



# Bureau Service

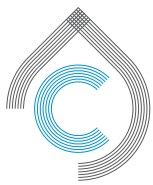
ctrack's Bureau Service is a fully fledged fleet intelligence service Centre, offering a wide range of services which provides you with hindsight, insight, and foresight for your fleet operations. Ctrack's Bureau Centre monitors and analyses movements, incidents, and alerts meticulously, providing analytical reporting and support to optimise your fleet operations.

By utilising the analytical information, you will be able to implement best practice strategies enabling you to reduce expenditures as well as improve your bottom line.

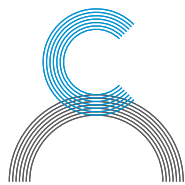


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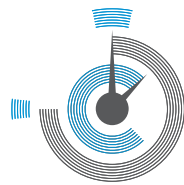
## Benefits



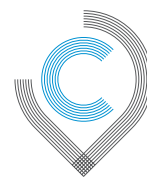
**Reduces Fuel & Maintenance Costs**



**Reduce Staff Overhead Costs**



**Streamlines Fleet Operation**



**Secures Fleet**



**Asset Management**

## Features of 24/7 Bureau Service

### Driver Monitoring

- 24/7 Driver monitoring: speed, harsh events, unscheduled stops, vehicle abuse
- Optimising driver productivity

### Real-Time Route Monitoring

- Fleet management software
- 24/7 Live eyes-on-screen route monitoring
- Dedicated fleet controllers for your entire fleet
- Schedule adherence
- Direct communication with vehicle operators
- Geo zone mapping and adherence
- Fuel consumption monitoring
- Daily health checks

### 24/7 Emergency Support Centre

- 24/7 Fleet monitoring
- Emergency response
- Panic alarms
- Tamper alarms
- Stolen vehicle recovery
- Vehicle immobilisation (Illegal movement prevention)
- 1 Hour free bodyguard/vehicle escorting service
- Air Support Response Services (Available at an additional charge)

### Data Analytics

- Comprehensive data analysed and simplified for your convenience
- Rich fleet analytics data: POI visits and duration count, driver behaviour, etc.

### Consultancy Service

- Expert Fleet Consultants

### Reports

- Detailed weekly and monthly reports tailored to your needs
- Variety of powerful reports available at your disposal: productivity, safety, travelling time, KM usage, after hours, driver behaviour, POI visits, EXCO monthly summary, and many more.



**Applications:** All types of transport operations • Courier, supply chain and logistics

Always Visible



## Bureau Fleet VAS Offerings

Service	Light	Intermediate	Advanced	Advanced Plus
24/7 - 365 Days alarm monitoring	x	✓	✓	✓
Adhoc report generation	x	✓	✓	✓
Automated customised fleet analytic report - 7 day analytics	x	x	x	✓
Customer POI creation	x	x	x	✓
Daily device health report and escalations	✓	✓	✓	✓
Database and cost centre allocation management	x	x	✓	✓
Device fault login escalations	x	✓	✓	✓
Discontinued vehicle removal from software applications	x	✓	✓	✓
Driver & vehicle license renewal profile creation	x	✓	✓	✓
Driver ID tag management	x	x	✓	✓
Fixed route deviation monitoring	x	✓	✓	✓
QlikView/BI Reporting	x	x	x	✓
Registration and fleet number changes on Ctrack software applications	✓	✓	✓	✓
Setup and schedule of 10 management reports	x	✓	x	✓
Setup and schedule of 15 management reports	x	x	✓	✓
Setup and Schedule of 2 management reports	✓	x	x	✓
Setup and schedule of unlimited management reports	x	x	x	✓
Username and password management	✓	✓	✓	✓
Vehicle maintenance profile creation	x	x	✓	✓
Vehicle software allocation	✓	x	✓	✓
Customised reporting	x	✓	✓	✓
Accident reconstruction report	x	x	✓	✓

## Bureau Camera VAS Offerings

Service	Light	Intermediate	Advanced
Health check	✓	✓	✓
Credentials management	✓	✓	✓
Parameter management	✓	✓	✓
Assistance with downloading video	✓	✓	✓
Setup of automated alarm signals	✓	✓	✓
Reporting of data usage	✓	✓	✓
General support	✓	✓	✓
Fault logging	✓	✓	✓
Monthly status report	x	✓	✓
Investigations on request	x	✓	✓
Accident reconstruction reports	x	✓	✓
Alarm notifications & monitoring	x	✓	✓
Driver fatigue notifications and monitoring	x	x	✓

x Not included | ✓ Included