



GLOBAL SERVICES

➤ TRAINING

➤ SUPPORT

➤ REPAIR SERVICES

OVERVIEW

Trimble's Global Services Division has Training, Support, and Repair Service programs dedicated to lowering our customers' operational costs, increasing productivity, and optimizing performance. The components of our Trimble Protected program contribute to your continuous business operations. Our Training Certification programs, blended learning training portfolio, and support capabilities, leverage tools and technology such as the Trimble Knowledge Network and Trimble Assistant.

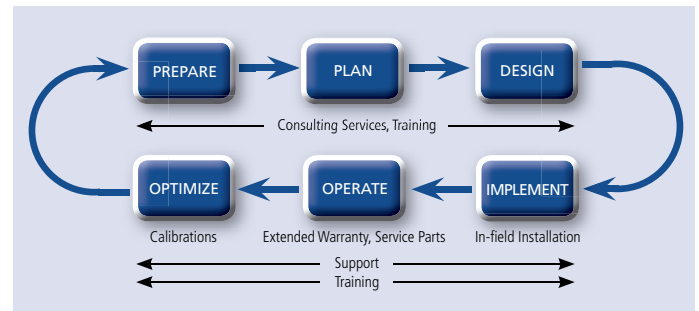
PROGRAMS

In today's complex and ever-changing business environment, it is critical that our customers obtain the maximum return on their investment in Trimble solutions. We have programs that cover the service lifecycle of your products. Our goal is to help you optimize the performance of your Trimble equipment.

TOOLS

Through innovation and technology, the Trimble Knowledge Network facilitates your learning experience and enables you to search our robust library of technical documentation. Our state-of-the-art remote control platform, Trimble Assistant, allows you to take training and support to the next level. Your success is our foundation, so we develop these tools with your business needs in mind.

SERVICE LIFECYCLE





YOUR SUCCESS IS OUR FOUNDATION

WHAT IT MEANS FOR YOUR BUSINESS

When a skilled workforce is equipped with the right tools, it increases your company's productivity, leading to the increase in revenue and reduction of expenses. Time is utilized efficiently, contributing to a higher customer and employee satisfaction. As a result, enhanced work quality lowers staff attrition. These factors will assist you to deliver projects within the deadline and allow you to win future projects. That means that you can gain a competitive advantage and keep your business profitable thanks to Global Services' programs and tools.

TRIMBLE ASSISTANT SOFTWARE AS A SERVICE



For more information about Trimble Global Services, visit www.trimble.com/globalservices



TRAINING

BLENDDED LEARNING SOLUTIONS

Trimble Training combines self-study, virtual classroom, and traditional instructor-led classroom courses. Equip yourself with knowledge and expertise on Trimble products and solutions. Our training portfolio will help you achieve the highest rates of learning and retention. Increase your overall Trimble product knowledge. Invest in your career with Trimble Certification programs.



Web-based Training: The Trimble Knowledge Network Learning Center

With web-based courses, training is as easy as ever. Enjoy a self-paced learning environment, take the time you need to assimilate the information you want. The TKN Learning Center is available 24 hours a day, 7 days a week, 365 days a year, so that you can take advantage of the flexible learning schedule wherever you are in the world. Save time and money as no travel is required. Simply learn from the comfort of your own computer, at the location of your choice.

We have scheduled instructor-led training courses in classrooms or in the field. These classes are conducted by Trimble Certified Trainers, at our location, or at an accredited training center, worldwide. The courses are application-based, part lecture, part hands-on experience, allowing students to practice tasks in the field. They get to participate in real-world scenarios that provide them with valuable on-the-job experience. Furthermore, our class sizes are limited to facilitate more real-time interaction and in-depth information sharing. Your learning experience will be one of a kind, providing you with practical skills.

Customized Training Courses

We understand that sometimes you need a course that isn't on our regular schedule. After all, your business environment may be specialized, and you may want to consult with us on the best way to convey the information to your workforce. For these instances, we offer customized instructor-led training where we create and design training to fit your specific needs. Our Certified Trainers can deliver custom training either at your site globally, or at ours, whichever is most convenient for your staff.





CERTIFICATIONS

In today's competitive market, it's important for an individual to have a professional skill set that stands out from the rest of the crowd. Whether an experienced in-field surveyor, crew chief, construction grade checker, Computer Aid Designer (CAD), or aspiring Trainer, Trimble Training Certifications open up new career opportunities in the Survey, Construction, and Mapping & GIS industry.



Making sure that you have all of the assistance you need, when you need it, is important to Trimble. In fact, we design our programs around the fact that support is a critical component for all of the products we sell. We diligently work with the strongest worldwide distribution network in the industry to provide you with the expertise you need, and want, in the support area.

Onsite Installations

The design and implementation of new technology require expertise and time. You may be short-staffed, or simply do not have the expertise needed to perform hardware and software installations. Our Onsite Installation services can carry out these tasks for you, alleviating your work load because we are prepared to meet your unique installation needs with minimal disruption of business operations by coming right to your location.

Technical Support

Trimble stands behind its products. It is our objective to provide our customers with technical support programs and technologies that will minimize down time while optimizing the performance of your equipment. Available 24 hours a day, 7 days a week, you can rest assured you are in good hands.



TRIMBLE ASSISTANT

Maximizing the effectiveness and the efficiency of customer support and staff are essential to the success of your business as it contributes to a high level of customer satisfaction. Trimble Assistant is a software service that allows for remote virtual support and remote control of all Trimble mobile hardware devices as well as Trimble office software. Easy-to-use, it provides a streamlined and efficient way to get remote technical support, helping you reduce costs, improving productivity. The tools' comprehensive suite of features and functionality allows you to significantly enhance the productivity of your workers and assets. These capabilities will optimize your workflow and help drive success for your business. It's an innovative training and support solution.



For inquiries on Trimble Support Programs, contact trimble_support@trimble.com



TRIMBLE PROTECTED

Trimble offers a standard factory warranty with all of its products. However, in today's competitive business environment, a Trimble Protected plan is precisely what you need to stay productive, increase your efficiency, and minimize downtime. Our extended warranty options are one of many components available within the Trimble Protected program. In addition, Trimble Protected provides you with valuable access to the Trimble Knowledge Network Solution Center – an information-packed, self-help, online database that allows you to query specific technical topics, search for general information or diagnose issues around the clock. Trimble Protected is an important step in optimizing your return on investment in Trimble solutions because it allows you to:



- Protect your investment and stay productive
- Guarantee that you always have the latest firmware and software releases
- Avoid unexpected repair costs and eliminate expenses for parts and labor
- Maintain fixed, scalable maintenance expenditures
- Easily transfer the warranty if ownership changes
- Warranty is valid throughout the world

The Trimble Knowledge Network Solution Center

The Trimble Knowledge Network Solution Center allows you to search our knowledge database, pose questions on a technical topic, or query a specific subject. The search tool lets you browse a number of existing documentation for self-help, such as Release Notes, FAQ, Support Notes, and Tech Tips. With a library of documents available, this online tool allows our customers to ask questions and get the answers they need before contacting technical support.

For inquiries on Trimble Support Programs, contact trimble_support@trimble.com

See for yourself at www.trimble.com/tnk

REPAIR SERVICES

Your satisfaction with Trimble products includes ongoing hardware support such as maintenance, repair, and calibration. We provide outstanding service with our worldwide network of Authorized Service Providers.

Keep peace of mind knowing that Trimble and its partners represent the largest network of Service Repair Facilities in the market with Trimble Original Equipment Manufacturer (OEM) repair centers in Europe, US, and China as well as Trimble Authorized repair centers in most countries and states around the world.

We offer the following repair services for your Trimble products:

- Service Repair
- Service Parts
- Service Repair Training

For more information about Trimble repair services, contact trimble_support@trimble.com





NORTH & SOUTH AMERICA

Trimble Navigation Limited
10355 Westmoor Drive, Suite 100
Westminster, CO 80021
USA
+1-720-887-6100 Phone

EUROPE, MIDDLE EAST & AFRICA

Trimble GmbH
Am Prime Parc 11
65479 Raunheim
GERMANY
+49-6142-2100-0 Phone

ASIA-PACIFIC

Trimble China
Suite 7-B, Jinlinghaixin Building
666 Fuzhou Road
Shanghai 200001
CHINA
+65-6348-2212 Phone