

# FSM Sessions Schedule for Dimensions 2018 Murano 3306



Monday, November 5 - Theme: Product Launches

| Time                       | Topic/Speaker                        |                          |   |
|----------------------------|--------------------------------------|--------------------------|---|
| 6:00 am - 8:00 am          | Breakfast                            |                          |   |
| 8:00 am - 10:00 am         | Opening Keynote Session              |                          |   |
| 10:00 am - 10:30 am        | Break                                |                          |   |
| <b>10:30 am - 11:30 am</b> | <b>SESSION 1</b>                     | <b>Session:</b> FSM-1742 | <b>Title:</b> Launching Trimble PULSE™ Telematics, A Next Generation Platform<br><b>Speakers:</b> Toni Smith / Drew Davitian (Trimble)  |
| 11:30 am - 1:00 pm         | Lunch                                |                          |   |
| 11:30 am - 12:00 pm        | Showcase 1 - Asset Monitoring        | Booth Demo               | Airfield Asset Management: Andrea Bach  |
| 12:00 pm - 12:30 pm        | Showcase 2 - Fleet Monitoring        | Booth Demo               | Tap & Go: Brandon Kim   |
| 12:30 pm - 1:00 pm         | Showcase 3 - Field Service           | Booth Demo               | Augmented Reality Remote Expert: Sergey Krasovski   |
| <b>1:00 pm - 2:00 pm</b>   | <b>SESSION 2</b>                     | <b>Session:</b> FSM-1745 | <b>Title:</b> How Field Service Excellence Drives Dealer Profitability<br><b>Speakers:</b> Brian Uhlenhake (Caterpillar) / Zsolt Ambrus (XAPT)  |
| 2:00 pm - 2:30 pm          | Break                                |                          |   |
| 2:00 pm - 2:30 pm          | Showcase 4 - Fleet Monitoring        | Booth Demo               | FieldMaster Navigation: Joseph Procopio   |
| <b>2:30 pm - 3:30 pm</b>   | <b>SESSION 3</b>                     | <b>Session:</b> FSM-1739 | <b>Title:</b> The Power of a Safe Organization: Building a Predictive Safety Program<br><b>Speaker:</b> Sean Conard (Allan Myers)   |
| 3:30 pm - 4:00 pm          | Break                                |                          |   |
| 3:30 pm - 4:00 pm          | Showcase 5 - Asset Monitoring        | Booth Demo               | Maintenance: Toni Smith   |
| <b>4:00 pm - 5:00 pm</b>   | <b>SESSION 4</b>                     | <b>Session:</b> FSM-1736 | <b>Title:</b> Get Back to the Crack! How Trimble Solved Pavement Maintenance & Asset Management at Denver International Airport<br><b>Speakers:</b> Mark Hughes (AECOM) / Andrea Bach (Trimble) / Dan Colbert (Trimble) |
| 5:00 pm - 6:30 pm          | Free time                            |                          |   |
| 6:30 pm - 9:00 pm          | Expo Open                            |                          |   |
| 6:30 pm - 9:00 pm          | Opening Night Reception in Expo Hall |                          |   |

## SESSION 1

Toni Smith and Drew Davitian of Trimble FSM will hold a live demonstration of the Trimble PULSE™ Telematics next generation web and mobile applications, highlighting key features for fleet monitoring, asset utilization, maintenance, driver safety, and integration of telematics data with field service workflows.

## SESSION 2

Brian Uhlenhake, Director of Dealer Capability at Caterpillar, and Zsolt Ambrus, VP of Marketing and Partners at XAPT Corporation, will discuss the key drivers of profitability for dealers and how Trimble PULSE™ provides close integration with NAXT to create a more profitable customer field service experience.

## SESSION 3

A discussion with Sean Conard, Allan Myers' Director of Fleet Safety, on the key components of what earned the organization recognition as the safest heavy civil construction firm in the Mid-Atlantic states.

## SESSION 4

Mark Hughes of AECOM, Andrea Bach of Trimble Field Service Management and Dan Colbert of Trimble Geospatial, will discuss how Denver International Airport is maintaining their runways using Trimble solutions for field data collection and optimized service planning and scheduling.

# FSM Sessions Schedule for Dimensions 2018 Murano 3306



Tuesday, November 6 - Theme: Dealer

| Time                       | Topic/Speaker                    |                          |  |
|----------------------------|----------------------------------|--------------------------|--|
| 6:30 am - 8:30 am          | Breakfast                        |                          |  |
| <b>8:30 am - 9:30 am</b>   | <b>SESSION 5</b>                 | <b>Session:</b> FSM-1798 | <b>Title:</b> Connect Your Field and Back Office to Improve Service to Cash Workflows<br><b>Speaker:</b> Andrea Bach (Trimble)                           |
| 9:30 am - 10:00 am         | Break                            |                          |  |
| <b>10:00 am - 11:00 am</b> | <b>SESSION 6</b>                 | <b>Session:</b> FSM-1737 | <b>Title:</b> How Field Service Technology Can Help Dealers Boost Their Technician and Billing Efficiency<br><b>Speaker:</b> Ben van der Werff (Pon Cat) |
| 11:00 am - 11:30 am        | Break                            |                          |  |
| 11:00 am - 11:30 am        | Showcase 6: Field Service        | Booth Demo               | Automated Scheduling: Andrea Bach  |
| <b>11:30 am - 12:30 pm</b> | <b>SESSION 7</b>                 | <b>Session:</b> FSM-1744 | <b>Title:</b> How to Maximize the Value of Your Rental Fleet<br><b>Speaker:</b> Paul Miles (Trimble)   |
| 12:30 pm - 2:30 pm         | Lunch                            |                          |  |
| 1:00 pm - 1:30 pm          | Showcase 7: Analytics & Insights | Booth Demo               | Driver Safety: Drew Davitian   |
| 1:30 pm - 2:00 pm          | Showcase 8: Fleet Monitoring     | Booth Demo               | Fleet Telematics: Joseph Procopio  |
| 2:00 pm - 2:30 pm          | Showcase 9: Asset Monitoring     | Booth Demo               | Asset Telematics: Toni Smith   |
| <b>2:30 pm - 3:30 pm</b>   | <b>SESSION 8</b>                 | <b>Session:</b> FSM-1746 | <b>Title:</b> Raising the Bar of Customer Experience in Heavy Equipment<br><b>Speakers:</b> Peter Mills (Modern) / Paul Swanson (Trimble)                |
| 3:30 pm - 4:00 pm          | Break                            |                          |  |
| 3:30 pm - 4:00 pm          | Showcase 10: Field Service       | Booth Demo               | Customer Service Agreements (CSA): Andrea Bach   |
| <b>4:00 pm - 5:00 pm</b>   | <b>SESSION 9</b>                 | <b>Session:</b> FSM-1735 | <b>Title:</b> ELD: One Year Later - A Trimble Perspective<br><b>Speaker:</b> Brant Carter (Trimble) / Steve Young (Trimble)                              |
| 5:00 pm - 9:00 pm          | Free Night                       |                          |  |

## SESSION 5

Andrea Bach of Trimble Field Service Management will share how equipment dealers often struggle with service to cash flow because of process gaps such as field data capture, process automation, and lack of visibility into customer data and how Trimble PULSE can help solve these costly gaps.

## SESSION 6

Ben Van der Werff of Pon Cat, the official Caterpillar dealer in the Netherlands, Norway, Sweden, and Denmark will share how his dealership improved their service scheduling and dispatching process and increased the available hours of their technicians.

## SESSION 7

Paul Miles of Trimble Field Service Management will share how equipment dealers have reduced the overall fuel consumption of their vehicle fleet through optimized scheduling and have increased equipment availability for their customers through proactive preventive maintenance planning.

## SESSION 8

Peter Mills of Modern and Paul Swanson of Trimble Field Service Management will share how Trimble PULSE™ and Modern provide a 2-way communication channel to field service customers including confirmation, alerts that a technician has arrived, and estimates or final invoices via SMS, improving communication with customers.

## SESSION 9

Brant Carter of Trimble Field Service Management and Steve Young of Trimble Construction Logistics will provide insights into how Trimble solutions for compliance with the ELD mandate provide benefits beyond compliance, and discuss the anticipated implementation of an ELD mandate in Canada.

# FSM Sessions Schedule for Dimensions 2018 Murano 3306



Wednesday, November 7 - Theme: Innovations

| Time                       | Topic/Speaker                 |                          |   |
|----------------------------|-------------------------------|--------------------------|---|
| 6:30 am - 8:30 am          | Breakfast                     |                          |   |
| 8:30 am - 10:00 am         | Closing Session               |                          |   |
| 10:00 am - 10:30 am        | Break                         |                          |   |
| <b>10:30 am - 11:30 am</b> | <b>SESSION 10</b>             | <b>Session:</b> FSM-1742 | <b>Title:</b> Launching Trimble PULSE™ Telematics, A Next Generation Platform<br><b>Speakers:</b> Toni Smith/Drew Davitian (Trimble)                    |
| 11:30 am - 1:00 pm         | Lunch                         |                          |   |
| 12:00 pm - 12:30 pm        | Showcase 11: Fleet Monitoring | Booth Demo               | Tap & Go: Brandon Kim (Trimble)   |
| 12:30 pm - 1:00 pm         | Showcase 11: Field Service    | Booth Demo               | Fleet Telematics: Drew Davitian (Trimble)   |
| <b>1:00 pm - 2:00 pm</b>   | <b>SESSION 11</b>             | <b>Session:</b> FSM-1740 | <b>Title:</b> Improving Productivity and Communication of Field Technicians with Augmented Reality<br><b>Speakers:</b> Sergey Krasovski (Trimble)       |
| 2:00 pm - 2:30 pm          | Break                         |                          |   |
| 2:00 pm - 2:30 pm          | Showcase 13: Field Service    | Booth Demo               | Automated Scheduling: Andrea Bach   |
| <b>2:30 pm - 3:30 pm</b>   | <b>SESSION 12</b>             | <b>Session:</b> FSM-1741 | <b>Title:</b> How Predictive Analytics Can Help You Optimize Business Processes<br><b>Speakers:</b> Sergey Krasovski (Trimble) / Brant Carter (Trimble) |
| 3:30 pm - 4:00 pm          | Break                         |                          |   |
| 3:30 pm - 4:00 pm          | Showcase 13: Fleet Monitoring | Booth Demo               | FieldMaster Navigation: Joseph Procopio   |
| 4:00 pm - 4:30 pm          | Showcase 14: Field Service    | Booth Demo               | Augmented Reality Remote Expert: Sergey Krasovski   |
| 4:30 pm - 5:00 pm          | Showcase 15: Analytics        | Booth Demo               | Driver Safety: Drew Davitian  |
| 7:00 pm - 9:30 pm          | Customer Appreciation Party   |                          |   |

## SESSION 10

Toni Smith and Drew Davitian of Trimble FSM will hold a live demonstration of the Trimble PULSE™ Telematics next generation web and mobile applications, highlighting key features for fleet monitoring, asset utilization, maintenance, driver safety, and integration of telematics data with field service workflows.

## SESSION 11

Trimble Field Service Management and Mixed Reality divisions introduce an Augmented Reality (AR) and Remote Expert (RE) mobile application in the FieldMaster Work Management suite. Remote Expert (RE) is a video-connectivity premium application which streamlines maintenance and support operations.

## SESSION 12

Learn how Predictive technologies are disrupting the way organizations are looking at data and optimizing business processes. Topics will include IT infrastructure, data models and a review of common use cases.

# FSM Sessions Schedule for Dimensions 2018 Murano 3306



## Monday, November 5 - Theme: Product Launches

### SESSION 1

#### Launching Trimble PULSE™ Telematics, A Next Generation Platform

**Toni Smith / Drew Davitian (Trimble)**

Toni Smith and Drew Davitian of Trimble FSM will hold a live demonstration of the Trimble PULSE™ Telematics next generation web and mobile applications, highlighting key features for fleet monitoring, asset utilization, maintenance, driver safety, and integration of telematics data with field service workflows.

### SESSION 2

#### How Field Service Excellence Drives Dealer Profitability

**Brian Uhlenhake (Caterpillar) / Zsolt Ambrus (XAPT)**

Brian Uhlenhake, Director of Dealer Capability at Caterpillar, and Zsolt Ambrus, VP of Marketing and Partners at XAPT Corporation, will discuss the key drivers of profitability for dealers and how Trimble PULSE™ provides close integration with NAXT to create a more profitable customer field service experience.

### SESSION 3

#### The Power of a Safe Organization: Building a Predictive Safety Program

**Sean Conard (Allan Myers)**

A discussion with Sean Conard, Allan Myers' Director of Fleet Safety, on the key components of what earned the organization recognition as the safest heavy civil construction firm in the Mid-Atlantic states.

### SESSION 4

#### Get Back to the Crack! How Trimble Solved Pavement Maintenance & Asset Management at Denver International Airport

**Mark Hughes (AECOM) / Andrea Bach (Trimble) / Dan Colbert (Trimble)**

Mark Hughes of AECOM, Andrea Bach of Trimble Field Service Management and Dan Colbert of Trimble Geospatial, will discuss how Denver International Airport is maintaining their runways using Trimble solutions for field data collection and optimized service planning and scheduling.

## Tuesday, November 6 - Theme: Dealer

### SESSION 5

#### Connect Your Field and Back Office to Improve Service to Cash Workflows

**Andrea Bach (Trimble)**

Andrea Bach of Trimble Field Service Management will share how equipment dealers often struggle with service to cash flow because of process gaps such as field data capture, process automation, and lack of visibility into customer data and how Trimble PULSE can help solve these costly gaps.

### SESSION 6

#### How Field Service Technology Can Help Dealers Boost Their Technician and Billing Efficiency

**Ben van der Werff (Pon Cat)**

Ben Van der Werff of Pon Cat, the official Caterpillar dealer in the Netherlands, Norway, Sweden, and Denmark will share how his dealership improved their service scheduling and dispatching process and increased the available hours of their technicians.

### SESSION 7

#### How to Maximize the Value of Your Rental Fleet

**Paul Miles (Trimble)**

Paul Miles of Trimble Field Service Management will share how equipment dealers have reduced the overall fuel consumption of their vehicle fleet through optimized scheduling and have increased equipment availability for their customers through proactive preventive maintenance planning.

### SESSION 8

#### Raising the Bar of Customer Experience in Heavy Equipment

**Peter Mills (Modern) / Paul Swanson (Trimble)**

Peter Mills of Modern and Paul Swanson of Trimble Field Service Management will share how Trimble PULSE™ and Modern provide a 2-way communication channel to field service customers including confirmations, alerts that a technician has arrived, and estimates or final invoices via SMS, improving communication with customers.

### SESSION 9

#### ELD: One Year Later - A Trimble Perspective

**Brant Carter (Trimble) / Steve Young (Trimble)**

Brant Carter of Trimble Field Service Management and Steve Young of Trimble Construction Logistics will provide insights into how Trimble solutions for compliance with the ELD mandate provide benefits beyond compliance, and discuss the anticipated implementation of an ELD mandate in Canada.

## Wednesday, November 7 - Theme: Innovations

### SESSION 10

#### Launching Trimble PULSE™ Telematics, A Next Generation Platform

**Toni Smith / Drew Davitian (Trimble)**

Toni Smith and Drew Davitian of Trimble FSM will hold a live demonstration of the Trimble PULSE™ Telematics next generation web and mobile applications, highlighting key features for fleet monitoring, asset utilization, maintenance, driver safety, and integration of telematics data with field service workflows.

### SESSION 11

#### Improving Productivity and Communication of Field Technicians with Augmented Reality

**Sergey Krasovski (Trimble)**

Trimble Field Service Management and Mixed Reality divisions introduce an Augmented Reality (AR) and Remote Expert (RE) mobile application in the FieldMaster Work Management suite. Remote Expert (RE) is a video-connectivity premium application which streamlines maintenance and support operations.

### SESSION 12

#### Launching Trimble PULSE™ Telematics, A Next Generation Platform

**Toni Smith / Drew Davitian (Trimble)**

Learn how Predictive technologies are disrupting the way organizations are looking at data and optimizing business processes. Topics will include IT infrastructure, data models and a review of common use cases.