

C-track Courier

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PRE-FACE

Seasons come, seasons go...

Throughout the European C-Track operations the optimistic vision towards the future is gaining in strength. In the last months a large number of pending projects materialized and an unprecedented number of orders is being processed right now.

Unit sales continue to improve substantially all over Europe. We even managed to overcome our traditional "summer dip"; a sign of increasing professionalism and maturity of the European operations. And now, current backlog and order intake are vast; we're looking forward to a successful autumn.

Behind the scenes the launch of new technology is being prepared: The new release Base station software and the low cost C-Track Secure. Both will be introduced on the European Road Transport Show in the Amsterdam RAI in October.

In a changing market with growing competition of low cost / low performance competitive products, C-Track has fortified its position as the industry's benchmark. A position achieved through steady growth, customer value, professionalism and long-term commitment, and the result of the dedicated effort of all C-Track professionals throughout Europe and beyond.

A committed team with a joint objective really does make a difference!

Another successful implementation of a C-Track & PDA solution

Demand for PDA-Technology combined with C-Track functionalities is growing. As is our conviction that these two disciplines are in fact two separate specialisms that cannot be united under one roof.

It is imperative that if these two functionalities need to be put in place the supplier sticks to its competence. From this vision combined with C-Track's open-system philosophy a powerful partnership has arisen. Resulting in fast, affordable and effective solutions. A product of this partnership example is the Nuon-project. Nuon's Ebod Security wanted a faster and surveyable planning without time-consuming processing of job sheets and hour reports. A digital planning board combined with the C-Track fleet management system makes life a lot easier for both planners and field engineers.

Ebod Security specialises in instalment and maintenance of security systems such as burglar alarm systems, fire alarms, camera systems and systems for access control. The company employs 120 field engineers. "We want to know where our service cars are to enable the planners to contact the nearest one when we need them

C-Track

In all service vans a C-Track unit was installed, an intelligent unit registering when, where and for how long the cars start, stop and drive. The distance, the track, the speed and direction are registered, without any driver involvement. These data from the C-Track unit are automatically and regularly transmitted to the back office using the GPRS-infrastructure, and is displayed at the planning board. On a map, the current positions of the cars are displayed. In case of a service call, the planner at a single glance selects the mechanic closest to the site. C-Track also registers how long the car is at the customers site, this is an accurate account of the time spent at the client's. Brinkman: "This data is matched to the negotiated service level agreements, providing a reality check. With this, we can monitor and motivate adjustments in the service agreement."

Graphical scheduler

The scheduler and the link with the back-office system were supplied by Nobilis Data Solutions, specialists in software for the security branch. In the Nobilis scheduler, all projects, maintenance and service calls from the back-office system are displayed. They can be planned by a simple drag & drop to the desired engineer on the required time. This digital planning board dynamically adjusts the progress during the day. The latter is enabled by the C-Track link.

Digital work sheet

Recently all engineers received their own PDA, which is connected to the scheduler, connected through the GPRS-network. It is no longer necessary to stop at the office to collect the work sheets. When the planner is finished with the work sheets, they are send straight from the scheduler to the PDA of the engineers. The engineer can also withdraw detailed order information or customer history. When the job is done, he inserts data about the materials used

Event Agenda



2005

2nd – 17th October
Mondial de l'Automobile - Paris

4th – 6th October
SME - Birmingham

12th – 18th October
Equip Auto - Paris

14th – 22th October
European Road Transport Show - Amsterdam

21st October
C-Track Partner Meeting - Amsterdam

6th – 8th December
Mobile Office - Paris

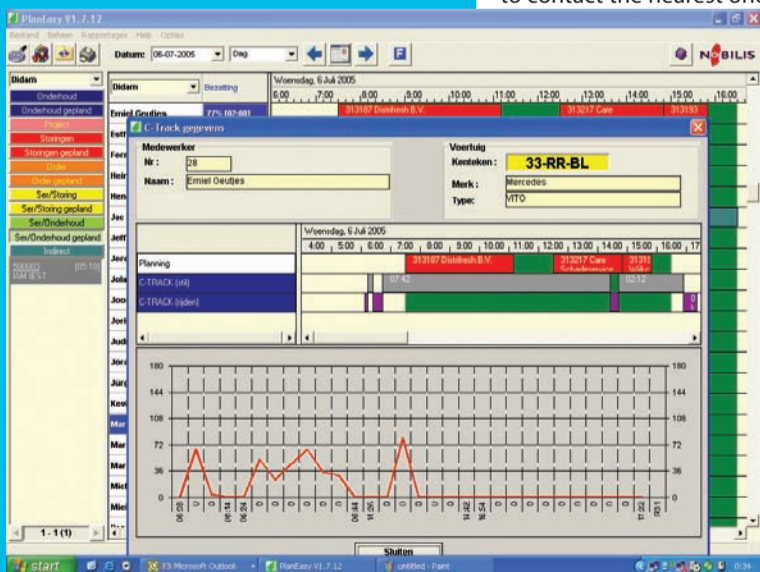


into the PDA and asks the customer to sign – digitally. The data on the digital work sheet are transferred to the office in a GPRS-message, automatically displayed on the scheduler.

Time sheet verification

The PDA also is a tool for time sheet administration. All distances travelled and the time spent driving or working registered by C-Track are displayed. The job description already is on the digital work sheet. Brinkman: "All the engineer has to do is confirm the activities and insert possible discrepancies." Just like the work sheets the time sheets are send from the PDA to the office to be processed automatically – after the planner has checked them.

The digital scheduler, the C-Track system and the PDA's required a considerable investment. Brinkman expects a return on investment in a year and a half. "Our planning now is more efficient and quicker, processing of the job sheets and time registration is swift and less mistakes are made. And a firm grip on driving and working hours of our engineers resulted in a considerable cost savings."



for trouble-shooting service," says Jasper Brinkman, operational director of Nuon Security "Also it is important to know exactly how long the engineer has travelled and how much time is spend on site." Ebod also required a graphic planning board and digital work sheets, integrated with their back-office software, with the objective to simplify and fasten the processing and the planning. Ebod choose to integrate two powerful standard components that connected on a Database level.

CONTROLLED BY C-TRACK DRIVEN BY YOU



Know Hauw



The number of C-Track units using the GPRS-communication method in Europe has increased enormously. GPRS -still- has an outstanding price-performance ratio. It allows the end user to run his C-Track system virtually Real Time. GPRS is an overlay on the GSM-network and is considered to be the "pace-car" for UMTS. It runs over the internet. Instead of the modem to-modem-way of communicating it sends the vehicle data to a web server. Because not every company is willing or able to set up a webserver we have been facilitating (or hosting) this service for numerous customers from our European Head Quarters in Holland.

In this setting the customer connects to our GPRS Host-PC via internet download their vehicles' data to their (dial-up) PC, located at their premises. To optimize and professionalize this service, we have installed dedicated SDSL-lines (2 Megabit), connected to a professional Cisco router. This new GPRS-host is a dedicated engine with ample resources. This in order to safeguard the best performance in processing vehicle's data to our customers. In cooperation with our distributors in Europe we are now transferring all vehicles reporting to our former GPRS-host to this new host.

From DigiCore Research and Development Department in Pretoria South Africa, we are expecting a BETA version of the new generation base station software. This version is scalable to cater for the needs of both small and vast fleets. It promises an even more open structure, which means that the front-end can be customized to the specific needs of each user. A lot of exciting new features and functions. In autumn 2005 we will give you a glance of this new generation base station software!

Hauw Han

Digicore Europe BV

Rosmolenweg 1
3356 LK Papendrecht
Nederland
T +31 78 641 4478
www.digicore-europe.com



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FROM THE FIELD

ABS Services one of the early C-Track users in France

ABS Services is a medium sized company providing multi services for owners of public- and industrial buildings. ABS employs about 30 technicians. After running the system for approximately 3 years, C-Track France's Managing director Thierry evaluated their experience with ABS' technical manager, Mr. Roger Givers.

Thierry: Next to my persuasive sales skills, what made you decide to implement the C-track system?

Mr Roger Givers: The live presentation of the C-track system at our office gave us an instantaneous understanding that the C-Track system offers an opportunity to increase the efficiency and effectiveness of our activities. Within a week we decided to implement C-Track.

Thierry: Can you give some examples of improvements?

Mr Roger Givers: We noticed that our technicians visited our stock or our supplier to get materials they needed to get the day's job done. Sometimes 4 times a day. Just imagine the inefficiency in terms of working hours and fuel consumption. We gained a lot in re-organizing this. Everyone agreed that time management is essential and creates less stress in everyone's daily routine. Fuel consumption improved dramatically. We calculated a reduction of no less than 13%. Implicit reduction of wear and tear will generate even more benefits.

From a management point of view, I don't need to visit the sites as much as I used to. Thanks to C-Track, I can check the status of the job and the availability of my technicians from my office. Communication is simple. If I need a technician for an urgent job, I know exactly who is available. This saves me a lot of time that I can spend on other levels. Since we are using C-track, at 7:30 a.m. in the morning every technician is on his way to the work site. Before C-Track (B.C.), it was not exceptional to see technicians preparing their tools and materials at 8:00 a.m. Same story at the end of the day. When we look at our operation now, it is evident that productivity significantly increased.

Thierry: How did the technicians react when you decided to equip their vehicles with the C-Track system?

Mr Roger Givers: Now this was our main challenge; convincing and motivating our employees that improving our operation using the C-Track system was an important issue for safeguarding our position in the arena.

At that time we employed 25 technicians. After an information session, only one of them had a less than positive attitude towards the technology. He is one of our best engineers. For him, it was a matter of trust. After a session in which we explained and illustrated our motivation it was OK. Although the advantages for the company benefit everyone working in the company there are specific advantages for the technicians too: it is easy for us now to prove to a customer that a job has been done according to the agreed time. In our line of work we do not meet the people who order us. But now, even our customers feel safer since they know that we have a firm grip on the resources we allocate to sooth their needs.

Thierry: So, a happy customer?

Mr Roger Givers: We saved and still save time and money. We have fewer discussions about problems, with our technicians and our customers for they know we have the exact information; fewer non-productive discussions. We can really concentrate on our business. In my opinion, every service providing company should implement C-Track. I already organised several demos in my office. So yes, I'm happy!

Thierry: Merci beaucoup, Roger.



October 14-22

The European Road Transport Show Amsterdam-RAI

C-Track Benelux will be represented on this foremost international exhibition, a favoured platform for the road transportation industry.



C-Track Benelux can be visited in the RAI Park Hall 027. Besides the innovations on C-Track hardware and software platforms the strategic alliance with Nobilis BV, developer of the PDA/scheduler incorporated with C-Track software will be presented. Friday the 21st all European operations will be present in Amsterdam as will Digicore's CEO Nick Vlok.

To the top

Great News! DigiCore has just been rated as the Number 2 Telematics Hardware Vendor in the world.

The research was published in the Telematics Journal and was prepared by ABI Research, a US-based firm which specialises in analysing the world-wide high technology industry.

ABI's research was based on implementation and innovation: relative costs, installed base, regional deployment, range of solutions, user interface, hardware and software functionality, availability of wireless links, and unique features.

We were beaten only by Qualcomm. In case any of you haven't heard of Qualcomm, they are a \$66 billion US company involved in everything from the cell-phone industry to space. They even own their own satellites...

Top 5 Telematics Hardware Vendors in the world!

1. Qualcomm Inc
2. Digicore Holdings Ltd.
3. Mobile Knowledge
4. PeopleNet Communications
5. CSI Wireless Inc

NEWS FLASH

C-Track: as reliable as a Swiss watch!

C-Track excelled in reliability and performance under harsh conditions!!!

This summer, Swiss C-Track distributor LogiFleet has sponsored two prestigious sailing races on the Lake of Geneva. The company equipped each competing boat with the C-Track System. The first competition "Les 5 jours du Léman" has taken place between August 6th and 12th. The second race is "La Translémanique en solitaire". It started September 10th and lasted till the next day.



Both races could be followed in real-time on the Internet. Progress of each boat could be replayed and compared. Indeed, LogiFleet and her partners managed to create a geoinformational solution which allows the broadcasting of C-Track data on the Internet.

The event has generated a huge number of inquiries which undoubtedly will lead to a tremendous boost on unit sales. Check out the website for detailed information.

<http://regate.logifleet.ch>

The very best proof of C-Track's reliability and performance in every condition!!!

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C-Track Benelux supports project in Gambia

Spring 2005, 80 volunteers, employees and students from the Da Vinci-college in Gorinchem (Holland) travelled to Gambia to assist in the building of a school for professional training for young adults in Serekunda.

C-Track Benelux recognizes the importance of education and technical development and therefore wholeheartedly supported this project with a donation.



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