

Glass Mountain Managed Services

Relationship Managed Services

- Manage the relationship between the telematics provider and our customers so you don't have to
- Constant and Direct contact between our VMSR's and your fleet managers, ops managers, etc.
- Scaling of your solutions to make sure that you are getting the most out of all the features and reports your solution provides
- Identify any new challenges or needs of your team and find resolutions/solutions to remedy those needs
- Introduce new industry trends and ideas to you
- Ensure open communication and clearly defined response times for any and all projects, requests or repairs
- Help fill order requests for you as you grow by working in conjunction with your GPS sales rep or dealer on your behalf so you don't have to.
- Help verify billing (as needed) of your GPS solutions to make sure you are getting what you are paying for.

Data Management Services

- Manage and quality check customer software platform on a daily basis
- Setup client specific reporting and present data to customers
- Configure Dashboards, Equipment, Vehicle Properties, and Driver Info to best serve customer needs
- Track and adjust safety metrics to best meet customer specific driving habits to promote safe driving
- If customer has integration solutions, we will ensure that those integrations are working properly and providing the data to the solution



Proactive Support and Maintenance Services

- Help identify and troubleshoot non-reporting GPS Units with your providers support team so you don't have to
- Initiate warranty protocol if needed
- Facilitate Installation of new/add-on/warranty units, de-installs, returns etc. if needed
- Report outlying or unit outages on a weekly basis to ensure product is working at peak performance
- Host recurring meetings as needed/desired to ensure maximum up-time of the solution
- Help avoid wasted investments in non-used products, services and features
- Assist in setup of new and added units to your current Telematics solution to ensure accurate reporting
- Assist in any cancellations or downsizing if needed

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Contact Us
Today!



Training Services

- Facilitate training of the software to your staff who utilize the telematics solution via video conference, email and phone as needed to ensure your investment is always being used and providing you the data you need even if an employee leaves your company.
- Personally train new employees on the system so that your vital employees can continue to focus on their essential duties
- Provide updated training documents to your staff when they arise.
- Introduce and train on new or updated features when they are added to your GPS solution so your staff is always abreast of the latest developments