**TRIMAX**

**TRIMAX** leads in effective telecommunications and information as well as M2M (Man to Machine, Mobile to Machine) solutions for all kinds of Movable Asset Management. TRIMAX delivers flexible and cost effective solutions based on ICT (Information and Communication Technologies), GPS (Global Positioning System), GSM (Global System for Mobile Communication), GPRS (General Packet Radio Service) and web technologies.

Our solutions enable Customer to Track Effective Position, Status, Speed, Usage, Real Time Data of his PERSONAL/OFFICE VEHICLES with security alerts. We intend to provide various types of useful services by tying up service providers like Vehicle Maintenance, Break down attendance, Toeing, Repairs, Hospitals, Insurance, and other support services required in Journey. TRIMAX will also support its customer 24X7 through Call Center.

TRIMAX intends to provide Web based information system and Mobile Application which will be available on Android, IOS, Windows.



FIG VTS CORE CONCEPT

TRIMAX will provide entire solution to its customer which includes

1. VTS Device and Installation

2. SIM card for VTS

3. Mobile and Web Based Application

4. Annual Maintenance for 5 Years.

5. 24X7 Call Center Assistance

**1.Vehicle Tracking System (VTS) Requirements by TRIMAX:**

* **VEHICLE TRACKING OVERVIEW FEATURES**:

-Real Time Location and Tracking on Map

-Vehicle Moving Time

-Idle Time

-Stoppage Time

-Speed

-Longitude-Latitude Position

-On/Off Vehicle by SMS

-Start/Stop Engine Report

-AC On/Off Alert

-Geofencing

-Replay Facility

-Speed Restriction

-Crash Alert

-Stolen Vehicle Recovery

-Two Way Calling

-Panic Button

-Tampering Alert for Device & Battery

-Daily Vehicle Travelled Report

* **Vehicle Tracking System should broadly consist of the following features:**

i. Device should have GPS receiver antenna inbuilt to receive satellite signals, and transfer vehicle movement data to a central server through GPRS/ GSM networks.

ii. Receiving SOS/alerts from vehicle in case of incidents/ accidents.

iii. 2-way voice communication between the vehicle driver and user/control room.

iv. Central server will host the Tracking application to manage and monitor vehicle

performance.

iv. Mobile applications for customers to receive service related information in real time.

* **Vehicle movement data should capture the following:**

i. Longitude and latitude position of vehicle.

ii. Location of vehicle in movement (displaying location with address/ vehicle number/ Driver Id/Direction of travel/ date/ time/ speed/ etc).

iii. Over-speeding, harsh acceleration/braking etc.

* **Display Map Requirements:**

**Vector GIS map of India of at least 1:2500 scale. Licensed Google maps can be used for the purpose. Maps should be refreshed at pre configurable intervals.**

i. Actual movement of vehicles.

ii. Real-time running position.

iii. Auto headway detection.

iv. Recorded details of the vehicle movement for a period of three

months online and archived data for 5 years.

v. Flashing icon for breakdown, accident, and emergency, idle vehicle etc

vi. Geo-coding/fencing

vii. Allow for import/ export of data in excel format to/from the map.

viii. Control display of vehicle based on user role for a query.

ix. Support multiple window views for an overview with capabilities to close up and enlarge

a screen of interest with a pop up of all the information related to the vehicle/s.

* **Alerts from the VTS system:**

The VTS system shall have the ability to raise alerts associated in the context of the operations and Vehicle Tracking and Monitoring. Following are some of the specific cases in which alerts should be generated:

i. Alerts will be displayed on the monitoring console and an extract of the same will be

available on the user dashboard.

ii. The Control Room operator shall be able to drill down to the exact location of the event

by clicking on the alert and see the position of event drawn over the map along with

driver, vehicle and standard description of event details.

iii. Alerts from moving through the operation of a panic button provided along with the VTS Unit.

iv. Alerts on exceptions for all other pre-configured parameters such as driver behavior, over-speeding.

v. Appropriate authorities through the control Command centre / Customer should be able to interact with driver. Customer should be able to instruct drivers. Only customer will be able to initiate the call and driver will be provided with a emergency button to communicate to the customer which in turn will initiate the call using the system.

vii. Alerts for service and maintenance

* **Driver-support and Behavior Information System:**

i. The Device must have in built sensitive microphone and speakers maybe provided for

communication. The Device must be positioned in such away the driver can speak and

listen from his seat. The Device must be rugged should withstand vibrations, temperature

and possible washing.

To interact with Customer device should be installed in a place which will provide safety and convenience for driver to handle the calls.

ii. The driver will use 2way communication facility made available to communicate with the

Customer by pressing the appropriate button for the specific incident.

**2.Health Requirement by Trimax:**

This Health Portal of Trimax is divided in two types:

A) Ambulance

B) Hospitals

A) Ambulance:

i. It is feature which must be displayed on the application in the Health portal.

ii. The Ambulance which Trimax has tied up, information of that Ambulance will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

iii. Information about the type of Ambulance (Normal/Cardiac/Emergency etc) should be displayed.

iv. As soon as the Customer searches the Ambulance in the search engine he should get a system generated message about the related list of the Ambulance which he has searched. Customer should get message on mobile or notification in the application. Also he should be able to see Service Provider in List view as well as in Map view in the application itself.

v. The Ambulance which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider in some interval of time so that they can also connect to customer and offer the service to him.

vi. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vii. Customer should at least get two to three service provider call for availing there service.

viii. Control Center should also get the information alert if the customer is searching the Ambulance and if the Ambulance has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

B) Hospital:

i. It is feature which must be displayed on the application in the Health portal.

ii. The hospital which Trimax has tied up information of that hospital will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

iii. Search Engine should be provided so that the user can search the hospital as per his requirement (Search by Area/Multispecialty Hospital/Heart/Eye/ENT/Ortho etc)

iv. As soon as the Customer searches the hospital in the search engine he should get a system generated message about the related list of the hospitals which he has searched through message on mobile or notification in the application. Also he should be able to see Service Provider in List view as well as in Map view in the application itself.

v. The hospital which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

vi. Customer should at least get two to three service provider call for availing there service.

vii. Control Center should also get the information alert if the customer is searching the Hospitals and if the hospital has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**3.Repair Services Requirement by Trimax:**

i. It is feature which is very useful to the customer during the break down.

ii. The Repair services which Trimax has tied up, information of that Repair Services Provider will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

iii. As soon as the Customer searches the Repair in the search engine he should get a system generated message about the related list of the Service Provider. Customer should get message on mobile or notification in the application. Also he should be able to see Service Provider in List view as well as in Map view in the application itself.

iv. The Repair Service Provider which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

v. Customer should at least get two to three service provider call for availing there service.

vi. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vii. Control Center should also get the information alert if the customer is searching the Repair Service Provider and if the Repair Service Provider has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**4.Towing Services Requirement by Trimax:**

i. It is feature which is very useful to the customer during the break down.

ii. The Towing services which Trimax has tied up, information of that Repair Services Provider will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

iii. As soon as the Customer searches the Towing in the search engine he should get a system generated message about the related list of the Service Provider. Customer should get message on mobile or notification in the application.

iv. The Repair Service Provider which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

v. Customer should at least get two to three service provider call for availing there service.

vi. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vii. Control Center should also get the information alert if the customer is searching the Towing Service Provider and if the Towing Service Provider has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**5.Car Workshop Services Requirement by Trimax:**

i. It is feature which is very useful to the customer during the break down.

ii. The Car Workshop services which Trimax has tied up, information of that Car Workshop Services Provider will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

iii. As soon as the Customer searches the Car Workshop in the search engine he should get a system generated message about the related list of the Service Provider. Customer should get message on mobile or notification in the application.

iv. The Car Workshop Service Provider which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

v. Customer should at least get two to three service provider call for availing there service.

vi. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vii. Control Center should also get the information alert if the customer is searching the Car Workshop Service Provider and if the Car Workshop Service Provider has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**6.Fuel Services Requirement by Trimax:**

i. The Fuel services which Trimax has tied up, information of that Fuel Station will be displayed on the Google map with the complete address and contact details.

ii. As soon as the Customer searches the Fuel in the search engine he should get a system generated message about the related list of the Service Provider. Customer should get message on mobile or notification in the application. The distance of the service provider from the customer should be also shown in the Google map.

iii. The Fuel Service Provider which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

iv. Customer should at least get two to three service provider call for availing there service.

v. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vi. Control Center should also get the information alert if the customer is searching the Fuel Service Provider and if the Fuel Service Provider has contacted the customer.

vii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**7.AMC Services Requirement by Trimax:**

i. The AMC service provider which Trimax has tied up, information of that Service Provider will be displayed with the contact details.

ii. Customer can select his AMC Service Provider by his choice.

iii. Facility should be provided for filling the detail information regarding Annual Maintenance Contract.

iv. This information can be viewed by the service provider which the customer has selected as well as the control center. The service provider will store the information in his database and will give alerts to the customer at regular interval of time regarding the services maintenance.

v. The control center will also get the information and alerts from the service provider which the customer has selected.

vi. Customer should be given the facility to connect directly to the Call Center for further assistance.

**8.Insurance Services Requirement by Trimax:**

i. The Insurance service provider which Trimax has tied up, information of that Service Provider will be displayed with the contact details. The distance of the service provider from the customer should be also shown in the Google map.

ii. Customer can select his Insurance Service Provider by his choice.

iii. Facility should be provided for filling the detailed information required for new/renewal of Insurance.

iv. This information can be viewed by the service provider which the customer has selected as well as the control center. The service provider will store the information in his database and will give alerts to the customer at regular interval of time regarding the services maintenance.

v. The control center will also get the information and alerts from the service provider which the customer has selected.

vi. Customer should be given the facility to connect directly to the Call Center for further assistance.

**9.Safety Services Requirement by Trimax:**

i. Safety Services are basically for providing help while you are in a situation of danger.

ii. As soon as the customer press the safety button from the application the system should send message or alert to three person (which are registered at the time of purchase) that the above person (our customer) requires help.

iii. Facility to send the location of his car in which VTS is installed should also be provided and the location should also be send to those three person who are registered.

iv. During emergency the system should give the same message of emergency to the police control room.

**10.Disaster Services Requirement by Trimax:**

i. In Disaster Services the Helpline number will be displayed.

ii. Facility of direct calling from the application to this helpline number should be provided.

iii. Control center should also get the information that the customer is using the disaster services.

iv. Customer should be given the facility to connect directly to the Call Center for further assistance.

**11.Car World Magazine Services Requirement by Trimax:**

i. In Car World Magazine Services, all the magazine related to car and bikes should be made available.

ii. Emerging trends in automation article should also be made available.

iii. New launches in Automation Industry should also be displayed.

iv. Information about Fairs, Exhibitions should also be provided.

**12. Buy/Sell Car Services Requirement by Trimax:**

i. The Buy/Sell Car services which Trimax has tied up, information of that Services Provider will be displayed on the Google map with the complete address and contact details. The distance of the service provider from the customer should be also shown in the Google map.

ii. As soon as the Customer searches the Buy/Sell Car in the search engine he should get a system generated message about the related list of the Service Provider. Customer should get message on mobile or notification in the application.

iv. The Buy/Sell Car Provider which the customer has searched should get an system generated message on service provider application so they can connect to the customer directly. Also the system should send a message to another two similar service provider so that they can also connect to customer and offer the service to him.

v. Customer should at least get two to three service provider call for availing there service.

vi. The service provider application should have the facility for the service provider to insert the tariffs for the respected services (which can be changed/updated time to time). The customer should be given the facility to instantly see the tariffs chart while he selects the service provider.

vii. Control Center should also get the information alert if the customer is searching the Buy/Sell Car Provider and if the Buy/Sell Car Service Provider has contacted the customer.

viii. Customer should be given the facility to connect directly to the Call Center for further assistance.

**13. Call Center Services Requirement by Trimax:**

1. For Call Center Web page as well as Mobile page is require
2. User should able to log issues via call or should able to register directly.
3. On registration he should get ticket number for future reference
4. System should provide SLA management for call logs/issues. SLA management means SLA definition, provision for workflow, escalation etc
5. Software must provide provision to change workflow as per need. Admin should able to change the same. No Development efforts expected.
6. Various reports
   1. Call Ticket Trend analysis
   2. Ticket Resolution timeline report
   3. Ticket metric - Number of tickets and each should further broken down to show who has solved, time period etc
   4. Service Provider wise Tickets issued, closed, time required etc.