Content Conten

YOUR JOURNEY TO SUCCESS WITH Teletrac Navman

YOUR JOURNEY TO SUCCESS WITH Teletrac Navman

Trusted by more than 50,000 companies around the world and tracking more than 500,000 mobile assets, Teletrac Navman provides your business with the right information at the right time. We help you to make real-time, data-based decisions that can accelerate your business.

Our fleet and mobile asset management solutions are designed by industry experts, just like you, who understand your day-to-day challenges, because we've lived them.

From safety and compliance to business intelligence and reporting, our flexible system is built to meet your specific needs.

With over thirty years of GPS tracking experience and a future-focused mission based on advanced analytics and artificial intelligence, our solution engineers will work with you to customise an enterprise-level solution that's right for your business and works the way you need it.

From solution selection to implementation and beyond, your success is our top priority.

Jens Meggers Teletrac Navman President

THE TELETRAC NAVMAN DIFFERENCE

Investing in Customer Success with Technology and People

Our focus is to build technology that helps our customers become more efficient, sustainable and environmentally responsible. We believe that by creating diverse working environments and investing in the development of our people, we are building a platform that will support customer success now and in the future.



DISCOVERING YOUR SOLUTION

We Listen First and Make Sure We Understand Your Needs

No two businesses are the same and our team of industry experts is uniquely positioned to understand your specific needs. Our Solutions Engineering and Professional Services teams will help you identify the right metrics, find the right tools and work closely with you through solution pilots to ensure that you meet your goals. We offer scalable solutions built on a secure platform and provide an open API to help streamline workflows.



CLOSING FLEET VISIBILITY GAPS FOR AGGREGATE INDUSTRIES

Teletrac Navman worked closely with the team to help define which metrics were most important to the business and build a solution that provided real-time visibility for dispatchers and accurate updates for customers regarding site visits.

"Time is a critical factor for all participants in the construction process, so it's crucial that we avoid and minimise time and costs overrunning in order to meet the needs of our clients. This is why Teletrac Navman's solution has been so beneficial to us, as we've now got 100% visibility of each vehicle, which has provided us with a full picture into the safety and performance of our fleet. The ability to monitor driver behaviour has also promoted a safer driving culture and positively affected driver morale, with several reports of improved standards."

> - Russell Turner, Regional Logistics Manager

> > Here for You, Brittany and Thomas, Real Teletrac Navman Employees

FLEXIBLE INSTALLATION OPTIONS

Aligning with Your Business Needs

Our global network of installers and implementation experts will work closely with your team to minimise interruptions and ensure your business continues to thrive. With flexible installation and on-demand training, we work around your schedule, no matter the size or makeup of your fleet.

A SWIFT, PAIN-FREE INSTALL WAS CRUCIAL FOR HTS

As a new business, HTS was under pressure to drive cost savings and streamline operations to achieve long-term success. Shutting down operations – for any period – to install a telematics system was off the table. Our team of flexible implementation experts worked closely with HTS leadership to create an installation and training schedule that worked for the business, with virtually zero downtime.

"The DIRECTOR platform has enabled the business to make smarter management decisions thanks to the data-driven insights it provides. Since implementation, we have increased our efficiency with better utilization of drivers and vehicles, which has helped us save valuable money, which we've been able to invest back into the business. As a result, we've achieved our goals of sustainably growing the business over the past year." —Tina Roach, Assistant Transport Manager, HTS

> Here for You, **Marquita**, Real Teletrac Navman Employee

IMPLEMENTATION AND ONBOARDING The Help You Need

We know software alone isn't the answer, and there's no such thing as a "one-size-fits-all" telematics solution, so we make it our business to help your business succeed. With fully managed services and self-service options, we offer the flexibility you want and the tools you need. Our Professional Services team makes implementing a new system pain free with step-by-step guidance, customer support and powerful training tools built into our platform.

CUSTOMIZED SOLUTION DELIVERS RESULTS FOR SUEZ



With up to 150 household waste collection requests per day and tight collection time SLAs, Suez - a leading recycling, recovery and waste management company - needed to find a

solution to streamline job dispatch and improve visibility into job completion, status and SLA risk. After consulting the Teletrac Navman team the 'SUEZ Dashboard' was born, providing a single platform where jobs can be received and dispatched, collection statuses monitored and at risk jobs flagged to management. The successful implementation of the 'SUEZ Dashboard' has reduced SLA penalties and increased daily vehicle working capacity by 37.5%.

"Teletrac Navman won us over with a flawless approach, followed by first-rate consultancy and execution. The introduction of our SUEZ Dashboard has been operation-changing – we are achieving much more in the same amount of time."

—Darren Lockett, Production Operations Manager at SUEZ.

Here for You, **Tysha**, Real Teletrac Navman Employee

TRAINING RESOURCES

Your Success is Our Success

A successful implementation and onboarding process is just the start. To ensure your continued success, we offer training packages to fit the demands of any business. From virtual on-demand training courses and live web classes, to onsite training for your team, we're here to help you get the most from your telematics system. With video tutorials and other learning materials built into our platform, help is never more than a mouse-click away.

A REWARDS AND RECOGNITION PROGRAM THAT WORKS



DSV, a global transport and logistics company, operates a large fleet of vehicles with an even larger pool of drivers covering various shifts, distances and contracts. The disparate nature of the workforce meant maintaining driving standards became challenging, fuel consumption

was high and costing the business money, and there were no benchmarks by which to appraise.

"Prior to introducing our DIRECTOR-informed training, our fleet was operating at a Score of 82%, whereas we're now consistently operating at an average Fleet Driver Score of over 90%, so we're really seeing the rewards of introducing leading telematics technology to our fleet as part of our ongoing Training Programs"

— Martin Wilkins, Driver Trainer

ELETRACNAV

Here for You, **Hector** and Edith, Real Teletrac Navman Employees

CUSTOMER SUPPORT We're Here When You Need Us

With your dedicated Enterprise Account Manager and access to our Customer Support team, you know that there will always be someone available to answer your questions or provide troubleshooting support. Our strong support network is backed by industry-specific experience and is dedicated to explaining new features, helping address any issues or challenges, or identifying new areas where you can get the most from your solution.



IT'S TIME TO SWITCH

We Make It Easy

Implementing a new telematics service has never been easier with the support of the Teletrac Navman team that are dedicated to helping you every step of the way. We also hold a number of business accreditations which allow us to streamline procurement processes and demonstrate our commitment to service excellence.

ASSOCIATIONS AND CERTIFICATIONS

ISO (International Organisation of Standardisation) regulates business practices and quality. Our ISO 9001 certification, demonstrates a commitment to continuously improve our quality of service, our products and ensure that customer demands are always met.

BSI is one of the most reputable management systems certification bodies in the world and are accredited globally. They conduct our ISO audits to ensure that we meet the demands of the ISO Standards.

CHAS and SMAS are SSIP (Safety Schemes in Procurement) certificates that allows us to demonstrate to potential customers in construction industries that we have a rigid commitment to health, safety and quality of service to our clients and suppliers, as well as our own business.



WHY TELETRAC NAVMAN

With You on The Road to Success

WE UNDERSTAND YOUR NEEDS

- Industry expert consultation and solution build
- Solution trial with full support and data analysis and interpretation
- The most secure software platform meeting Cyber Essentials standards

WE WORK WITH YOU

- Fully managed or customer managed installation options available
- Experienced at managing installation programs across multiple countries
- Installation engineers meet FITAS standards

WE'RE HERE TO HELP

- Dedicated Professional Service team to support on-boarding
- Analytics and reporting configuration support
- Custom training programs designed for your teams

WE SUCCEED WHEN YOU SUCCEED

- In platform 'Show me how' learning module helps with quick adoption
- On-demand training courses through our learning management system
- Online training webinars and on-site training

WE'RE AVAILABLE

- ✓ Dedicated customer success specialist
- Customer support
- Analytics support services



GAIN EFFICIENCY AND LOWER COST Instant Results with the Right Partner

20% REDUCTION IN SAFETY INCIDENTS

Z

28% MORE EFFICIENT ROUTING AND DISPATCHING REDUCTION IN UNSCHEDULED MAINTENANCE

*Average ROI stats from Teletrac Navman UK Customers



