



# TRIMBLE Mobile Resource Management



ELM Technologies Ltd.

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Managers of mobile workforces face a unique set of challenges in the way they supervise, communicate with and gain maximum productivity from their drivers and field technicians. Managing a fleet also includes the challenges of improving fuel efficiency, keeping vehicles in optimal working order and delivering on customer commitments.

Trimble Mobile Resource Management (MRM) solutions provide all the tools you need to track the work status, time, location, speed, fuel use and safety of your drivers and field technicians. Automated scheduling and dispatch helps you meet customer expectations at the lowest cost to the company, while vehicle maintenance and diagnostics solutions help you avoid costly repairs and downtime.

Trimble delivers MRM solutions on a global basis for a variety of industries. Its solutions deliver a rapid return on investment due to increased worker productivity, reduced fuel and operation costs, and improved customer satisfaction and retention.



## Key Benefits of Trimble MRM Solutions

- Increase mobile worker productivity by scheduling efficient routes
- Reduce fuel use and vehicle wear by tracking maintenance, reducing unauthorized stops and curbing excessive speeding and idling
- Increase the number of jobs performed per day
- Reduce overtime costs significantly through more accurate tracking of mobile worker time
- Increase customer satisfaction and retention with faster response times, better customer communication and fewer return visits
- Improve communication between dispatchers and drivers with two-way messaging and electronic forms
- Lower administrative overhead and paper costs
- Decrease fuel emissions and your company's carbon footprint
- Compete more effectively with best-in-class service from a financially stable industry leader
- Future-proof your investment with a highly reliable and scalable solution

### Average savings from MRM solutions

- **27-42% improvement** in work order completion
- **28% improvement** in fleet utilization
- **9-23% reduction** in vehicle maintenance costs
- **\$1,055 fuel savings** per vehicle, per year

Source: leading independent analyst Aberdeen Group, 2008

## MRM Solutions for Unique Vertical Market Needs

Trimble MRM solutions can save time and costs for any business with fleets or mobile workers. Our customers range from small, family owned businesses with five mobile employees to large Enterprise customers with thousands. The following are examples of industries that benefit from Trimble MRM solutions:

- **Telco, Cable and Utilities** – We provide the advanced location, accountability, scheduling and dispatch tools that telco, cable and utilities companies need to provide the best possible service at the least cost to the company.
- **Construction Supply & Ready Mix** – We provide construction supply companies with GPS fleet tracking, automatic delivery cycle status updates, real-time traffic and weather conditions, and other industry-specific solutions to help ensure materials, equipment and workers are where they need to be at the right time.
- **Field Services** – We help field service businesses improve route efficiency, manage technician productivity, keep vehicles properly maintained and deliver on service commitments so they can avoid unnecessary costs and keep customers happy.
- **Transportation & Distribution** – We provide transportation and distribution companies with solutions to improve on-time delivery, fuel efficiency, safety, driver productivity and asset utilization while reducing downtime and ensuring Hours of Service compliance.
- **Public Safety & Municipalities** – We help public agencies operate more efficiently with tools for saving on overtime, reducing fuel use and improving productivity. Our GPS location and routing solutions help ensure public safety personnel can respond quickly to service calls.
- **HVAC, Plumbing & Electrical** – We help small and medium businesses save money on fuel, overtime and vehicle maintenance while improving worker productivity and customer service.
- **Waste Management** – We provide roll-off, commercial and residential waste services companies with solutions to improve efficiency, track real-time field movements, optimize routes and monitor irregular or unsafe activity.

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## Fleet Productivity & Management

**Trimble GeoManager<sub>SM</sub>** – A robust MRM software system that integrates GPS, wireless and your standard web browser to give managers real-time information on the work status of their drivers and field technicians. Offers detailed maps, more than 100 types of reports and numerous other features to improve mobile worker productivity, maximize vehicle health, reduce fuel use, enable two-way communication between drivers and dispatchers, perform remote vehicle diagnostics, reduce carbon emissions and improve fleet safety.

**Trimble TrimView™** – An advanced MRM solution that gives construction supply managers automatic updates on the locations and delivery cycle status of their trucks, without the need for driver input. Offers industry-specific applications for Ready Mix and Aggregate fleets, including options for real-time traffic and weather as well as automatic routing. With TrimView, you can choose whether to host your data locally or with Trimble.



## Mobile Field Service & Sales

**Trimble Taskforce** – Using automated scheduling, dynamic dispatch and other patented technologies, Taskforce helps your business optimize, manage and communicate day-to-day activities with your mobile workforce. Taskforce provides companies with a unified, up-to-the-minute view across their field service resource network so they can provide high-quality service to customers within time windows that are both convenient for the customer and cost effective for the business.

**Trimble Field Service (Trimble FS)** – An easy-to-use solution that helps companies improve management of their field service technicians, company assets and inventory. Runs on a variety of Windows-enabled mobile devices and includes features like workflow management, two-way communication, GPS-based turn-by-turn directions and asset tracking.



## Field Asset Management

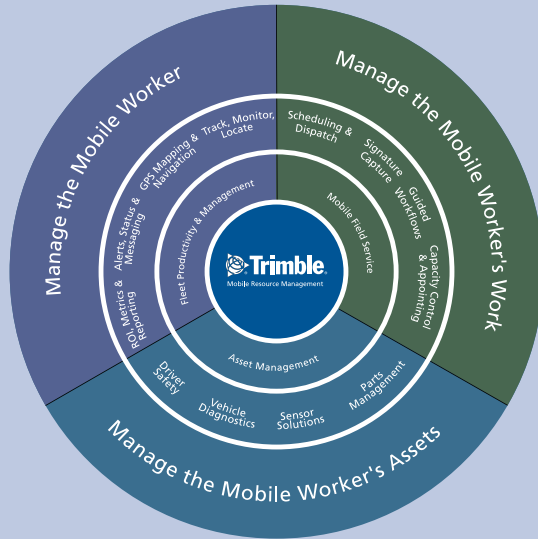
**Trimble Vehicle Diagnostics** – A GeoManager optional feature that retrieves critical engine information from the vehicle's electronic control module and transmits the data to fleet managers through the Trimble iLM in-vehicle hardware.

**Trimble Sensor Connect** – A GeoManager optional feature that enables monitoring of transition events that are connected to sensors within a vehicle. Information such as the time and location at which a trailer door opens and closes or when a refrigerated truck drops below ideal temperature can help fleet managers protect vital inventory.

**Trimble Vehicle Maintenance** – A GeoManager standard feature that gives managers a clear picture of the maintenance history and maintenance due for each vehicle, which can improve vehicle performance and save maintenance and fuel costs.



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## Trimble End-to-End MRM Solution

The Trimble end-to-end MRM solution addresses each aspect of a company's need for managing its mobile resources.

- Manage the Mobile Worker through Fleet Productivity & Management solutions like GeoManager and TrimView.
- Manage the Mobile Worker's Work with Mobile Field Service & Sales solutions like Taskforce and Trimble FS.
- Manage the Mobile Worker's Assets with Field Asset Management tools like Vehicle Diagnostics, Vehicle Maintenance and Sensor Solutions.

Trimble MRM solutions are flexible and scalable, growing with your business as you require new ways to track your employees, their time, your inventory and your vehicles.

## Extensive Support and Professional Services

Our sophisticated support organization and extensive professional services offerings help provide a seamless transition through the integration process, as well as with service support beyond installation. With its full range of consulting services, Trimble helps you get your solution working quickly with minimal disruption to your fleet.

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## Proven Stability, Innovation and Leadership

Trimble MRM solutions are backed by the company's history of financial stability, technological innovation and market leadership. Founded in 1978 as an early GPS pioneer, Trimble Navigation has grown steadily as a location and positioning technology leader with a track record of consistent financial performance and more than \$1 billion in revenue (NASDAQ:TRMB). With more than 700 patents, Trimble has basis to claim the broadest positioning solutions portfolio in the industry.

Trimble has a tier-one customer base with extensive experience managing both large and small MRM deployments. Headquartered in Sunnyvale, California, Trimble has more than 3,600 employees in more than 18 countries. The company shows tremendous stability and significant market leadership in its four core solution areas including Engineering & Construction, Agriculture Solutions, Field & Mobile Worker (MRM) and Advanced Devices.

**"This technology will enable us to reduce fuel usage and related carbon emissions, which is increasingly important to our environment."**

– Frank Schueneman, Senior Vice President at Windstream Corporation, a Trimble MRM customer

Trimble MRM solutions have a proven ability to help customers boost technician productivity, reduce fuel and other operating costs, and increase customer satisfaction. Let us help you select the GPS fleet tracking or mobile field service solution that is right for your company.

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