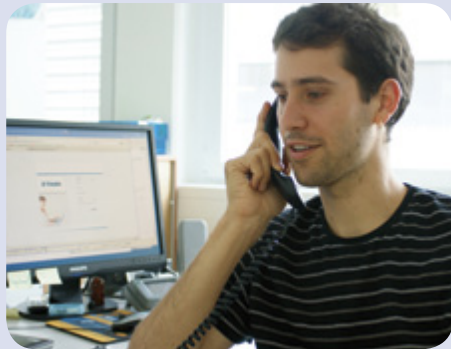


CUSTOMER STORY

INNOVATIVE AND EFFICIENT TECHNICAL SUPPORT WITH TRIMBLE ASSISTANT



"As a Support Technician, my main goal is to have satisfied customers. To achieve that, I have to be able to resolve their problems fast and accurately. Trimble Assistant allows me to directly operate a customer's computer or mobile device directly from my desktop, which saves time for both my customer and me." –Daniel Gmuer

PROJECT HIGHLIGHTS

- Innovative business solution
- Efficient technical support
- Increases productivity
- Decreases travelling and downtime
- Improves training, support and service
- Increases customer satisfaction

DANIEL GMUER, SUPPORT TECHNICIAN AT ALLNAV AG IN OTHMARSINGEN SWITZERLAND ANSWERS A LARGE NUMBER OF SUPPORT CALLS EVERY DAY. THE COMPANY IS ALWAYS LOOKING FOR INNOVATIVE SOLUTIONS TO IMPROVE THE SUPPORT THEY PROVIDE TO THEIR CUSTOMERS. TRIMBLE ASSISTANT IS A TOOL THAT FULFILLS ALLNAV'S NEED FOR INNOVATION AND EFFICIENCY.

CUSTOMER: ALLNAV AG, OTHMARSINGEN, SWITZERLAND
PROJECT OBJECTIVES: INNOVATIVE AND EFFICIENT TECHNICAL SUPPORT

TRIMBLE ASSISTANT PUTS A VIRTUAL SUPPORT TECHNICIAN ON THE JOBSITE OR OFFICE

Allnav AG is an authorized Trimble Distributor and has been since 1997. Based in Othmarsingen Switzerland, the Company provides productivity solutions for the Survey and Construction market.

When it comes to supporting a surveying company, Allnav's Support Technician Daniel Gmuer knows that every time a survey crew in the field runs into a problem, it is some of the most expensive downtime possible. Not only is the survey crew shut down, but other workers, materials and machinery can be standing idle as well. Whether the issue lies with equipment, software or procedures, the crew needs to get back to work quickly.

The Trimble® Assistant platform provides a revolutionary approach to a simple concept: It delivers support and assistance directly where needed. For surveyors, that means getting support on the job site as well as in the office. Trimble Assistant goes far beyond telephone support. It lets the technician see—and even control—exactly what is happening in the field.

With Trimble Assistant, the Support Technician uses Trimble's dedicated network of servers and software to access the field system. The technician can see exactly what the crew is doing on the Trimble controller, field computer or office PC and guide them through the solution. The technician can see every keystroke and, when needed, take control to operate the system remotely.

For example, one of Allnav's customers had misplaced a software installation CD. When he placed a call for Technical Support, Daniel Gmuer, Allnav's Technical Support Technician, was able to help with the software reinstallation within an hour of the call being placed. Without Trimble Assistant, Daniel would have had to drive to the customer's site, which alone would have taken an hour and a half driving time. Trimble Assistant lets the Support Technician remotely run diagnostic routines, check firmware and software versions and install updates without either the technician or the customer having to travel to fix the problem.

Bringing the support technician even closer to the field, Trimble Assistant takes advantage of cameras built into field computers such as the Trimble Yuma™ Rugged Tablet Computer and Trimble Juno™ SC Handheld Computer. It lets the technician inspect hardware, cables and connections as well as the job site and conditions.



"Trimble Assistant also allows me to transfer files from or to a customer's desktop or mobile device. Some of my customers saved hours of driving through that feature." –Daniel Gmuer

TRIMBLE ASSISTANT DELIVERS NEW EFFICIENCY TO AN ORGANIZATION'S TRAINING EFFORTS

Technical support is only part of the equation. The experiences of one field crew can be easily spread throughout the organization. A company can record solutions to common issues and place them in Trimble Assistant's "First Help Portal", a custom knowledge base of support materials. Trimble Assistant lowers training costs and downtime by reducing travel by field crews and trainers. It makes it easy to deliver training sessions to remote locations at flexible times.



"My success in sales depends very much on how we, as a team, provide support to our customers. Trimble Assistant adds even more tangible value to the solutions that we already offer." –Christian Stierli, Sales Representative

TRIMBLE ASSISTANT HELPS AN ORGANIZATION MAINTAIN CONTINUOUS IMPROVEMENT.

Companies can track and log support issues to identify common problems and develop training and procedures to solve them. The system tracks the support load of technicians as well as the activity of end

users. This data helps pinpoint needs for future training and improvements. With the system's open Applications Programming Interface (API), organizations can create customized or automated workflows for diagnoses and solutions.

Trimble Assistant reaches users via a multi-pronged approach. Large organizations can use the Trimble Assistant platform as the basis for their internal support system. Trimble distributors can use it to provide high-level service to their customers, and individual Trimble users may subscribe to receive Trimble Assistant services from their dealers or directly from Trimble.

Trimble Assistant services are available for Trimble Surveying, Construction, Mapping/GIS, Infrastructure and other solutions.



"Today, without first class support and service, it is impossible to successfully run a business such as ours. Anything that improves service and support attracts my attention. Trimble Assistant definitely fits into the picture." –Ivo Pfammatter, Sales Manager

For more information, visit www.trimble.com/trimbleassistant

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