



Global Telematics,
Just Easier

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Fleet Support and Service, Just Easier

Expert guidance and technical support behind your business—while you remain at the centre of every client relationship.





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Global Telematics,
Just Easier



Reliable. Scalable. Easier.

We make telematics easier—for you and your clients. With white-label flexibility, smooth onboarding, and expert support that evolves alongside your business, **3Dtracking** gives you the tools—and the partnership—you need to deliver a world-class tracking experience.



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3Dtracking in Numbers

20

Years of global
telematics experience

150+

Countries

1000+

Hardware devices
are integrated

PLUS

99.99% Uptime



535 000+
Units Connected



Unlimited Tracking
Data History



Partnership means more than answering questions

You do not become “our client”.
You become our partner.

We work with you to understand your business, answer platform questions and provide guidance that helps you deliver a dependable service to your clients.

- ◆ **Tailored** guidance
- ◆ **Consistent** communication
- ◆ **Support** that evolves as you grow
- ◆ **Long-term focus** on platform value



When support falls short, your reputation carries the risk

Your clients rely on you to keep their fleet-management service working effectively.

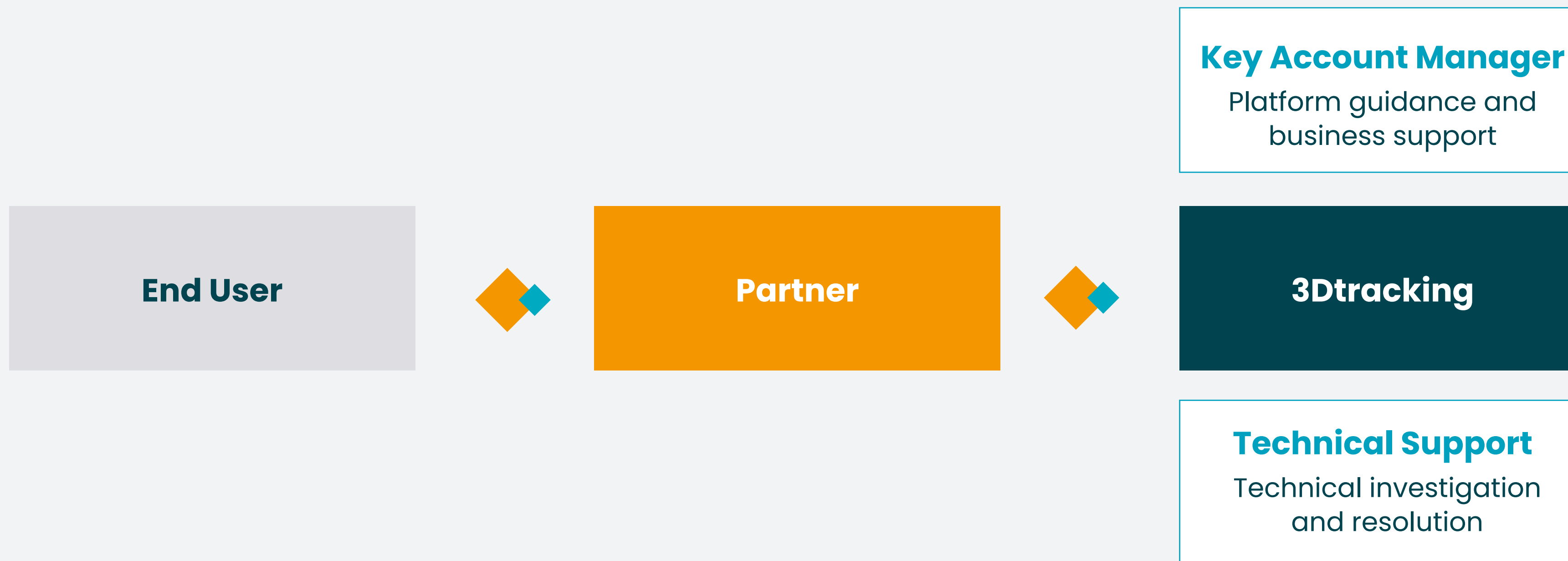
Without expert support behind you:

- ◆ **Platform questions** delay your responses
- ◆ **Technical issues** interrupt service
- ◆ **Limited training** reduces confidence
- ◆ **Recurring problems** consume time
- ◆ **Poor communication** creates uncertainty
- ◆ **Slow escalation** can damage trust

You need expert support behind the scenes without losing ownership of your client relationships.

A partner-led support model

You stay between your client
and us — always.



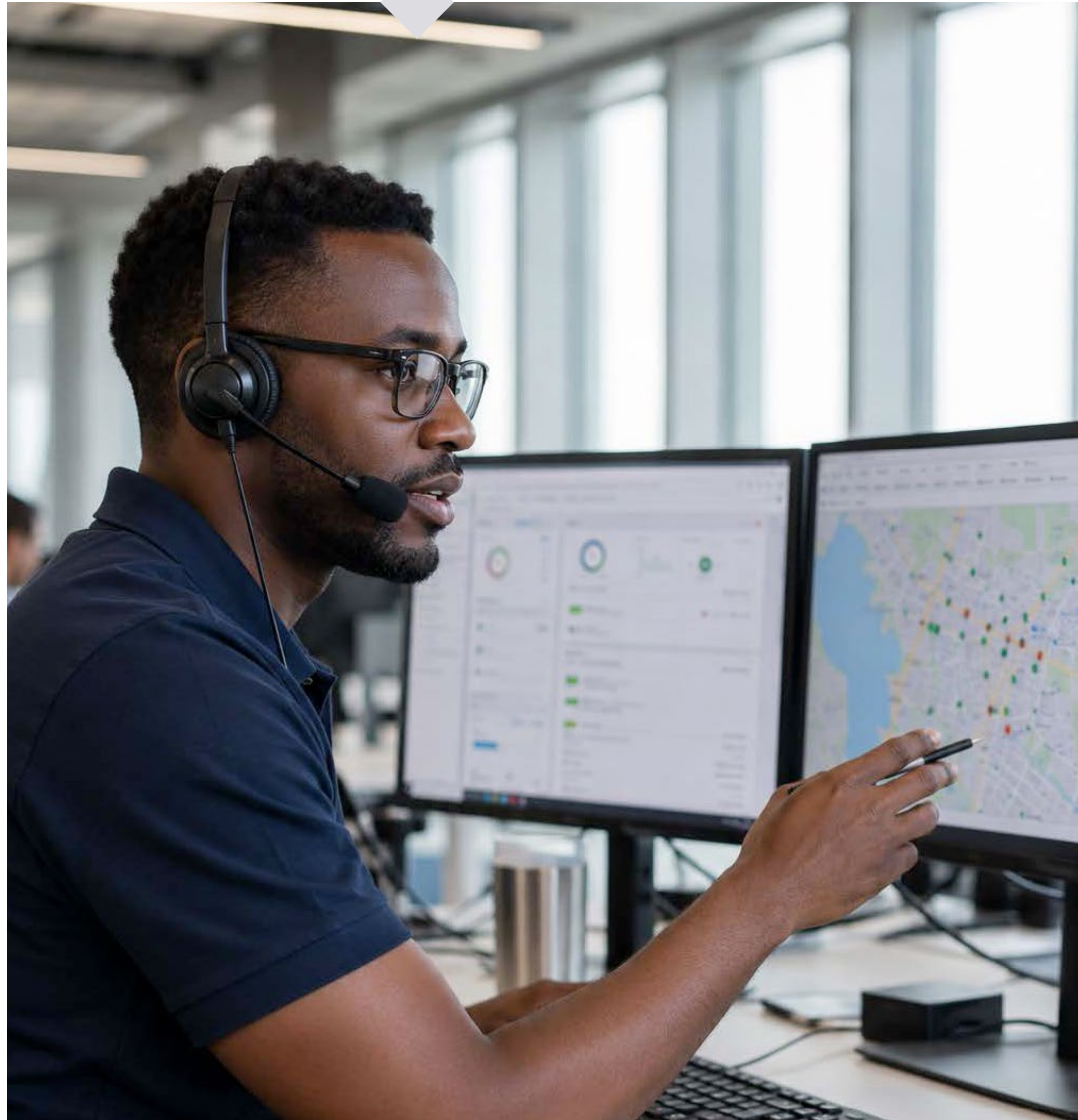


Your account manager knows your business

Your KAM is your primary relationship and
platform-guidance contact.

- ◆ **Understands** your business, setup and goals
- ◆ **Answers questions** about all platform features
- ◆ **Leads** platform onboarding
- ◆ **Teaches** your team how to use the platform
- ◆ **Provides training** on demand and new-feature guidance
- ◆ **Helps** you use alerts, reports and monitoring tools
- ◆ **Directs** technical issues to the ticket process

Less time explaining context — and guidance better suited
to your business.



Technical expertise when you need it

When a request requires technical investigation, a Technical Support Engineer takes ownership of the ticket and works toward the appropriate solution.

Ticket raised The partner submits a ticket with the detail needed to begin.



Investigate An engineer takes ownership and identifies the hardware or software route.



Guide Configuration, setup and platform-use issues are resolved directly; faulty hardware is referred to the manufacturer.



Escalate Reproducible software issues go to the Head of Technical Support, and to Development where required.



Resolve The solution is provided, the ticket is updated throughout and then closed.

Specialist **assistance**, clear **progress updates** and an appropriate route to **resolution**.



Training and resources that grow with you

Available in 3Dtracking-branded or white-label formats — fully customisable for your brand and business.

For your team

- ◆ Guided onboarding
- ◆ Training on demand, new-feature training and refresher sessions
- ◆ Support in English, French and Spanish
- ◆ Guides, tutorials, FAQs, documentation and product updates

For your end users

- ◆ Tutorial videos
- ◆ User guides
- ◆ Solution documents
- ◆ Supporting product resources

Your clients learn from resources that carry your brand, not ours.



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Use Case: Helping a partner meet a client request

The Challenge

A client asks its telematics provider for a specific fleet report, but the partner is unsure which report and settings to use.

How 3Dtracking helped

- ◆ The partner contacts their KAM
- ◆ The KAM clarifies the requirement
- ◆ Together they identify the appropriate report and settings
- ◆ The partner configures and delivers the report
- ◆ **The partner remains the sole client contact**

The Result

The partner responds confidently, uses more platform capability and strengthens its client relationship.

Support that lifts your service, not replaces it.



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Support built around your success

"Our account managers work with you to understand your goals and make sure you see business value from our platform. Backing them is our technical support team, who resolve any challenges with care and expertise."



Merick Singh

Head of Customer Success

Global languages. Local care.
Support built around your business.



**Global Telematics,
Just Easier**



Ready for an easier fuel support and service solution?

Book a live demo or talk to a
product consultant today.

For more information contact us:

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