



## KEY BENEFITS

- Easily document service requests and responses
- Improve customer service quality and efficiency
- Improve allocation of resources and reduce number of customer inquiries
- Improve collaboration with organizations e.g. contractors
- Eliminate errors and duplicate submissions

## FACTS

- Available 24/7
- Share plans and solicit feedback
- Process feedback and respond
- Assess feedback by project, user, feedback type, or department
- Allow for custom feedback and digitization
- Geospatial analysis and visualization
- Automated creation of feedback archive used for analysis and compiling statistics

## TRIMBLE FEEDBACK

**Easy to use web-based tool for giving, managing, and publishing feedback throughout its lifecycle**

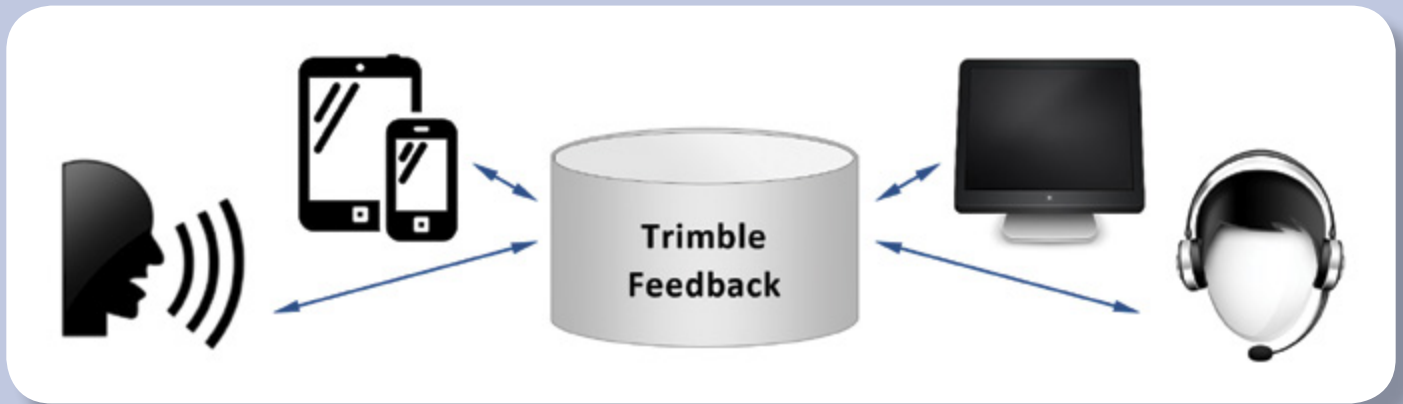
Improve customer service with 24/7 feedback from smart phones, email, or the feedback form on your website. The time-stamped submissions can easily be monitored, assigned to a person within the organization, and resolved all while keeping the customer or other contributing party informed. This one single system for receiving, processing and managing feedback will improve the quality of customer service, increase customer service efficiency, and improve response times.

Trimble® Feedback also offers the ability to share plans and solicit feedback on projects as well as public activities. Since all feedback and its responses can be published via the system, a feedback archive is formed at the same time. When a member of your community or organization submits feedback (i.e. trees are growing into my power lines, the gas pipe is exposed, or

a pole is leaning after a recent storm) they can see that someone has already reported this issue and see the response. To improve communication, a response library containing ready-made answers can also be created in the feedback system. Thus, certain issues can be answered with standard responses. As all received feedback is stored in the system, information about the contents, the subject, and the quantity of the feedback can be analyzed through listings.



# Trimble Feedback – Connecting with Community



## ENERGY COMPANY MÄNTSÄLÄN SÄHKÖ OY

Customers: 14,000  
Number of feedbacks per year: 200  
Median feedback response time: 4 days

"With Trimble Feedback, we obtained a clear system to receive, process, and archive feedback. We can also monitor feedback processing times, because the system shows response times. This helps us to be a service-oriented energy company."

*Operations Manager, Mäntsälän Sähkö*

## CITY OF TAMPERE, FINLAND

Population: 220,000  
Acres: 170,400  
Number of streetlights: 39,187  
Number of feedbacks on streetlights per year: 2,700  
Response and fault repair times: 14 days

"We use Trimble Feedback for managing and analyzing feedback on our streetlights, as well as for supervising streetlight maintenance work. The benefits of SaaS (Software as a Service) include the fact that the service provider is responsible for ownership issues, such as equipment and maintenance. We can therefore manage with fewer resources."

*Developer Engineer, City of Tampere*

## CITY OF ESPOO, FINLAND

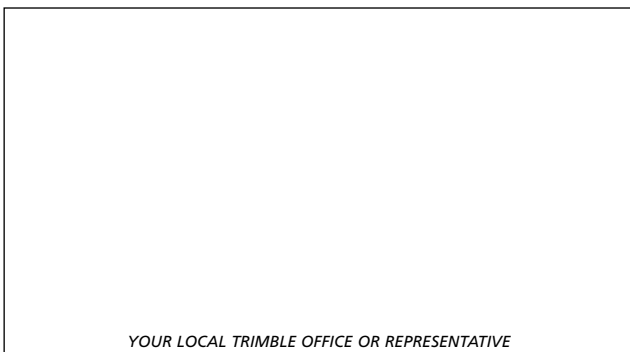
Population: 180,000  
Acres: 75,614  
Number of buildings: 39,369  
Number of feedbacks per year: 6,100  
Median feedback response time: 3 days

"Our City has introduced a new feedback system to support all city services, activities and decision making. All feedback messages are replied to within five working days – this is our new service standard commitment."

*IT Technology Director, City of Espoo*

**TRY IT FOR YOURSELF AT [WWW.TRIMBLEFEEDBACK.COM](http://WWW.TRIMBLEFEEDBACK.COM)**

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