



Teletrac Navman
Automotive

Table of Contents

About Teletrac Navman Automotive	1
Current OEM customers	2
What do OEMs need?	2
Powerpoint Slides	3
Introducing Teletrac Navman	3
What OEMs Need.....	4
Safety, Security, and Convenience.....	4
Why Partner with Teletrac Navman Automotive	4
Contact Information.....	5

About Teletrac Navman Automotive

Teletrac Navman was founded as Trafficmaster limited in 1984 and was one of the first companies in Europe to pioneer research into telematics, and the first to successfully market traffic data – a service still in use today for OEMs like Volkswagen Automotive group.

In 1999, car theft was at an all-time high, and seeing a gap in the UK market we launched Trafficmaster Trackstar – in collaboration with the RAC – specialising in stolen vehicle tracking. This product is still available and we are currently one of the largest stolen vehicle tracking companies in Europe, having monitored over 1,000,000 vehicles and with over 260,000 active, current subscribers. We are the only approved stolen vehicle tracking supplier for a number of OEMs, BMW, Jaguar Land Rover and Ford being the largest.

Through a merger between Teletrac, a telematics company and Navman wireless, a satellite navigation company that acquired Trafficmaster, we became Teletrac Navman and moved into fleet

telematics, satellite navigation, eCall, bCall, concierge and remote services, whilst retaining focus on stolen vehicle tracking and traffic data management.

Today we are wholly owned by Vontier incorporated, an American conglomerate focused solely on the Automotive industry, with other brands under the umbrella such as Matco tools, Hennesey Industries, Gilbarco Veeder-root and DRG. Most recently, Vontier has acquired Driivz, the leading end to end EV charging and smart energy management software platform. Vontier had revenues of almost \$3bn in 2021, with annual growth of \$250m.

Teletrac Navman owns the Globalwatch™ network. Through this, we can provide advanced integrations into any OEM TCU, send and receive commands, offer language support in all major languages across the Globe and locate cars, people and assets with pin-point accuracy anywhere on the planet, using a combination of exciting new technologies.

Current OEM customers

- Jaguar Land Rover
- BMW
- Ford
- Citroen
- Autosleeper
- Sargent
- Swift
- Benimar
- LEVC
- Autotrail

What do OEMs need?

Vehicle connectivity across Europe is almost 100%. For services like eCall it is mandatory within the European Union and to simplify the supply chain, most if not all European manufacturers include it in their UK offerings.

With connectivity however comes service and call volumes. Teletrac Navman has the capability to offer exceptional service levels across the globe. With over 20 call centres in Europe and centres of excellence in the UK, North America, Australia and New Zealand, the ability to scale up to the requirements of any OEM are second to none. With an extensive development team based from our centres of excellence, we can integrate directly with any OEM TCU and work with a number of TCU suppliers across the world to consistently adapt to changes in technology and improve current integrations.

As a 3rd party eCall supplier, we can build relationships with PSAPs (Public Service Access Point) anywhere the eCall service is required and have demonstrably excellent relationships with law enforcement authorities across all territories in which we operate.

Consumers expect their services to be “always-on” and we share that mentality. Due to our extensive networks across the world, we have an exceptionally robust disaster recovery/mitigation plan in place which allows us to switch our call centres within 1 second of the command. Due the geographies of our centres of excellence, we can invoke our “follow-the-sun” model, ensuring that 2 centres are always open at the same time.

Teletrac Navman complies with data privacy laws in all countries we operate and, in many cases, exceed the privacy required by law.

Selected suppliers for SVS, eCall and bCall programs are responsible for providing technical integration and call Centre support in various countries with trained personnel.

This includes but is not limited to such items as backend infrastructure capable of establishing wireless communication with the vehicle, 2-way voice or integrated communications with customers, Law Enforcement agencies, PSAPs, recovery companies, and compliance with in-country laws for reporting and monitoring of the services.

PowerPoint Slides

Introducing Teletrac Navman



Introducing Teletrac Navman

- 🟢 Delivering connected and aftermarket solutions to OEM's since 1984
- 🟢 Support for EU, NA and ANZ regions in local language
- 🟢 Unique Globalwatch™ Network
- 🟢 OEM white-label service
- 🟢 Already a trusted partner to OEM's

What OEMs Need



What Do OEM's Need?

- ✔ Connected new cars in Europe now almost 100%
- ✔ High volume of calls to manage and infrastructure to set up to support services in all major languages
- ✔ Direct integration with OEM TCU
- ✔ Integration with local service providers and PSAP (Public Safety Answering Point)
- ✔ 24x7x365 "always on" operations
- ✔ Data protection and compliance with local data privacy legislation

Safety, Security, and Convenience



Teletrac Navman - Safety, Security, Convenience

eCall, bCall, Concierge, Stolen Vehicle Tracking and Remote Diagnostics solutions; fully integrated with your TCU, increasing safety, security and convenience for your customers

eCall:

- ✔ Transmit additional information
- ✔ Native language support for occupant
- ✔ Triaging of calls

bCall:

- ✔ Integrate with OEM Road Side Assistance (RSA)
- ✔ 3rd party RSA partners, if required
- ✔ Rapid deployment in new Regions

Stolen Vehicle Services:

- ✔ Globalwatch™ platform – 40+ Countries
- ✔ Excellent relationships with law enforcement
- ✔ OEM white-label service

Remote Diagnostics:

- ✔ Integration with TCU and vehicle data
- ✔ Additional complimentary value to bCall
- ✔ Proactive problem alerting

Why Partner with Teletrac Navman Automotive



Why Partner With Teletrac Navman

- 🕒 Experience you can trust
- 🌐 Global reach with most major markets covered in local language
- 🛠 Complete OEM white-label service (marketing collateral, call handling, customer support, renewal handling etc.)
- 💰 Additional revenue streams for the OEM for connected services
- 🧘 Added value and peace of mind for your customers

Contact Information

Phil Mardon – Connected Vehicle Business Development Manager

+44 7867 350 489

Phil.mardon@teletracnavman.com

<https://automotive.teletracnavman.com>