatcher or manager. This fast and simple communication helps save multiple or long phone conversations, causes fewer distractions while mobile workers are driving and improves job efficiency throughout the day.

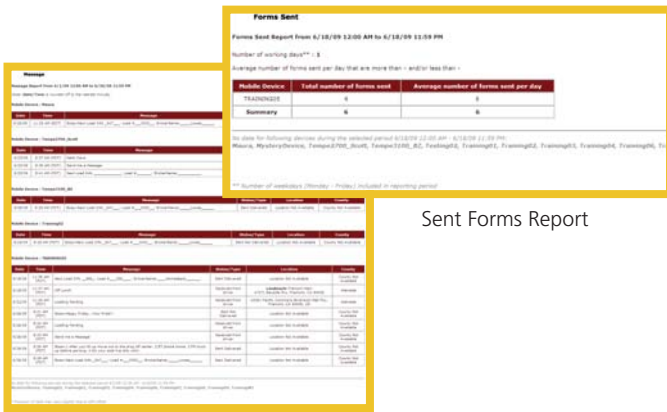
Increase the Efficiency of Your Mobile Workers, Dispatchers and Managers

Trimble Messaging and Communications allows you to create, modify and delete pre-defined, customized forms for your drivers and field technicians. By using GeoManager forms, you can decrease data entry time, obtain location, date and time stamps on gathered information and ensure critical data is not lost.

Dispatchers or managers can create up to 10 forms that contain 10 fields of up to 20 alphanumeric characters each. Forms can be created for internal company information, such as Fuel Fill Up or Log In/Out, or for customer delivery or service, such as Delivery Information or Service Details.

Reports, Exceptions and Alerts

- **Forms Sent Report** – Displays the forms sent from the mobile device during a selected timeframe.
- **Form Report** – Displays a summary of all forms used during the selected reporting period.
- **Forms Exception Report and Alerts** – Sends an alert when a customer created form with a specified parameter is sent.
- **Messaging Exception Report and Alerts** – Sends an alert when a message with specified parameters is sent, such as “At Lunch” or “Off Duty”.
- **Message Report** – displays the messages sent to and received from the driver during the selected timeframe.
- **Workflow Status Real Time View** – shows the transition of workers’ statuses throughout the day. Statuses can include awaiting next job, driving, on break, etc.
- **Workflow Status Report** – Shows the date, time and status of drivers throughout the selected timeframe.



Sent Forms Report

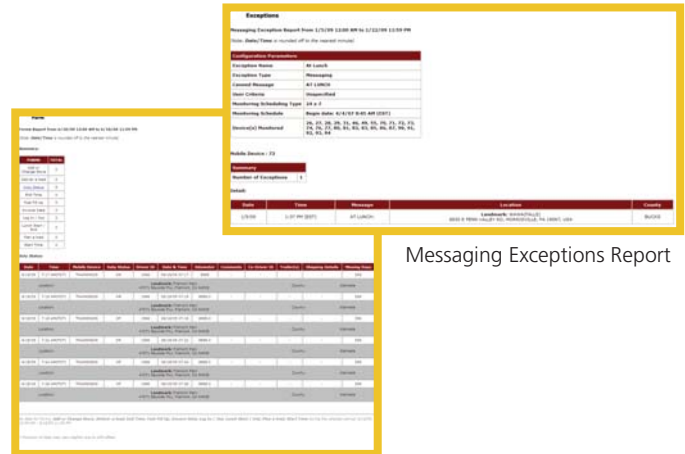
Messaging Report

Messaging and Communications Hardware

- **iDT 3000** – An in-vehicle, messaging device required for two-way communication between drivers and dispatchers or managers.
- **iDT Keyboard** – An optional add-on to the iDT 3000 faster and easier messaging for mobile workers.
- **Barcode Wand** – An optional add-on to the iDT 3000 for scanning the UPC on products and deliveries.

Part of a Complete MRM Solution

Trimble MRM offers an array of solutions that help you effectively manage your mobile workers, their work and your assets and vehicles in the field. We deliver solutions in the three key areas of Mobile Resource Management: Fleet Productivity & Management, Mobile Field Sales & Service and Field Asset Management.



Messaging Exceptions Report

Forms Report

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