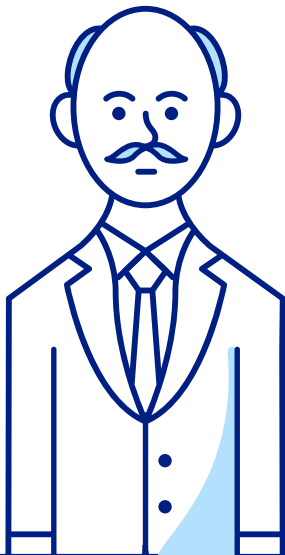


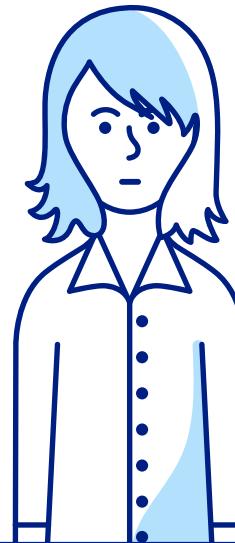


# Use cases driving the take up of Telstra Track and Monitor™



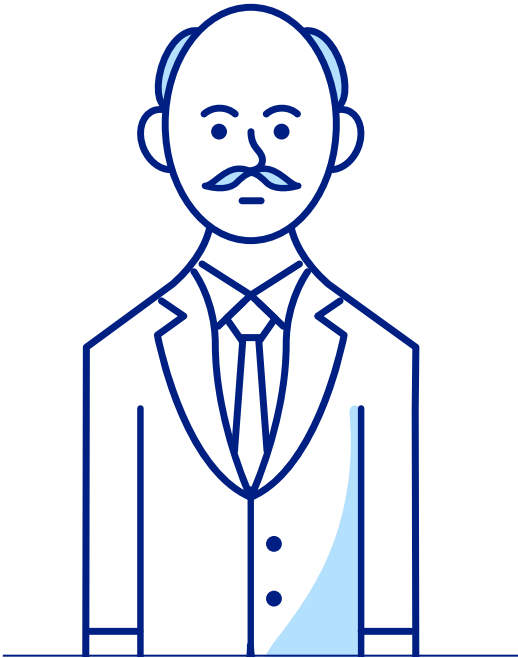
**PETER**  
Chief Information Officer

We have to lift the customers' end-to-end supply chain experience and provide a fast quality experience that keeps customers coming back.



**SALLY**  
IT Manager/Decision Maker

We need to lower our CAPEX and OPEX costs by reducing asset loss and improving asset utilisation for the business.



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## CAPABILITIES

- Information on asset availability to efficiently share/schedule/allocate usage.
- Get last known and historical location online.
- Automated tracking features.

## BUSINESS AND INDUSTRY OUTCOMES

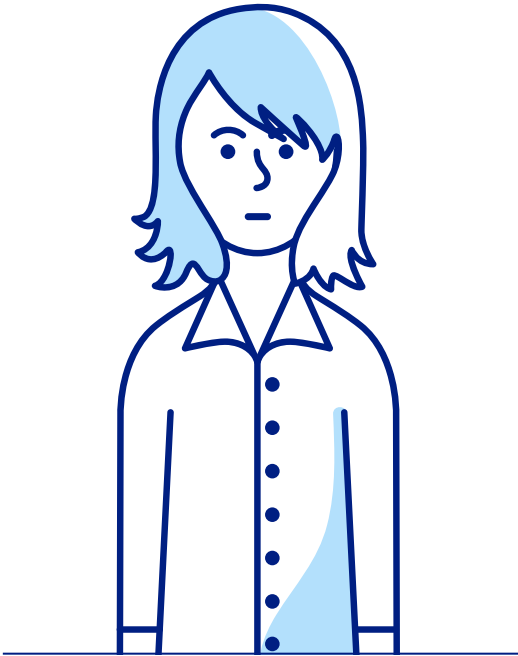
- Meet, manage and exceed delivery timelines and quality of service.
- Reduce the errors that can occur with manual tracking.
- Minimise time waiting or looking for assets. Have them ready, just in time.
- Reduce lost stock and delays to your service delivery.
- Give your customers supply chain visibility.
- Find tangible ways to improve NPS by delivering fast, quality customer experiences that keep customers coming back.

### Industry Scenarios:

A utility customer received customer complaints about being short supplied and because they couldn't prove otherwise, issued them with a significant volume of credits. This was estimated to reduce their revenue by nearly 10% a year.

A manufacturing customer with more than 1,500 assets used to transport finished goods, had to stop deliveries once a week across 3 key production facilities, while they waited for an asset to be delivered. These production delays amounted to over 400 hours per year and also impacted on their customers' experience.

A council depot had to defer work at least once a month after spending hours unsuccessfully ringing around worksites and depots to find available assets, which resulted in delaying services they needed to provide to their customers.



**We need to lower our CAPEX and OPEX costs by reducing asset loss and improving asset utilisation for the business.**

**SALLY**  
IT Manager/Decision Maker

CAPABILITIES	BUSINESS AND INDUSTRY OUTCOMES
<ul style="list-style-type: none"><li>• Get visibility of your assets through last known location mapped online.</li><li>• Devices connect to cost efficient network technologies.</li><li>• Access to a simple, intuitive portal.</li></ul>	<ul style="list-style-type: none"><li>• Manage your assets by tracking and monitoring them through automated, mapped visibility.</li><li>• No manual tracking, leading to more accurate data.</li><li>• Remove false economies associated with the OPEX cost of manual tracking — even for low value assets.</li><li>• Reallocate your people to focus on work that drives revenue. Get more out of the time and assets you have.</li><li>• Shift to a more efficient OPEX model through the automation of your asset tracking.</li></ul>

#### Industry Scenarios:

A council tracked assets moving in and out of a depot daily, using handwritten records which were then manually put into a database. When the data got out of control, they spent 8 weeks conducting a full time stocktake. Their subsequent stocktake uncovered a loss of \$800,000 worth of missing assets over the prior 3 years, due to errors from manual tracking processes.

A manufacturing customer conducted an annual stocktake for their assets which required 50 people to be taken out of the business for two days. They needed a way to automate how they tracked these assets and better utilise their staff to focus on the core business.

A construction company spent around \$750,000 yearly to hire equipment because they couldn't find their own or couldn't share assets between sites to optimise usage.

A large retailer had hundreds of thousands of trolleys in its asset fleet, each individually too low in value to justify spending money on tracking. But it stacked up when asset values were combined which equated to millions of dollars in incremental OPEX being spent trying to find these missing or lost trolleys.