



TMT ServiceConnect

Using technology to improve efficiencies and reduce costs

MARCH 2019

Safe Harbor

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TMT ServiceConnect

An Introduction



Partnering For Success

- Goal: Seek partnerships with other technology companies to provide customers the right solutions for their needs
- Result:
 - Joint Trimble/Decisiv Partnership
 - TMT Connection to 4,500 Service Centers



TMT ServiceConnect

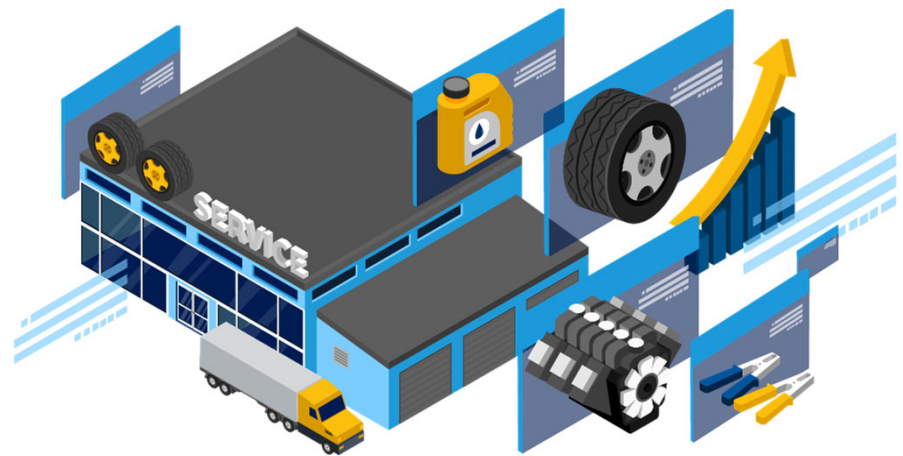
TMT ServiceConnect at a Glance

- Provides Visibility to:
 - OEM Data (Campaign, Warranty, Recalls)
 - All Units Currently Being Repaired - including internal shops and external service center locations
 - Service status estimates, estimates and projected return to service for both Fleet Managers and Service Providers



Service Center Connection

- Service Centers are empowered with a more complete history of the asset:
 - Service history
 - Warranty status
 - Diagnostic data
 - PM history
- Adds clarity to the real cost of ownership for each asset... including breakdown repairs far from home.



Bridging the Shop and Service Center

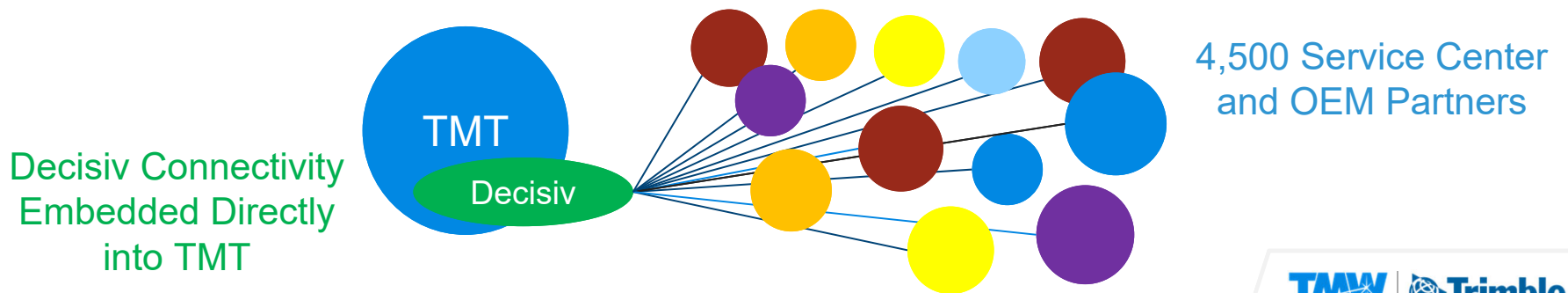
- Common Needs Requiring TMT ServiceConnect
 - Outsourced Maintenance
 - Inefficient External Maintenance Processes
 - Inaccurate Total Cost of Ownership Reporting
 - Vendor Repair Data
 - Errors -> Inaccurate/Incomplete Service and Repair Information
 - Data Entry Cost
- Solution: TMT ServiceConnect
 - Connections that benefit any fleet relying on outside service providers for breakdowns or any services
 - *The more repairs performed externally, the greater the value*

Why TMT ServiceConnect?

- Do you perform the majority of your repairs using an outside service provider?
- You can substantially increase data accuracy related to outside repairs for your equipment
- Accurate service and repair data
- Centralized data for compliance of campaign requirements
 - Long term planning for the unit
 - PM's
 - Scheduled Repairs
 - Warranty data accuracy

Features

- Data from Decisiv flows seamlessly into TMT software from Service Centers
- Faster, more accurate tracking of asset service history, warranty status, PM schedules and Total Cost of Ownership
- Electronically updates TMT with the parts and labor from the service providers invoice
- Provides deeper insight for company-wide asset management



Embedded Connections

- Integrates key aspects of the Decisiv's Service Relationship Management platform into TMT Fleet Maintenance
- Industry First: Embeds functionality into TMT
 - Historically offered by Decisiv for OEMs, but not with other maintenance tools such as TMT
- Requires only the TMT ServiceConnect module from Trimble in order to receive the full connection
 - *Note: The key is the inclusion of **embedding** the Decisiv tool and data **within** TMT*

Fleet Focused Benefits

Increased Uptime

- Improve asset uptime by increasing asset utilization
- Minimize repeat repairs
- Thoroughly track and better evaluate level of service by service provider and asset type
- Ensures Fleet Managers can focus on status of most critical assets

Greater Efficiency

- Connected customer service experience equals reduced administrative workload
- TMT ServiceConnect sends and receives repair order information electronically between Service Centers and Dealers using Decisiv
- Data is more complete, more accurate and more timely compared to paper or email processes
- Improves speed of communication between fleets and service providers
- Manage repairs electronically
 - Reducing time spent on phone calls
 - Increase employee productivity managing repairs

Standardize, Save, and Streamline

Standardize

- Standardized inbound data from Decisiv partners into a single format that can be managed and used by TMT
- Enables Fleet Managers to identify any critical interruptions to service, track estimates and costs and offers more immediate action

Save Money

- Eliminates estimate-invoice mismatches and overbillings
- Ensures higher warranty dollar recapture
- Reduces regulatory fines through better compliance

Streamline Operations

- Streamlining the entire asset and service workflow process eliminates the need to purchase additional software
- Eliminates manual entry, through VMRS-coded integration
- Facilitates real-time communication among all parties
- Expedite approval of Vendor Repair Orders