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Trimble Announces New Field Service Management Features to Improve Mobile Workforce Productivity

SUNNYVALE, Calif., Feb. 25, 2015 /PRNewswire/ -- Trimble (NASDAQ: TRMB) announced today that it has added new features to its Field Service Management (FSM) solutions to significantly improve workflow visibility and streamline operations for businesses and their mobile workers in the field.

New features have been added to Trimble's Work Management solution, an intelligent scheduling engine and FieldMaster Technician, a downloadable mobile app that enables workers to access and update information in real-time. These solutions work together to enable real-time information sharing between mobile workers and the back office and are part of Trimble Horizon, a new dynamic platform for Trimble's FSM solutions and service. Cloud-based and modular, Trimble Horizon enables organizations to drive an agile, dynamic field service operation.

"Empowering workers in the field with the collaborative tools and immediate information they need to manage their day effectively is a necessity when delivering service out in the field," said John Cameron, general manager of Trimble Field Service Management. "These workers are constantly looking to solutions that provide them with the instant visibility to get to the right place at the right time with the information they need to do their job correctly the first time. The enhancements we are announcing today are integral to creating a more streamlined workflow and enabling a more dynamic workforce."

Work Management - Intelligent Scheduling

The new Work Management 3.1 solution will now support multiple crew assignments and equipment bookings. Several technicians can be assigned to a task for improved efficiency. In addition, a scarce or specific piece of equipment can be booked against a task to help organizations better manage their assets and resources and increase first-time case resolution.

FieldMaster Technician - Mobile App

New features in FieldMaster Technician include the ability for a technician to copy or create a task on site so they can carry out and account for work immediately. Site history can also be accessed and viewed in the app, allowing the technician to arrive with the necessary knowledge of work previously carried out. Details of each crew member assigned to a task and the tools that have been booked can be viewed, enabling the improved visibility of resources. In addition, technicians are now able to upload forms and photos to attach to a task or job.

FieldMaster Technician 1.2 will also send the mobile workers' location from their GPS-enabled smartphone or tablet in real-time. This allows businesses to better understand the progress of their field operations and dispatch work based on a technician's accurate location.

As part of its ongoing focus on empowering mobile workers and enabling the end-to-end workflow, Trimble will be hosting a Webinar with Aberdeen Group on Thursday, February 26, 2015. Aly Pinder, senior research analyst of the Aberdeen Group, will discuss the findings from his latest report, 'Emerging Workforce in the Field: Tech-Savvy to Technician.' To attend the Webinar or to sign up for a recording, register at: https://cc.readytalk.com/cc/s/registrations/new?cid=mmjg8sobla5l&utm_source=Facebook&utm_medium=@TrimbleFSM&utm_campaign=Webinar.

For more information about the new FSM features, view Trimble's interactive infographic for empowering the end-to-end field service workflow at: www.trimble.com/FSM/solutions.

About Trimble's Field Service Management Division

Trimble's Field Service Management Division provides visibility into field and fleet operations so businesses can streamline efficiency and increase productivity. The Field Service Management suite includes Fleet Management, Work Management and Scheduling, Worker Safety and Mobility solutions that transform the effectiveness of work, workers and assets in the field. The cloud-based portfolio allows Trimble to offer customers industry-specific, enterprise-level solutions for exceptional performance and ease of use.

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

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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To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/trimble-announces-new-field-service-management-features-to-better-enable-workflow-in-the-field-300040989.html>

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