



More Efficient Field Service Operations with M2M Track and Trace's Fleet and Workforce Management Capabilities.

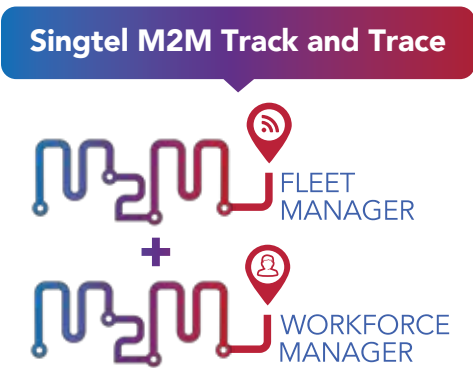
Enjoy greater efficiency and better management of field service operations with M2M Track & Trace. This solution combines Fleet Manager & Workforce Manager solutions to give you full tracking and management capabilities.

M2M Track and Trace

A Complete Field Operations Management Solution

Businesses are reaping the benefits of field service management services. Yet, fleet and workforce tracking solutions are often on different platforms, inadvertently adding complexities to day-to-day operations.

M2M Track & Trace solution simplifies field service operations by integrating fleet and workforce management capabilities, delivering a true end-to-end solution that promises greater workforce productivity and operational efficiency.



M2M Fleet Manager

The cloud-based Fleet Manager, bundled with a 3G tracker unit and SLA premium map, allows you to track and manage your fleet of vehicles. Enabled by superior M2M connectivity and GPS/GPRS tracking, it is most suitable for industries such as maintenance, logistics or cleaning services to achieve greater efficiency in field service operations.



Real-time vehicle tracking: Accurate real-time vehicle tracking with M2M technology and SLA Street Directory Premium Plus map for more efficient job planning and reporting



Driver behaviour monitoring: Increase job accountability with advanced vehicle motion detection and analysis to reinforce driver and road safety to maintain a high quality of service



Vehicle usage monitoring: Advanced engine sensors to detect vehicle ignition status to optimise vehicle mileage and fuel cost



Geo-boundary intelligence: Receive SMS alerts when vehicles deviate from designated travel routes. Enhance customer experience with SMS notifications of impending arrival of service vehicles.



Smarter business planning: Smart analysis on historical trends including completed works, vehicle usage and driver behaviour to facilitate better business planning



Web-Based monitoring



Live feed updates



Geo fencing feature

M2M Workforce Manager

A mobile application, compatible with any Android device, that allows your mobile workforce to receive, execute and report job statuses. When it is used with Fleet Manager, you will be able to manage both your vehicle fleet and mobile workforce via a single platform, making management of field service operations easier. Workforce Manager can be used as a standalone solution as well.



User-friendly mobile app: Receive, execute and report job completion status with an easy-to-use mobile app compatible with any Android mobile device



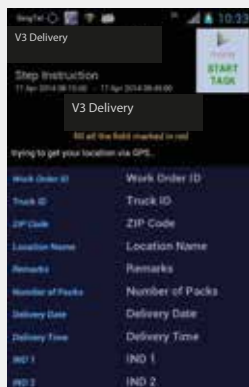
Customisable workflow: Flexibility to create step-by-step templates to suit your work flow and publish this to the mobile devices easily



Geo-tagged reports: Ability to send geo-tagged photos showing 'before', 'during' and 'after' statuses, and generate reports that meet National Environment Agency (NEA)¹ guidelines



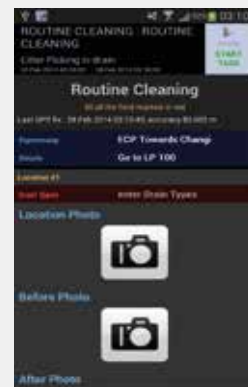
End-to-end management: Maintain a single dashboard view of the entire field service operations including vehicle fleet and workforce



Step by step instructions for the mobile workforce



Easy to use graphical user interface



Geo tagged photos meeting NEA requirements

Recommended Device for M2M Workforce Manager: Motorola TC55

Operation downtime related to devices can cost you more than you think. Get peace of mind with Motorola TC55 that is highly durable.



- **Pocket-sized, industrial-grade, all-touch computer**
- **IP67 weather-proof sealing for protection against drop, thermal shock and water**
- **Works with or without gloves, in wet or dry conditions**
- **All-in-one, integrated 1D linear imager, 8MP camera and Near Field Communication**
- **Battery life up to 3x more than standard smart phones**
- **Next-day unit replacement for 3 years**

Industry Applications

Logistics

Maintenance

Job Assignment



1

M2M SIM enables wireless communication between back-end and field operations



1

Flexibility to create customised work flows and push to field operations team on the fly



Fleet Management



2

Premium SLA map and real-time traffic updates ensures the best delivery routes



2

3G GPS tracker provides real-time information of vehicle location



Workforce Management



3

All-in-one Motorola TC55 ensures accuracy of goods delivery based on order



- **Integrated barcode scanner, camera and NFC; and**
- **Digital Signature acknowledgement with Motorola TC55**



3

Getting the job done, rain or shine with durable Motorola TC55



- **Geo-tagged photos of "before", "during" and "after", as required by NEA; and**
- **Time-stamped reports as required by NEA with Motorola TC55**



Business Analytics



4

Smarter business planning by analysing historical trends



4

Gain business insights to streamline process & resource planning

Why Singtel M2M Track and Trace?

Not all M2M services and equipment are designed to go the distance with your business. As an experienced ICT services provider, we bring extensive M2M expertise with Singtel M2M Track and Trace that delivers these key advantages:



Benefit from most comprehensive and reliable GSM network coverage with Singtel M2M SIM



Gain future-proof assurance and reduce business downtime with 3G-enabled tracker



Enjoy further cost savings with preferential roaming rates when operating outside Singapore through Singtel's membership with Bridge Alliance²

Features	M2M Track & Trace	Most other competition
Cloud-based	Yes	Yes
Mobile app	Yes	Yes
GPS tracker	3G and 4G in roadmap	2G
M2M SIM	Yes	No
Turn by turn SLA Onemap	Yes	No
Customisable workflow automation	Yes	No
Interface with a wide array of sensors	Available	No
Mobile device licensing	Per Device	Per minimum no. of users

What Our Customers Say



The benefits of Singtel M2M Fleet Visibility Solution are overwhelming. Its flexible scalability means it can scale as we grow. We are pleased to have chosen Singtel as our strategic technology partner. Leveraging the leading Singtel brand helps put our company in good light when we present ourselves before the customer. - **Mr Louis Loh, Business Owner, Loh Gim Chong Transport**



Singtel M2M Fleet Visibility allows staff to manage their time better. They have visibility of where the limousines are at any given time and can make preparations for their arrivals.

- **Mr. Amit Majumder, Front Office Manager, Mandarin Oriental, Singapore**



¹ Compliance with guidelines stipulated in the Enhanced Clean Mark Accreditation Scheme (EAS) by the National Environment Agency (NEA)

² Bridge Alliance is a leading mobile alliance of 36 leading operators, serving over 670 million customers. With an extensive footprint, Bridge Alliance provides seamless roaming and enterprise multi-country services through their alliance members.

About Singtel

Singtel is Asia's leading communications group providing a portfolio of services including voice and data solutions over fixed, wireless and Internet platforms as well as infocomm technology and pay TV. The Group has presence in Asia, Australia and Africa with over 500 million mobile customers in 25 countries, including Bangladesh, India, Indonesia, the Philippines and Thailand. It also has a vast network of offices throughout Asia Pacific, Europe and the United States.

Awards

Asia Communication Awards

Best Enterprise Service (2013) - Connectivity as a Service

Best SME Service (2013) - myBusiness

Telecom Asia Awards 2012

Best Asian Telecom Carrier

Best Regional Mobile Group

Computerworld Singapore Customer Care Award

Telecommunication Services (2008 - 2013)

Computerworld Cloud Services (2012, 2013)

