



PROFESSIONAL SERVICES

Teletrac Navman Professional Services

No matter which DIRECTOR solutions package you choose, Teletrac Navman offers a multitude of professional services to provide the DIRECTOR support, expertise and personalised assistance that your business needs.

Our team has over 70 years of combined experience in Automatic Vehicle Location (AVL) systems, project management, training and the industries that we service. This ensures that we can guide you through the implementation of your new system with minimal risk.

Choose from our Standard or Turnkey service bundles, and maximise your DIRECTOR experience today.

Standard* Professional Services

Learn how to make the most of your investment through our dedicated support team, group training webinars and how-to website.

Turnkey** Professional Services

Stay focused on your business as we handle the complete implementation of your account from start to finish. We guarantee full implementation within 45 days of shipment.

Choose from our Standard or Turnkey service bundles, and maximise your DIRECTOR experience today.

Why Turnkey?

Reduction in man-hours for our customers

Turnkey services can save enterprise customers over

100 man hours

of time by shouldering many project management and coordination duties during the rollout.

Source: Internal estimates at Navman Wireless.

API integration into back-end systems

Turnkey services streamline the integration process that involves back-end systems, third-party integrators, system requirements, specifications, etc.

The result:

20% less wasted time in the work week automating manual processes with technology solutions[†].

†Source: Microsoft Research — quoted from "Improving Workplace Productivity" article, HR Newswatch.com, June 2011.

Why Professional Services?

Length of time to rollout



Time to implement can be reduced by as much as

80%

Source: Based on customer estimates vs. actual installation time when performed by Navman Wireless.

Percentage of the system that you'll use

Customers that leverage professional services utilise on average

2X

as many features of DIRECTOR as those customers that don't.

Source: Based on an overall review of Navman Wireless customers and feature utilisation.

Achieve Return On Investment (ROI) faster



50%
faster ROI

On average, professional services customers achieve ROI within 3–6 months after full implementation.

Source: Based on an overall review of Navman Wireless customers.

*Available to fleets up to 150 assets. Minimum of 100 assets required. Does NOT include any on-site activity. **Requires four weeks' advanced notice prior to shipment. Guarantee based on rollout schedule and asset availability.



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Features	Standard*	Turnkey**
Dedicated Project & Account Team	✓	✓
Dedicated Phone Support	✓	✓
Priority Issue Escalation	✓	✓
Basic OnlineAVL2 Configuration	✓	✓
Installation Support	✓	✓
Training	✓	✓
▫ Training Website	✓	✓
▫ Weekly Group Webinars	✓	✓
Yearly Account Review	✓	✓
80 hours of Project Management Time		✓
▫ Project Plan		✓
▫ Weekly Update Calls		✓
▫ Customized OnlineAVL2 Configuration		✓
▫ Includes 2 On-site Trips		✓
– Planning Session (2 days)		✓
– On-site Training (2–3 days)		✓
Installation/Implementation		✓
ROI Definitions		✓
Regular Business Reviews		✓
▫ Face-to-Face Meeting		✓
▫ Proactive Fleet Review/Report Card		✓
▫ Ongoing Best Practice Guidance		✓
Guaranteed Full Implementation within 45 Days of Contract Signing**		✓
Streamlined API Integration and Support		✓

Optional Service Items

From custom documentation to complete on-site management, our optional service items can help you take professional services to the next level.

Additional Locations*

Designed for additional depots or terminals that have on-site management and need on-site training or installation coordinated at the facility.

Advanced Project Management*

For large/complex implementations requiring augmented management. Includes an implementation guide, Advanced DIRECTOR Configuration and more.

Custom Training & Documentation*

Our team will provide customised on-site training to various users of the DIRECTOR system — focusing on the topics that matter most to you.

*Turnkey Only