



Frequently Asked Questions



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About NexTraq

How many customers are currently using the NexTraq™ Fleet Tracking platform?

NexTraq currently provides GPS fleet tracking technology to more than 5,000 companies and more than 70,000 vehicles throughout North America.

Do you finance your own equipment or go through a third party vendor?

At NexTraq, we do not lease to a third party vendor. We believe in long-term, successful business partnerships. You do business with us.

Does NexTraq outsource any of its services?

NexTraq is a U.S.-founded, based and backed company. All of our operations, development and customer support are based in Atlanta, GA. We have sales representatives located throughout the country to help you make the best decisions for your business.

How reliable is the NexTraq Fleet Tracking platform?

Our cloud-based application up time is 99.999%. Our customers have never experienced unexpected outages while using our platform.

Additionally, we manufacture our own hardware devices. We control the quality of our hardware and can boast industry-leading reliability. If your provider's service or hardware is not working, it's going to take an extensive period of time to see your return on investment. NexTraq customers realize ROI in as little as a month.

Do you auto-renew your contracts at the end of your term?

NexTraq does not auto-renew at the end of your contract term. After your contract ends, you can pay month-to-month. Conversely, other fleet tracking providers will auto-renew your contract 90 days before it expires.

Are there limitations within NexTraq related to the number of vehicles?

No. We have customers of all sizes from small and mid-sized businesses to large enterprise organizations that have implemented the NexTraq Fleet Tracking platform on more than 5,500 vehicles.

Installation, Training and Support

Who performs our installation? Does NexTraq expect us to coordinate with a third party?

NexTraq uses installers that are convenient and local to our customers. All NexTraq installers are certified by NexTraq to ensure a smooth and seamless implementation.



What is the training process?

NexTraq has dedicated training resources that provide free training on a weekly basis. Training can be provided to your company either as a new user orientation or more advanced training. Additionally, NexTraq continually publishes educational content through our company newsletter and emails to ensure our customers are getting the most out of our fleet tracking platform.

Are the NexTraq employees conducting the training professional trainers or sales people?

Our NexTraq trainers are professional, timely and boast a wealth of knowledge for our new customers. They are fully versed on all aspects of the NexTraq Fleet Tracking platform as well as our hardware devices. Furthermore, our customer support team is extremely knowledgeable about our platform and can answer any questions you might have within minutes of receiving an inquiry.

What are your hours for customer support? How quickly will I get a response?

Customer service is available to all NexTraq customers from 7 a.m. to midnight EST, Monday through Friday. On Saturday and Sunday, customer service associates are available to take your call or inquiry from 7 a.m. to 3 p.m. EST. All customer service associates are highly knowledgeable, professional and respond quickly, mostly in real-time, to customer requests. In fact, in a recent customer satisfaction survey, our customer service team received high marks on the timeliness of their responses.

Can you upload our customer location lists?

Yes, NexTraq has the ability to upload your customer location lists.

NexTraq Platform Functionality

How much will I be able to see on your platform's map?

NexTraq uses Google® Maps technology. You can look at a map location in several views including satellite, hybrid, traffic and street view. You also have the ability to zoom in or out of any map location.

How easy is it to find the closest vehicle to a job site or other location on the map?

All you have to do is select the vehicle location, right click, and select the option to find the closest vehicle(s) to a location.

Does NexTraq offer in-vehicle navigation and messaging?

Yes, we integrate with Garmin® devices through our Fleet Dispatch application. We were the first in the GPS fleet tracking industry to offer this functionality. From the Fleet Dispatch tab, you can view jobs that are pending or completed. With the addition of the Garmin device, you can two-way message your drivers and provide voice-guided directions.



Does NexTraq offer software integration?

NexTraq has the most robust Web Services offering in the GPS fleet tracking industry. With our open API, NexTraq customers can easily integrate back-end systems, routing or other applications with the NexTraq Fleet Tracking platform. It's more than just fleet tracking; it's creating the fleet management platform of choice.

Does NexTraq offer a fleet management dashboard?

Yes. NexTraq's Fleet Metrics dashboard application provides a quick snapshot of your fleet's activity – all on one screen. From Fleet Metrics, you can view your entire fleet or focus on a single driver to see where they are and what they are doing. You can review key data on every vehicle, including driver speed, vehicle starts and stops, idling times, duration of each job and vehicle maintenance schedules.

With NexTraq, you get 12 months of historical fleet data to plan and manage your future. Benchmark your operations by setting goals and tracking them by fleet or driver. Additionally, you can identify wasteful practices to save time and money.

What type of reporting functionality does NexTraq provide?

With more than 20 reports and 17 real-time alerts, NexTraq customers gain greater visibility into their fleet operations. You can set up subscriptions to any report and have them emailed to the appropriate personnel. Additionally, with our alert functionality, you can get updates on your fleet in real-time via email.

You can run reports for any day, week or month or you can create a custom day/date range using the easy-to-use drop down calendar. All of our reports are available for download in Microsoft Excel, Adobe PDF, CSV Text and HTML format.

What browsers and mobile devices does the NexTraq application work on?

The NexTraq Fleet Tracking platform is a cloud-based application that works on all major Web browsers. NexTraq mobile is also compatible with all PDAs, Blackberrys, iPhones and Android phones.

What type of coverage can we expect from the NexTraq platform?

The NexTraq Fleet Tracking platform works on both the AT&T and Verizon Wireless networks throughout North America. Depending on your location, you would select the network best suited for your business or a combination of both networks.

Can I retrieve data if I have gone out of our network coverage?

Yes. For example, one NexTraq customer went out of coverage on a construction site for more than a month. When they returned into the coverage area, they were able to retrieve all 30+ days of data in the NexTraq platform.



Can you tell me some of the major milestones NexTraq has completed in the past six months and what is on the horizon for your product roadmap?

In the past six months, NexTraq has added to its already extensive reporting functionality, established one-minute reporting, extended data storage to 12 months, developed our dashboard, Fleet Metrics, added specific vehicle MPG to reports and added map overlay functionality based on zip code, county or city.

Future product enhancements include dispatching functionality improvements, fuel card vendor integration, job scheduling and new reports for the construction and service industries.

How do customers provide input for new enhancements?

NexTraq prides itself on being a customer-centric organization. Customers can suggest enhancements to our customer service team. A customer service associate will create a ticket and the suggestion will be added to the enhancement list. Eighty percent of our enhancements and new functionality are based on customer feedback.

As our business grows, are there sufficient tools for administering access to different capabilities and segments of our fleets?

You can add users through the admin tab in the NexTraq Fleet Tracking platform and you can establish what each user has access to within the application.