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Trimble Remote Assistant Improves Uptime through Real-Time Technical Support for Earthworks Machine Operators and Job Crews

New Remote Support Functionality Helps Keep Machines and Crews Working

SUNNYVALE, Calif., Feb. 20, 2013 /PRNewswire/ -- Trimble (NASDAQ:TRMB) introduced today an innovative new solution that reduces downtime for machines and job crews using Trimble® Connected Site® solutions. Trimble Remote Assistant provides real-time technical support to field crew personnel or earthworks machine operators, without the time and cost of waiting for a technician to drive to the construction site. As a key feature of the Trimble Connected Site for construction, Remote Assistant offers significant benefits to both workers on the job site and support personnel in the main office. Less downtime waiting for a resolution can mean better site productivity, less fuel waste and a better bottom line.

"With Remote Assistant, we are making it easier to resolve problems that may arise on the job site," said Roz Buick, vice president of Trimble's Heavy Civil Construction Division. "Supervisors can train inexperienced workers remotely and deploy new personnel to the field with confidence that they will have technical support. When a worker has a question about a design file, work order or machine configuration, it can trigger a costly chain reaction of work stoppage, delay and even rework. Now the operator or job crew can communicate in real time with their head office or SITECH Technology Dealer to resolve issues and keep working."

Remote Assistant for the Connected Machine

Machine operators using a Trimble CB450 or CB460 Control Box with Trimble GCS900 Grade Control System version 12.4 can resolve everyday issues such as design file versioning and machine configuration for grade control without ever leaving the cab or taking the machine out of production. Support personnel can take control of the machine's in-cab display, identify the design file version, view sensor configurations and access diagnostics to troubleshoot problems.

Remote Assistant for the Connected Controller

Job crews using the new Trimble SCS900 Site Controller Software version 3.1 can initiate a Remote Assistant session on their Trimble TSC3 Controller to clarify work orders, confirm design file versions and update software modules without leaving the job site. GNSS managers and site supervisors can use Remote Assistant to train new construction survey teams and quickly ensure their Trimble equipment is functioning properly.

Availability

Remote Assistant is a Web-based subscription service hosted by the Connected Community powered by Trimble. It is available through Trimble's worldwide SITECH® Technology Dealer network on the Trimble TSC3 Controller or any earthworks machine equipped with the Trimble GCS900 Grade Control System version 12.4 and a Trimble SNM940 Connected Site Gateway.

About Trimble's Heavy Civil Construction Division

Trimble's Heavy Civil Construction Division is a leading innovator of productivity solutions for the heavy and highway contractor. Trimble's solutions leverage a variety of technologies, including Global Positioning System (GPS), construction lasers, total stations, wireless data communications, the Internet and application software. As part of the Trimble Connected Site strategy, these solutions provide a high level of process and workflow integration from the design phase through to the finished project—delivering significant improvements in productivity throughout the construction lifecycle.

About Trimble

Trimble applies technology to make field and mobile workers in businesses and government significantly more productive. Solutions are focused on applications requiring position or location—including surveying, construction, agriculture, fleet and asset management, public safety and mapping. In addition to utilizing positioning technologies, such as GPS, lasers and optics, Trimble solutions may include software content specific to the needs of the user. Wireless technologies are utilized to deliver the solution to the user and to ensure a tight coupling of the field and the back office. Founded in 1978, Trimble is headquartered in Sunnyvale, Calif.

For more information, visit: www.trimble.com.

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