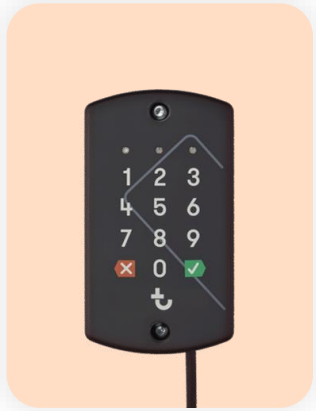
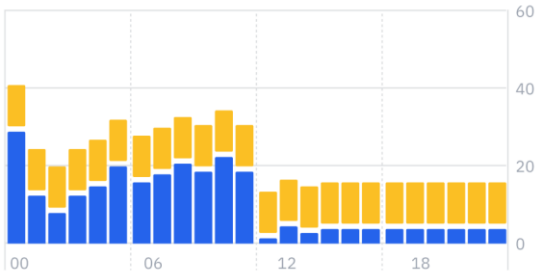
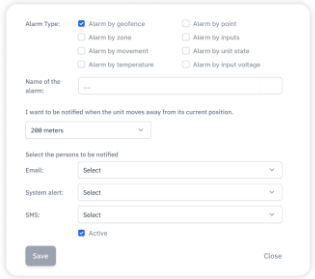
Unlock the full potential of your connected fleet

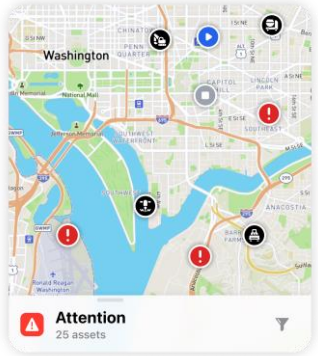
The Ecosystem

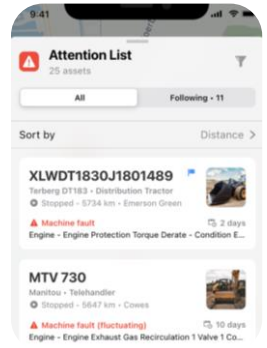
To enable anyone to eliminate downtime, we have created an ecosystem of a that connects every stakeholder in our industry. With seamless technology working for you, all challenges are turned into possibilities for better processes and a bigger bottom line.

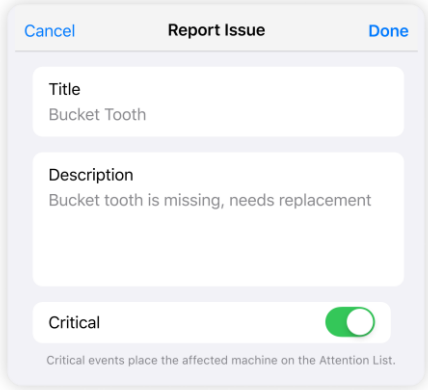


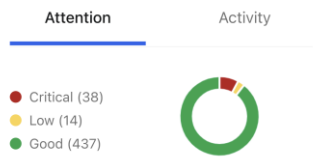


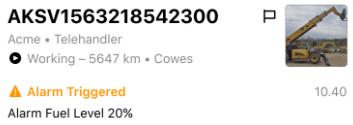


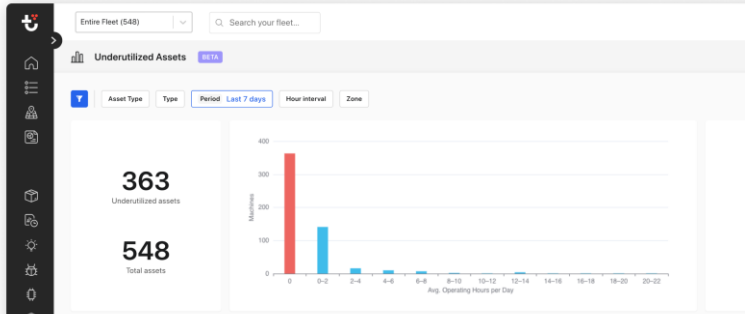




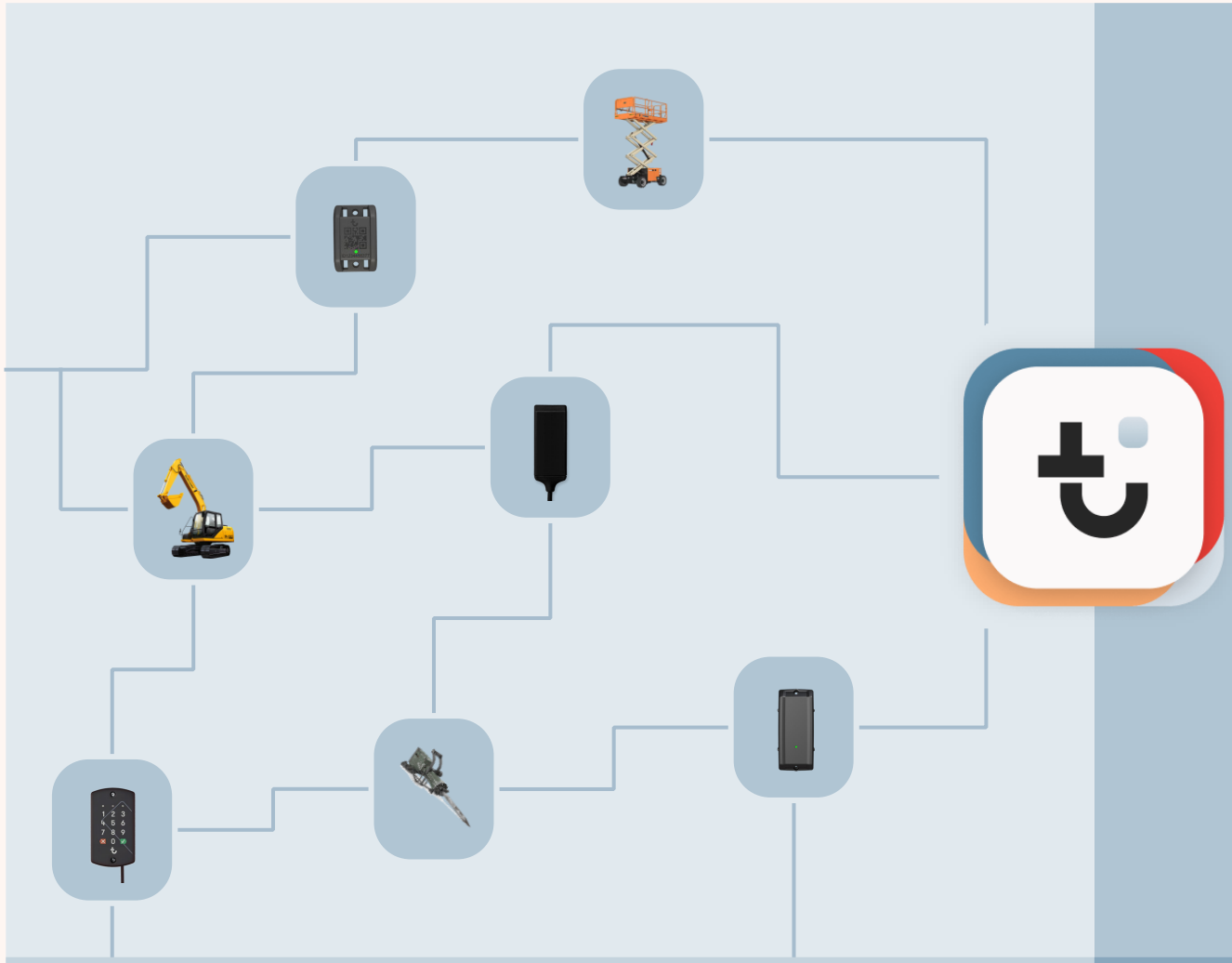


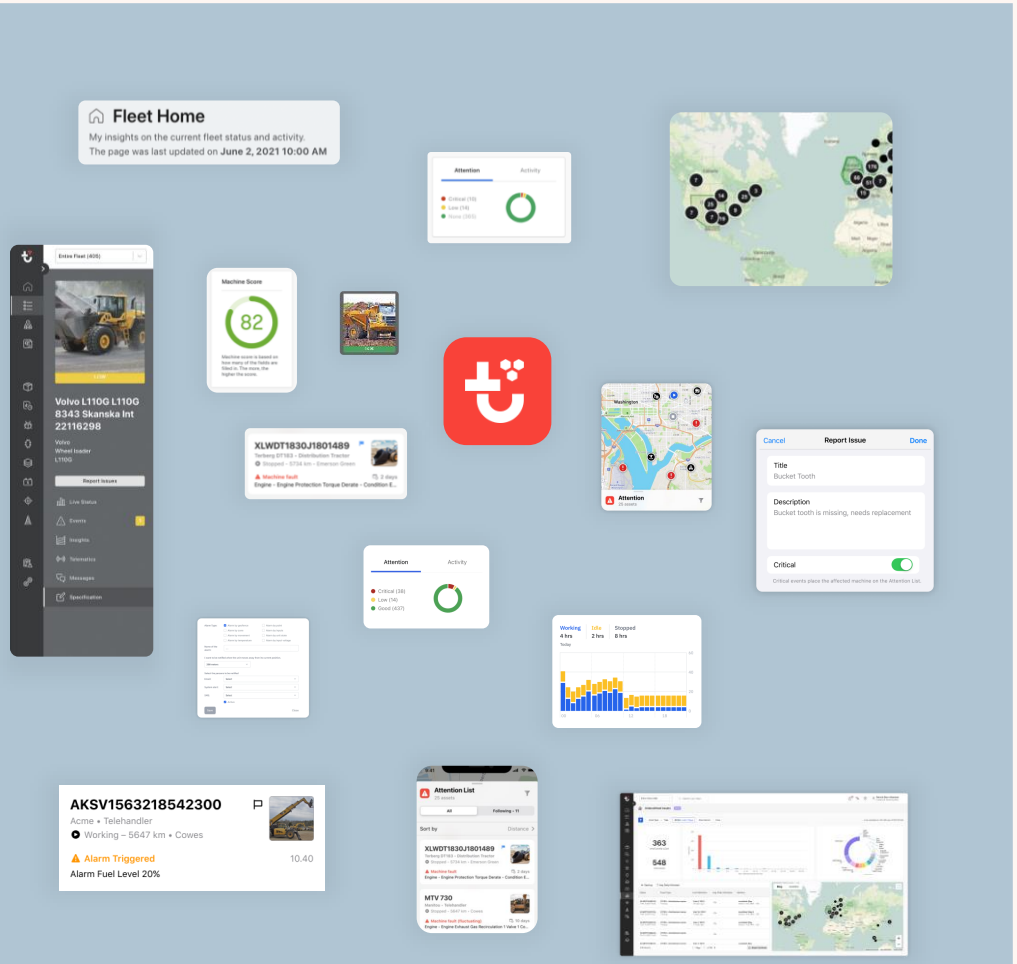






Tailored plans to unlock the full potential of your connected fleet





Asset Configuration

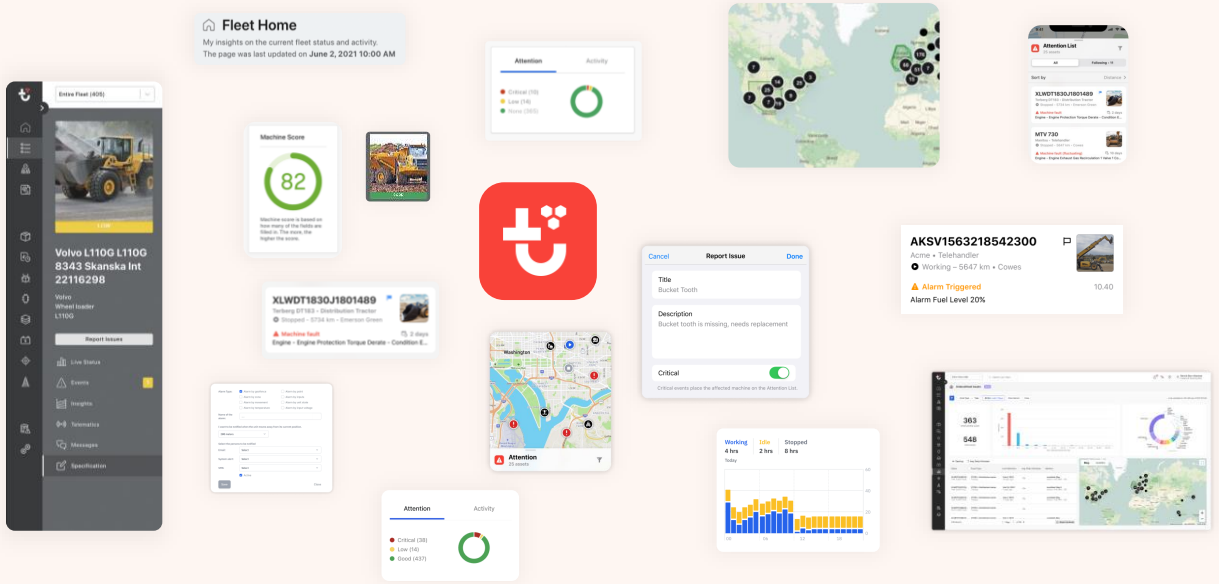
Unlock your fleet connectivity ambition

Fleet Plan

Achieve your desired business outcome

Mixed Fleet Suite

Fleet Plan



Add-ons | SLAs | Data Storage | APIs

Tailored plans to unlock the full potential of your connected fleet to eliminate downtime

- Next-level fleet management capabilities and user experience: new analytics and insights services
- Solution can scale up and down: with add-on apps and services, incl. consulting and configuration services
- Build for the ecosystem via extendable platform: access to custom, branded app development kits
- Standard service-Level Agreements included in price plans

Asset configuration

Asset configuration with multiple categories and telematics capabilities

- Differentiation by machine type: 8 asset classes for optimal data output
- Flexible combination of asset plans: Mix and match different telematics configurations
- Connect more, save more: Total connected fleet volume discount

Unlock the value of your machine data in new ways and accelerate your journey to eliminate downtime.

1 Fleet Plans

Explore

Evolve

Expand

- Add-ons
- SLAs
- Data Storage
- APIs

2 Asset Configuration

Compact Assets

Light Equipment

- Light
- Simple

Heavy and High Value Assets

- Basic
- Core
- Advanced
- Specialty

Light Equipment

- Data Feed
- Light Feed

Rental

The Plans to Eliminate Downtime

Unlock the value of your machine and equipment data in new ways to streamline your rental operations and processes.

Fleet Plan

Explore

Track, manage and safeguard your entire rental fleet.

Start digitizing your fleet through equipment tracking and reporting. Get insights on the usage of your light and heavy equipment and reduce the risk of stolen and/or lost assets.

- Get an overview of all your tools and machines to manage inventory and prevent theft
- Manage fleet performance using usage and activity reports

Fleet Plan

Evolve

Connect with your equipment and customers like never before

Propel your digitization journey through detailed insights on fleet performance- and operations. Use remote diagnostics, service scheduling and add-on integration to offer enhanced customer experiences driving uptime.

- Increase uptime and reliability using remote diagnostics and digitized service scheduling
- Optimize rental performance, machine utilization and operations using detailed reports
- Offer location data to customers to enable integration with their business

Fleet Plan

Expand

Maximize revenue opportunities through new efficiencies and customer loyalty.

Make digitization an integral part of your business to boost bottom line and delight your customers. Leverage custom apps, advanced reports and integration add-ons to deliver a value-adding customer experience.

- Automate billing and increase revenue from out-of-contract usage
- Extend seamless and secure access to solution for customers, users and operators
- Fully integrate your business processes using advanced API integrations
- Enable apps and custom reports to meet specific business needs

Fleet Owner Add-ons

Customize your solution with additional services

Unlock the value of your equipment data in new ways and extract the full value from their telematics solution via available Add-ons

Add-ons

General

- **Configuration services**
  to adjust and configure solution components to meet individual needs and setup of customers
- **Custom apps**
  built on the TU platform to meet customers' needs or launching customer apps for integrating
- **Consulting services***
  on integrations, solution setup and how to best leverage insights driven from telematics
- **Single Sign-on (SSO)**
  Provide users with a faster and better experience as they're able to access Trackunit Manager instantly and securely.

Add-ons

Fleet Owners

- **Emission reporting**
  Generates automated actionable and transparent reporting on emissions, CO2 footprint and other relevant components for compliance and reduce impact
- **My Network**
  Resolve your fleet connectivity issues to increase ROI

Available add-ons for Fleet Owners

Tailored plans to unlock the full potential of your connected fleet

		add-ons **Explore** Track, manage and safeguard your entire fleet.	add-ons **Evolve** Connect with your equipment and customers like never before	add-ons **Expand** Maximize revenue opportunities via new efficiencies and customer loyalty.
General	Configuration services	-	+	+
	Custom apps	-	-	+
	Consulting services	-	-	+
	Single Sign-on (SSO)	-	+	✓
Fleet specific	Emission reporting	-	+	✓
	My Network (app)	-	+	+

Tailored plans to unlock the full potential of your connected fleet

Fleet owner software subscription plans		Explore Track, manage and safeguard your entire fleet.	Evolve Connect with your equipment and customers like never before	Expand Maximize revenue opportunities through new efficiencies and customer loyalty.
Protect equipment and operators	Incident report	✓	✓	✓
	Theft alerts	Site based alerts and device tampering	Movement-based theft alerts	Movement-based theft alerts
	Access Management	Simple access management	Access management integration	Scaled access distribution
	Pre-check inspections	-	✓ (Soon)	✓ (Soon)
Seamlessly manage assets and equipment	Fleet list/map overviews	✓	✓	✓
	Site-based equipment status	✓	✓	✓
	Inventory overview (app)	✓	✓	✓
Optimize business via insights	Usage-based reporting	Utilization, Exception and Activity Report	✓	✓
	Route on map and trips	✓	✓	✓
	High impact detection	Impact data as Machine Insight	Impact alerts (Coming)	Impact alerts (Coming)
	Operator based reporting	Operations and Trip report	✓	✓
	Operational data alerts	-	✓	✓
	Utilization (app)	-	✓	✓
	Exceptions (app)	-	✓	✓
	Custom reports*	-	-	✓*
	Downtime index	-	-	✓
Impact and drive sustainability	Emissions Reporting (app)	-	Add-on	✓
Enable service & maintenance	Service management	Utilize OEM service plans	Service your entire fleet	Pro-active service execution
	Machine Insights	8 days	✓	✓
	Issue reporting	✓	✓	✓
	Event log	✓	✓	✓
	Extended specifications	Subset	All incl. documents	All incl. documents
Ensure health of telematics	Connectivity alerting	✓	✓	✓
Empower your solution	Role based access	✓	✓	✓
	Share & Transfer	✓	✓	✓
	Audit log	-	✓	✓
	Single sign-on**	-	Add-on**	✓**
Export and access data	Access and export data (APIs and interface)	1 year	1 year	1 year
Support and expert advice	Service Level Agreement	**Standard**	**Standard**	**Standard**

*Paid on top **Single sign-on (SSO) integration via Okta can be done by request and is subject to an implementation fee

Asset Configuration

Compact Assets

Light Equipment

Heavy and High Value Assets

Light Equipment

Light

Receive location specific data

Enabled by Kin

Simple

Capture real-time GPS location and simple utilization data

Enabled by Spot

Basic

Receive location data with notifications and precise utilization

Enabled by Raw

Core

Leverage full asset data, notifications and faults across your machine

Enabled by Raw CAN

Advanced

Receive complete asset data, manage operator access with multi-layer access management controls.

Enabled by Raw CAN relay keypad

Specialty

Unlock enriched data from advanced machine controllers

MODBUS

Data Feed

Connect to 3rd party and OEM solutions to manage mixed fleets reliably and securely.

ISO connection

Light Feed

Receive location specific data via 3rd party API integration.

API Integration

Asset Configuration - Defined to support full range of various light and compact equipment types

Asset Category								
	Light Receive location specific data	**Simple** Capture real-time GPS location and simple utilization data	**Basic** Receive location data with notifications and precise utilization	**Core** Leverage full asset data, notifications and faults across your machine	**Advanced** Receive complete asset data, remotely manage access incl. local physical authentication + *Manage operator access* + *Allow for remote access*	**Specialty** *Unlock enriched data from advanced machine controllers*	**Data Feed** Connect to 3rd party and OEM solutions to manage mixed fleets reliably and securely.	**Light Feed** Receive location specific data via 3rd party API integration.
Locate and track your machines								
Location incl. historic movement	*~ (proximity)*	*(~ (low res)*	✓	✓	✓	✓	*Data richness and feature availability depending on ISO feed characteristics*	*Data richness and feature availability depending on data feed characteristics*
Route and trips	-	-	✓	✓	✓	✓		
Protect equipment and operators								
Theft alerts	*(~ (low res)*	*(~ (low res)*	✓	✓	✓	✓		
Alerts	-	-	Standard	Advanced	Advanced	Advanced		
Access Management	-	-	-	-	Digital + Physical			
Machine faults	-	-	-	✓	✓	✓		
Operating hours	*~ (proximity)*	*~ (proximity)*	✓	✓	✓	✓		
Extract data and insights								
Data points extracted (machine insights)	Device	Device	Device	Asset	Asset + Operator	Asset		
Fault codes (CAN faults)	-	-	-	✓	✓	✓		
Idle monitoring	-	-	-	✓	✓	✓		
IoT Device enabler	**Kin**	**Spot**	**Raw**	**Raw** CAN	**Raw** CAN, Relay, Keypad	**MODBUS**	**ISO connection**	**API Integration**

Service Level Agreements

Enabling you to get the most out of our products and solutions

		Standard included in Fleet Plan	Premium
Self-service knowledge base	Access to Trackunit Help Center, Webinars, Developer Hub, and Product Updates	✓	✓
Trackunit Community	Unlimited one-to-many and peer-to-peer support and best practice sharing	✓	✓
Guaranteed uptime	Guaranteed uptime of Trackunit system and services	-	99,8%
Customer support	Channels and availability	Regional business hours Email Phone	EMEA + North America Business Hours Email Phone
	Ticket/Email Response time	Critical issues < 2 business hours Non-critical issues < 16 business hours	Critical issues < 30 minutes Non-critical issues < 4 hours
	Phone Response time	Direct call < 5 minutes Callback < 2 hours	Direct call < 60 seconds Callback < 15 minutes
	Customer Account Administration	-	Account Implementation Asset Management NRU Assistance
	Service credit	-	✓
Customer Success	Work closely with our expert CSMs to identify business needs, drive adoption, and help maximize business value	-	✓