

Trimble PULSE[™]

MANAGE

Trimble PULSE[™] is a set of capabilities that provides extensive support for the back office operations of a field service organization, allowing for streamlined business processes that are repeatable and predictable.

The capabilities allow businesses to manage their customers, calls, service contracts, estimates and work orders along with assets, inventory and billing, all from one place.

Trimble PULSE[™] eliminates time-consuming manual processes, reduces room for inconsistencies and ensures that accurate data is shared across the entire business. In turn, this allows the whole business to respond quickly and seamlessly to deliver field service excellence.

Automated workflows help avoid the unnecessary task of having to manually enter the same information, multiple times, into different systems and duplicating work. Being able to pull up work orders, billing information, parts inventory, service contract information and customer data allows a more tailored experience to be provided to the end customer in a consistent, professional and timely way.

In addition, having all the relevant information in one place provides the whole organization with accurate information on which to base business decisions.

Benefits



Automate Workflows & Improve Customer Service

The Service CRM capabilities within Trimble PULSE[™] improve the speed and responsiveness of service call taking with advanced customer search and call recording. With all the information in one place, the call can be linked to specific customer equipment and site details and transitioned to a work order.



Improve First Time Fix Rates

Trimble PULSE[™] provides a simple, multi-warehouse, mobile-friendly way to manage parts. Inventory tracking capabilities include warehouse or individual van transfers, serial numbers, lot and warranty.



Simplify Service Contract Management

Trimble PULSE[™] centralizes and connects service level agreement response requirements, covered equipment and assets, service intervals, renewals and invoicing. It can automate the process of creating appointments for recurring work orders, such as preventative maintenance, in the intervals covered in the contract.

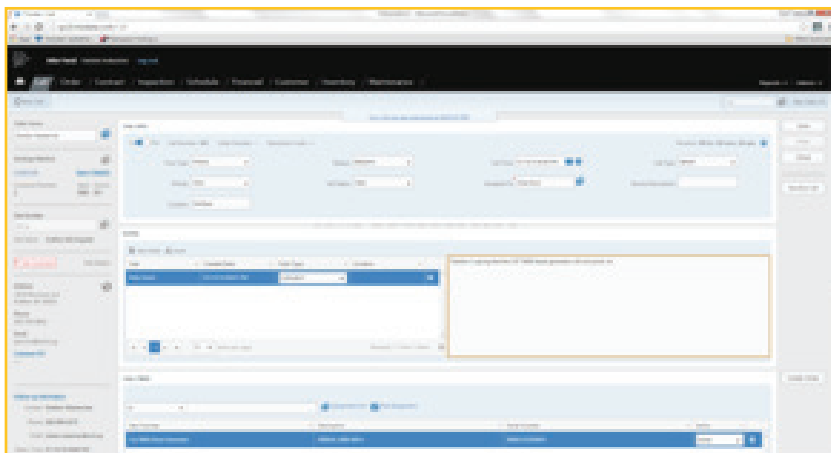


Maximize Asset Availability

Trimble PULSE[™] provides instant visibility into the location and performance of equipment and assets on a customer site, including service history records. Availability can be monitored in real-time and asset information flows seamlessly through Trimble PULSE[™], from calls and work orders to service contracts and mobile devices.

CALL CENTER

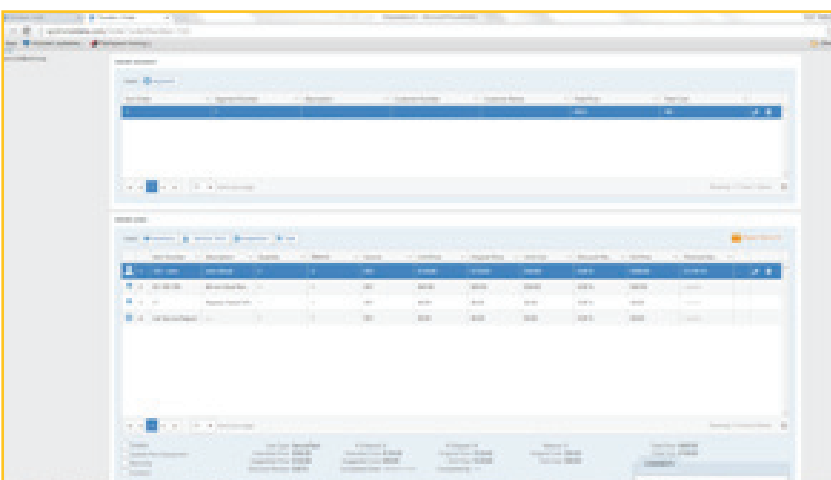
- ▶ Efficiently take and record service calls
- ▶ Full & live customer records
- ▶ Capture request for service
- ▶ Link to site information
- ▶ Transfer data automatically to work orders



Trimble PULSE™ Call Center

WORK ORDER MANAGEMENT

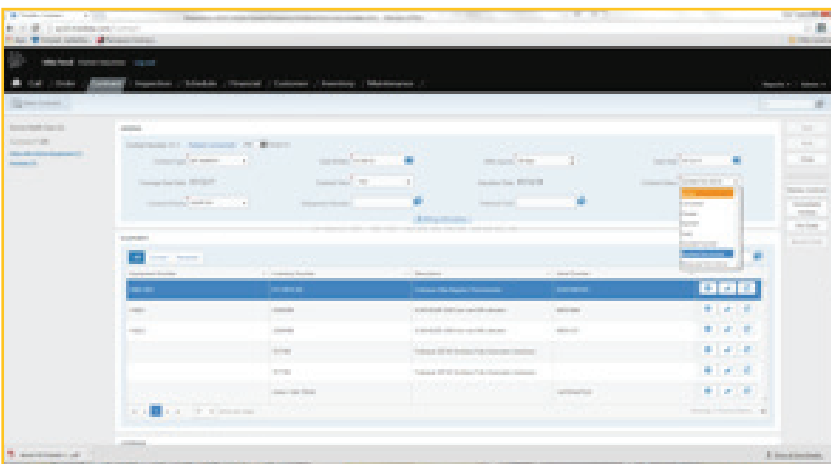
- ▶ Create work orders quickly
- ▶ Link to calls and assets
- ▶ Work order planning (technicians, parts)
- ▶ Estimating & quoting
- ▶ Billing & invoicing



Trimble PULSE™ Work Orders

SERVICE CONTRACTS

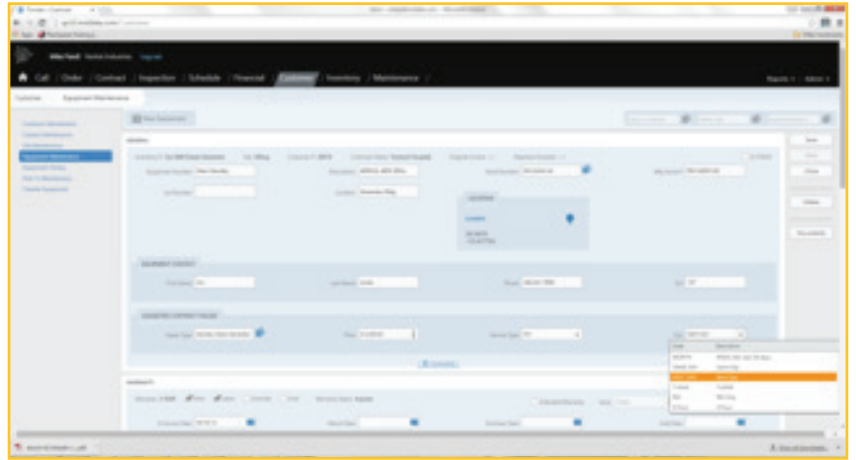
- ▶ Variable coverage of warranty or service contract by each unit
- ▶ Easily add, transfer, or change existing equipment
- ▶ Apply service contracts to all or some of equipment tracked
- ▶ Automatic generation of service visits
- ▶ Automatic renewal notification
- ▶ Instalment billing on a variety of intervals
- ▶ Flexible contract coverage periods



Trimble PULSE™ Contracts

ASSET MANAGEMENT

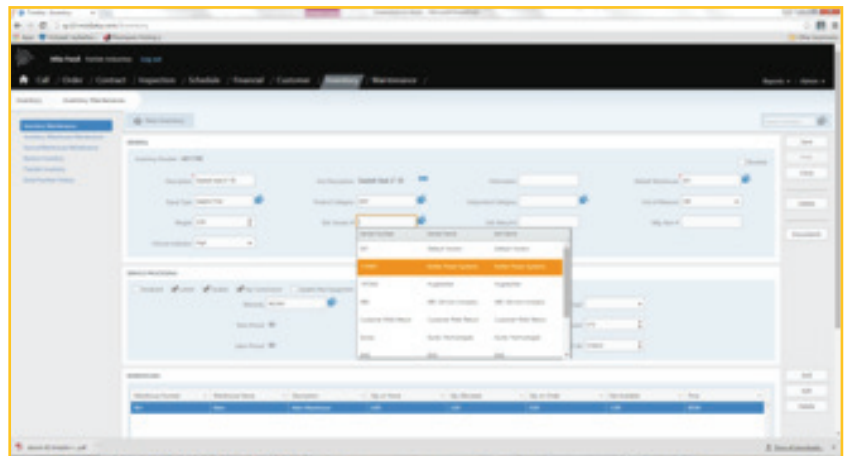
- ▶ Asset service and repair history
- ▶ Service contract and warranty visibility
- ▶ Asset component structure hierarchy
- ▶ Mobile asset inspections
- ▶ Automated asset service scheduling
- ▶ Equipment asset transfer tracking
- ▶ Standard asset performance reports



Trimble PULSE™ Assets

PARTS & INVENTORY

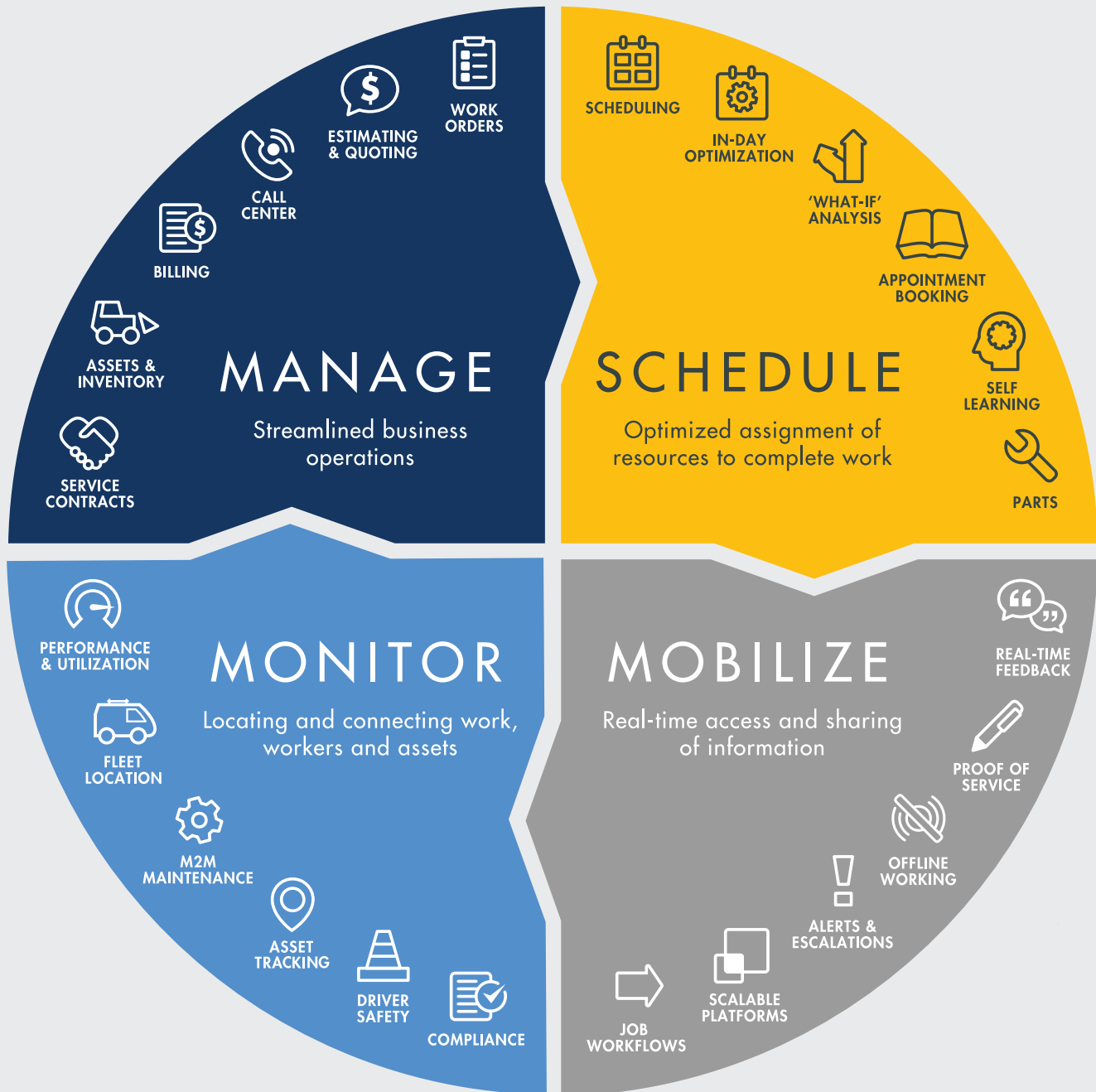
- ▶ Mobile inventory availability and parts recording for service technicians
- ▶ Multi-warehouse/office capability
- ▶ Mobile / van inventory
- ▶ Item usage history and audit trail history
- ▶ Variable warranty schedules and activity status
- ▶ Manufacturer part number cross reference
- ▶ Extensive serial number usage history
- ▶ Year to date sales and costs
- ▶ Average, last, and standard costing methods



Trimble PULSE™ Inventory

PULSE Manage is just one element of Trimble PULSE™, a suite of end-to-end service management solutions that enable the delivery of field service excellence. Customers can choose from an extensible and flexible portfolio of capabilities that manage, schedule, mobilize and monitor their workforce, to match their individual requirements and depend on Trimble as a single provider for all their field service needs.

When integrated with other elements of the Trimble PULSE™ portfolio, PULSE Manage can share information with workforce management systems, telematics solutions and mobility tools, enabling businesses performing mission critical field service to streamline efficiencies from the back office to the technicians in the field.



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