

KEY FEATURES & BUSINESS IMPACT



Trimble® Assistant provides a comprehensive suite of features and functionality to significantly enhance the productivity of your workers and assets. These capabilities will optimize your workflow and help drive success for your business.

In order to bring this remote support technology to you with an emphasis on high performance and reliability in the most advanced manner, Trimble has deployed its own servers, added significant content, and enabled access to a global network of Socket Servers for remote connectivity.

It was important to Trimble to create and manage its own solution in order to make the system configurable, guarantee an optimal level of performance and reliability, quickly bring new capabilities to market, and help customers optimize their workflow, thereby addressing

FEATURE	BUSINESS IMPACT & BENEFITS
Fully Hosted Solution	There are no IT interventions necessary for Distributors. No special installations, downloads onto computers and/or servers are needed. This also means that there are no extra costs incurred for system maintenance. Distributors can log into the system and use Trimble Assistant for support from any computer in the world, as long as it has access to the Internet.
Global Socket Server Network	A global network of Socket Servers allows for the optimal performance of remote control sessions, especially when controlling mobile devices such as Data Collectors over cellular phone with limited bandwidth.
Clientless Installation	Pre-installation of software on the client device is not required for customers who are supported by Distributors through a connection – whether it is a desktop computer or a mobile device.
256 Bit AES End To End Encryption	All data, including passwords, never travel over the Internet without being encrypted at the highest possible level so Distributors do not have to worry about the connection being hacked. Data stored on the platform under the Distributor's account is also encrypted at 256 Bit AES level. It poses no risks for service identity theft.
Session Recording Capability	Customers and Distributors can replay sessions for training and analytical purposes. You can enable self-service through First Help, freeing up windshield time for sales reps, support staff and/or training staff. Of course, live agents are always available for support.
Drag and Drop Two Way File Transfer	Bi-directional drag and drop file transfer facilitates remote upgrades and file transfers from field personnel, saving time for customers and technical support reps.
Multi Platform	Provides a common platform enabling customers to be supported on Windows® Desktop, Windows Mobile®, Windows CE 5.0, Apple, Linux.
17 Languages	Distributors and customers can be serviced in their own language.
Open API for CRM Integration* (CRM = Customer Relationship Management)	An open API enables the integration of Trimble Assistant with various back-end systems, including Salesforce, Remedy, Sugar, and others, enabling instantaneous customer identification as well as reporting abilities for Trimble Assistant sessions in a Customer Relationship Management System (CRM).
Configurable Port-Settings (Firewalls)	Enables connections for customers that have special security standards or firewall settings.
Trimble Branded Landing Page	Brand recognition for existing and new customers, strengthening your Distributor's position in the market place.
First Help Portal	Ability of placing recordings and other file types online, giving customers the possibility for self-service. This diverts live support to self-service, freeing up windshield time for sales reps, support, and training staff. Displays Distributor logo, emphasizing the Distributor's brand recognition for existing and new customers, thus strengthening your positioning in the market place.
On-demand Support**	When customers require support, they merely go to a web site on their computer or mobile device. After entering an eight-digit code to initiate a support session with a Distributor, they are connected for remote control support. This simple task ensures that the support representative spends more time on resolving the issue rather than describing courses of action to the customer. For the client, faster resolution time results in increasing up-time.
Establish Remote Control In Seconds**	Trimble Assistant is a Firewall, NAT, and proxy-friendly solution which enables remote control in seconds. Furthermore, supporting information, such as device configurations from Trimble Assistant, allows you to get your equipment up and running quickly.

* Open APIs must also exist on the CRM side, most common CRM systems provide open APIs. Necessary accommodations will be charged.
 ** In progress

