



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 budget and needs, from training individual users with instructor-led, web-based classes and self-paced online courses to private training sessions for your entire team. Customized Training is available for more specific needs, such as having MRM University content personalized with your company's own data. You can also select our Premium Training subscription, which helps you make the most of your training budget. Premium Training allows every user to take any course at any time and offers subscribers access to premium content.

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

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, iLM 4500
- 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
- Driver Compliance & Performance
- 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.

Trimble MRM University

Driver Compliance & Performance

Coaches supervisors on everything they need to confidently manage driver performance using GeoManager reporting capabilities along with real-world examples.

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

Shows fleet managers 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.

GeoManager Setup I – Key Concepts & Data Requirements

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

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.

Register for a Trimble MRM University Course Today

To register for classes or request information about Trimble MRM University, send an email to TrainingMRM@trimble.com or visit our web site at www.trimble.com/mrm/training.

© 2009, Trimble Navigation Limited. All rights reserved. Trimble and the Globe & Triangle logo are trademarks of Trimble Navigation Limited registered in the United States Patent and Trademark Office and other countries. TrimView and TrimView are trademarks of Trimble Navigation Limited. GeoManager is a service mark of Trimble Navigation Limited. All other trademarks are the property of their respective owners.

BR-Training-30Oct09US

Trimble MRM

47071 Bayside Parkway
Fremont, CA 94538
Tel: 1-877-728-7623
www.trimble.com/mrm

Trimble MRM, Ltd. (EMEA)

1 Bath Street
Ipswich, United Kingdom IP2 8SD
Tel: 44 (0) 1473-696-300
www.trimble.com/uk/mrm

Trimble MRM (APAC)

Trimble Navigation Ltd.
A102, 244 Beecroft Road
Epping NSW 2121, Australia
Tel: 61 (2) 98127900
www.trimble.com/mrm

Trimble MRM (China)

311 Fute (M) Road
Wai Gaoqiao Free Trade Zone
Pudong, Shanghai 200131
Tel: 86-21-5046-4200
www.trimble.com.cn

ELM Technologies Ltd.
(905) 826-1545
www.elmtechnologies.com

