

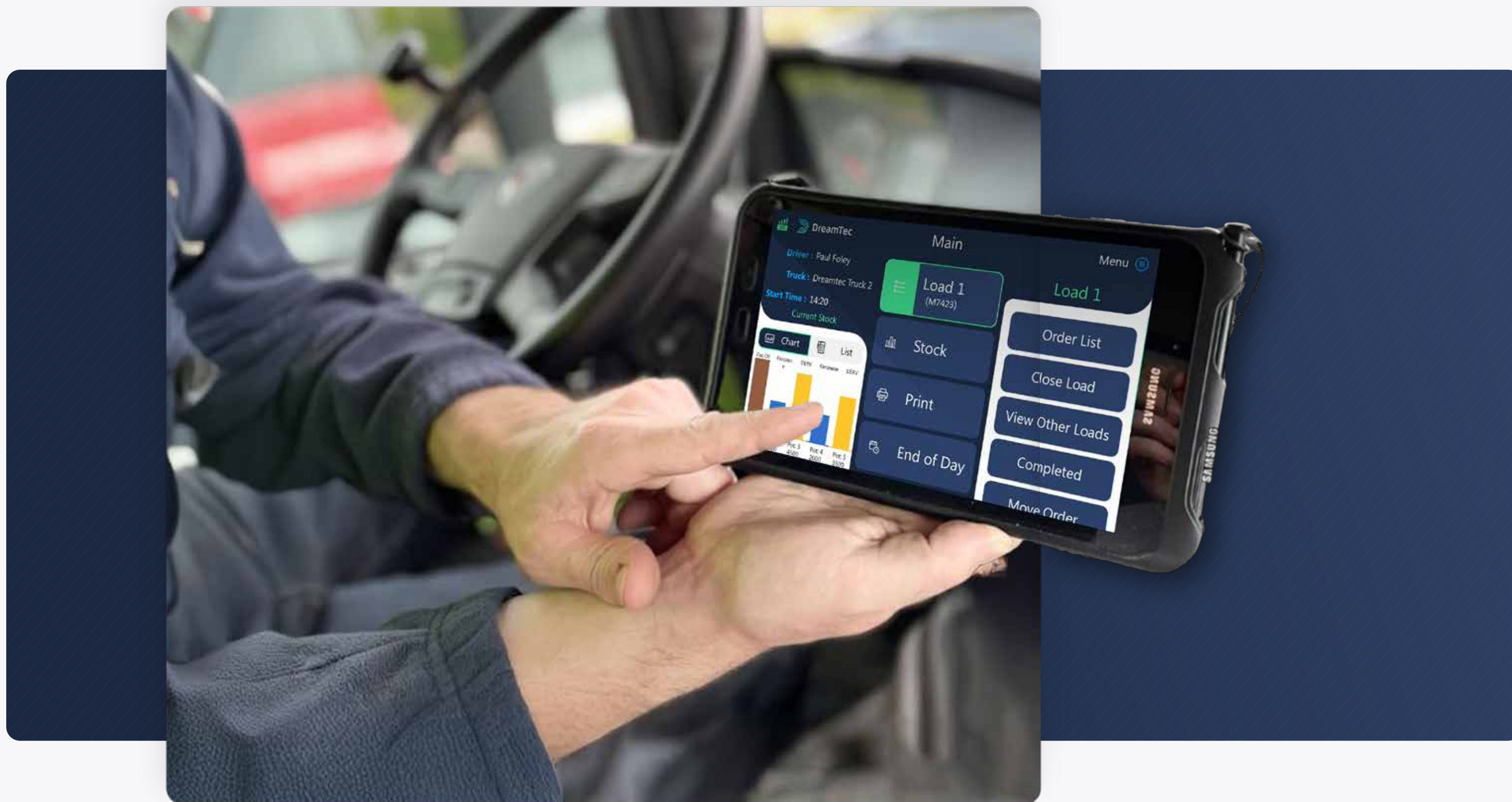
SEVEN SIMPLE STEPS TO SMARTER DELIVERY

1 SCOPE, TAILOR AND PROPOSE

We typically start with a webinar to walk through the features of DreamTec and see where it can add value to your business.

Tell us about any specific issues so we can tailor a plan that works for you.

Finally, we submit a costed proposal and project plan according to our review of your internal pricing and stock management process.



2 BUILD AND TEST PROPOSAL APPROVED!

THERE ARE NOW TWO POSSIBLE SCENARIOS...

Meter Tracking only

We supply the device with easy-to-follow instructions for self-installation and dashboard access. No matter how many units you purchase, you can rely on our ongoing support and troubleshooting.

ii] Full Mobile Fleet Management

We provide a more hands-on process with a dedicated project manager to guide you through implementation.

ERP Build

We can liaise directly with your ERP provider to build the interface, so that there's complete clarity on:

- System requirements and functions
- Format requirements
- Data specifications
- Permissions to be granted etc.

Our Quality Promise

DreamTec Systems has integrated with over 50 ERP packages. Our team carries out five weeks of intensive system testing to guarantee compatibility and performance.

3 TRAIN, PILOT AND REFINE

It's time to see DreamTec in action, on the road, in your driver's hands. We ride along with one of your drivers, tracking their tasks and teaching them how the system is working. We can still incorporate tweaks and suggestions at this stage, and we don't leave until you're fully confident.

As part of our 'train the trainer' approach, your pilot driver becomes the principal trainer for the rest of the fleet drivers, maintaining ownership and buy-in and creating a smoother transfer of knowledge.

We also deliver on-site dashboard training to your office team, making sure that everyone is comfortable with functionality and can get the most out of the system's features.

We pilot the new system for a number of weeks, troubleshooting any issues and feeding back to our development team until we have a fully finalised system for handover.

4 INSTALL AND DEPLOY

Once you have your finished system, we'll issue:

An individual SLA that clearly sets out customer support provisions and billing arrangements.

A data integration document for your ERP provider that details file structures, field layouts, values and descriptions.

A handy 'cheat sheet' for in-cab troubleshooting.

The hardware is then installed across the full fleet, either by us or your internal garage team. It's a simple set-up and we only need to mount the cradle for the handheld computer. Unlike many competitor solutions, our system links up to your existing meter printer.

5 HYPERCARE

For the next six weeks, we provide 'hypercare' - intensive technical and customer support for your driver and office teams.

Quite simply, we're fully on call for any questions, advice, and troubleshooting. Some competitors go quiet as soon as implementation is complete. We're as easy to reach and involved as ever.

6 ONGOING SUPPORT

Once your teams are comfortable and confident, we switch to ongoing support mode and stay there for as long as you choose DreamTec.

We pride ourselves on exceptional customer service and our 'One Call to Fix' mantra means that 98% of customer issues are resolved on the first call.

And if we can't provide a solution straight away, we give you a set time (usually within two hours) for a solution.

We DON'T fob you off with a ticket. We stay focused on the problem until it's fixed.

7 CONTINUOUS IMPROVEMENT

Adding value is central to the DreamTec Systems approach. We regularly implement new functionality and use customer feedback to develop innovative features that keep your fleets moving forward.

We never treat your requests or feedback as a cost to be charged. It's always an opportunity for us to add updates, enhancements and reviews that add value.