

BSMART Commercial Vehicle Operation Services

B`CVO

SYNOPSIS OF PRODUCT

A Subscription-oriented Managed Services Program as an alternative to up-front purchase & operate option. The full subscription Managed Services Program encompasses a complete outsourcing model bundled with all Hardware and Software, Support, Maintenance, Upgrade, Commercial Vehicle Operation Automation Provision.


BSMART MANAGED b'CVO SERVICE STRATEGY



BSMART Managed b'CVO Services Strategy is:


1. Firstly, to **AUTOMATE** existing manual process flow by computerization
2. Then, to **INTEGRATE** various existing stand-alone systems into integrated services
3. Finally, to **MOBILIZE** existing web-enabled systems to ensure business continues anytime, anywhere and even when they are on the move

BSMART MANAGED CVO SERVICES



Security Operations

- Vehicle Tracking
- Asset Tracking
- Remote Immobilization
- Geo-Fencing Violation Compliance



Fleet Operation


- Automatic Vehicle Location
- Computer Aided Scheduling Dispatching
- Transport Management
- Fleet Management

**Reguration Compliance, Efficiency & Productivity
Service Quality, Shipment Integrity**



Carrier Operations

- 2 ways Messaging
- In-Transit Visibility Report
- Shipment Monitoring Report
- Trip Analysis Report



Support Operation

- 24x7 Hours Monitoring Services
- 24x7 Call Center Support
- 24x7 Call Emergency Response Support
- Theft Recovery Service

b'CVO provides seamless integrated commercial vehicle operation services within Fleet Operations, Security Operations, Carrier Operations and Support Operations. With b'CVO, Commercial Vehicle Operators (CVO) can leverage on BSMART to achieve measurable improvements in operation efficiency and effectiveness, enhance safety and security, realize large cost savings while providing high quality services to its customers here in Malaysia as well as to Singapore and Thailand.

BSMART believes the managed services program will save CVO all the hassle of technology upkeep while avoiding complex maintenance, but allow CVO to focus on the business services and application to satisfy its customer needs. At the same time, this cost effective approach provides the opportunity to improve communication and information sharing between CVO, its suppliers and customers for an improved integration and excellent service quality.

Regulation Compliance

- Geo-fencing on the companies defined route
- Exception Event Report not limited to speed violation, harsh braking, hard acceleration & vehicle misuse after working hours, etc.
- Hours of services compliance report (Driving < 4Hours, Rest >30mins, Total Daily Driving < 10Hours)

Productivity and Efficiency

- Driver Attendant monitoring
- In-Transit visibility report. (Click on the Vehicle Reg. no on the In-Transit Visibility Report to view the in-transit detailed report. The map will be displayed at the bottom of the report including a boundary icon with name. (E.g.: 6 May 2005). Clicking on it will display a close-up digital map
- Fleet Maintenance Reminder
- Passengers Counting
- Commercial Vehicle Operation Efficiency Reports
 - Trip Analysis Report
 - Driver Performance Report

Services Quality

- Efficient booking response with CADS
- Ability to respond to priority changes – SMS order, dispatch and job alert
- Traceability of vehicles / customer complaints (In-transit detailed report)
- Battery level monitoring @ SMS notification when its lower than the defined level
- 'Where Is My Car' SMS inquiry

Shipment and Service Integrity

- Real time SMS notification to supervisor when panic SMS is received
- Vehicle Security with our recovery team linked to Police Malaysia

ADVANTAGES/UNIQUENESS

BSMART ACCESS TERMINAL (b'AT) is among the smallest and most powerful wireless anti-car theft device with transformation and personalization capability. With a form factor of 108x75x18mm, it is easily hidden out of sight. b'AT also features an embedded dual positioning technology to ensure seamless tracking event when there is no GPS coverage, especially underground car parks. We are proud to say that **b'AT is the 1st and only wireless anti-car theft device with concurrent GPS and GSM positioning capability with seamlessly roaming between SEA countries.**

Beside the State-of-Art Security features, b'CVO also offer Advanced Safety Value Added Services as follows:

- **Display Historical Journey via Google Earth** – Owner can access journey report via Google Earth.
- **Display Vehicle position over Mobile Phone** – Owner can check the latest vehicle position over mobile phone via “**SHOW ME MY VEHICLE**” SMS Inquiry. Owner will receive a “SMS push” printed with vehicle location in text and vehicle position will be overlaid over a satellite map.
- **Maintenance Reminder Alert** – In answering Government Road Safety Campaign, b'TS will automatically send SMS reminders to Owner when predefined vehicle maintenance is due.
- **Speeds Violation Alert** – In answering Government Road Safety Campaign, b'TS will automatically send SMS alerts to Owner when he/she is driving at a speed exceeding 110km/h.
- **Fuel Consumption Report** – Owner can make use of BSMART Management Console to monitor his/her fuel usage.

Technologies that are developed to thwart any unlawful getaway:

- **'Web enabled Management Console'** – The total web enabled solutions make b'ACTS a truly regional services.
- **'Digital Driver Recognition'** – A rugged data carrier embedded with 64 bits electronic registration number for automatic identification to further enhance the security and to detect unauthorized vehicle ignition.
- **'Digital Trailer Recognition'** – A rugged data carrier embedded with 64 bits electronic registration number for automatic identification to further enhance the operation efficiency and to detect and locate the related trailer during the fleet operation.
- **'Single button Dynamic Dialling'** – A capability that can dynamically dial the number to be in contact with the operation center via a single push-to-talk button.
- **'2 ways managed messaging (Voice/SMS) Capability'** – A capability that manages the communication within carrier operator and driver so that messaging is not being abused as well as to increase the communication security between driver with other authorized numbers.

- **'Dynamic Invisible Geo-Fencing'** – A capability that automatically switches to 'armed' when the vehicle is parked and locked to activate immediate protection. Any unauthorized movement of the car out of this invisible Geo-Fencing will send an alert to us.
- **'Dynamic Embedded 'Cross-boundary Geo-Fencing'** – A capability that enables alerts to be activated when pre-defined boundaries - including country boundaries - are breached.
- **'Multiple Predefined Embedded Check Stop Points'** – An advanced security feature that enables the capability to automatically validate the allowable defined Check Stop Points stored within the device. SMS alert will be triggered for any violation.
- **'Multiple Predefined Embedded Expressway Exit Check Points'** – It is a unique security feature designed to monitor high value shipment moment to ensure immediate SMS alert in the event of vehicle's diversion from the defined Expressway.
- **'Dynamic Embedded Idle Time Monitoring'** – A state-of-art security feature that closely monitors the vehicle idle timing. This is an early warning security feature that is extremely important for high-value shipment that will trigger SMS alerts when vehicle idles more then the allowable period.
- **'Dynamic Embedded Traffic Offend Monitoring'** – Designed to automatically monitor driver regulation in compliance with traffic offence.
- **'Remote Immobilization'** – A capability to thwart any unlawful getaway of the stolen vehicle. Most importantly, b'AT ensures that the vehicle will only be immobilized when ignition was switched off.
- **Real-Time Tracking** – b'AT is integrated to a 24-hour real-time tracking mechanism with web-based digital mapping of vehicle mobility.
 - SMS Inquiries for Real-time:
 - Vehicle Location
 - Job Status
 - SMS b'CVO Services:
 - Job Order
 - Job Progress Notification
 - SMS Alerts:
 - Distress
 - Unauthorized Vehicle Ignition
 - Dynamic Geo-Fencing Alert for both Anti-Towing and Cross Country Boundaries
 - Vehicle Battery Tempering
 - Maintenance Due Reminder
 - SMS Notification:
 - When vehicle battery low
 - When vehicle speedy (>110km/h)

THE BSMART COMMERCIAL VEHICLE OPERATION SERVICES KIT

Featured Deal

- 1 unit BSMART Access Terminal (b'AT)
- 1 unit GPS antenna
- 1 unit GSM antenna
- 1 set peripheral and interface kit
- 24 months BSMART Telematics Services (b'TS) subscription
- Installation, testing and commissioning
- 12 months extended warranty, support, maintenance and upgrading of both software and hardware whenever available.

HOW TO PURCHASE BSMART COMMERCIAL VEHICLE OPERATION SERVICES?

Purchase of BSMART Commercial Vehicle Operation b'CVO Services can be made right here through these simple steps:

1. Register online
2. Installation
3. Activation
4. Notification and your vehicle is BSMART Commercial Vehicle Operation b'CVO Service ready!

HOW MUCH DOES IT COST?

- **ZERO ENTRY!** No down payment is needed!
- BSMART Commercial Vehicle Operation b'CVO is immediately enabled when you sign up for BSMART Telematics Services from RM200 onward for a minimum of 24 months
- Get a kit today and drive away with **b'CVO!** Enter a brand new world today!
- *Terms and conditions apply

FREQUENTLY ASKED QUESTIONS

How to install?

Our qualified Installer will competently fit the BSMART Access Terminal (b'AT) into the car which will normally take 2-4 hours. Once the installation is done, the b'CVO services will be immediately activated while security features will be armed and monitored 24X7 by BSMART Customer Support Center even when the ignition is switch off and or stationary.

What type of SMS alerts does BSMART Commercial Vehicle Operation Service provides?

b'CVO will provide you necessary SMS alerts of early warning in regards to the unlawful get away of the car such as:

- i) Car Alarm Triggered
- ii) Panic button pressed
- iii) Unauthorized (without valid Driver ID) Vehicle Ignition,
- iv) Hotwiring,
- v) Tow-Away,
- vi) Cross Country Geo-Fencing Violation (vehicle moving toward neighbouring countries),
- vii) Vehicle Battery Tempering,
- viii) Anti-Car Theft device, b'AT Tempering,
- ix) Or any tempering of b'CVO wiring

Besides, in answering government road safety campaign, BSMART takes the initiative to enhance b'CVO with SMS Maintenance Reminder when the vehicle maintenance is due.

How to improve its efficiency?

Commercial Vehicle Operator can make use of the Dashboard to have a direct overview of all the vehicles status so that they can be more effectively managed.

In order to improve the operation efficiency, web-enabled Computer Aided Dispatching and Scheduling is made available so that all shipment can be monitored automatically by the system and therefore to provide various KPI reports in regards to the driver, vehicle or real time shipments In Transit Visibility as well as their punctuality.

What actually happens when the car is stolen?

Should any of the above occur, b'AT will automatically alert the BSMART Customer Support Center of the incident. Within 5 minutes, BSMART Customer Support Center

officer will contact you for verification. If we failed to reach you or receive the confirmation on the incident, the experience recovery team will be dispatched to track the stolen car and at the same time, we are contacting the Police to report the incident. In order to ensure the efficiency (average of 90 minutes after BSMART Customer Support Center lodged the incident) of the recovery process, all our **16** ground recovery teams will be equipped with high speed wireless Internet access via CELCOM 3G-enabled Portable Computer. The recovery team will have access to the most **Advanced Satellite Images** corresponding the stolen car's **historical path** to ensure smooth recovery even if the car had been driven into a forest.

Since b'AT is empowered with concurrent Global Positioning System (GPS) and Global System of Mobile (GSM), the car will be monitored seamlessly not only throughout Malaysia with an **accuracy of 3.82m at 95% confident**, but also when the car is driven across neighbouring countries like Singapore and Thailand, or any other countries for the matter. As such, our aim is to always provide you with a **PEACE OF MIND, SUPERIOR SECURITY** and **ENHANCED SAFETY**.

How b'AT is being interfaced with vehicle?

Our qualified installer will carefully fit b'AT into the car in accordance to BSMART installation guide, that:

- i) the device did not have direct interface with the Vehicle Engine Management Unit
- ii) the device:
 - a. Assemble the panic button at a hidden location within the car but reachable by driver; connect it parallel with the car alarm.
 - b. Connect it with the voltage supply from vehicle's electronic voltage supply to simulate vehicle ignition status.
 - c. Assemble the driver recognition reader at a hidden location within the car but reachable by driver.
 - d. Connect a bypass to triggered/switched-on hazard lights (normally no connection, i.e., the hazard lights will not trigger unless it is activated)

Cut the supply and connectivity of the fuel pump/ignition (normally in bypass, i.e., the fuel pump circuitry will only break after it is activated)

When b'AT is installed **according to the BSMART's instructions, it cannot rapidly (not less than 5 min) be rendered ineffective or destroyed** by, e.g. the use of low cost easily concealed tools, equipment or fabrications readily available to the public at large. It shall be difficult and time consuming (not less than 5 min) to replace a major component or assembly in order to bypass the b'AT. Hence, b'AT will normally be concealed within the car so much so that it is not easily reachable.

Prior to the installation, our BSMART Customer Support Center already activated the *b'CVO* service and upon the completion of the installation, our qualified installer will then

validate the installation from *b'CVO* backend via SMS. The driver can immediately test the *b'CVO* via “**Where Is My Vehicle (WIMV)**” SMS Services or via “**Show Me My Vehicle (SMMV)**” SMS Services.

Is there any Product Liability if *b'CVO* damaged my car?

Yes, **Quality Assurance** is always BSMART commitment to *b'CVO* subscriber. We provide up to **RM1,000,000.00** in financial compensation for any damages suffered resulting from the use of *b'CVO*. This way, car owners can have peace of mind when subscribing to *b'CVO* services.

How does *b'CVO*'s Early Warning process work?

In the event of a triggered car alarm, *b'AT* will automatically alert the BSMART Customer Support Center of the incident. Within 5 minutes, an SMS alert will be sent to the car owner while our BSMART Customer Support Center officer will attempt to contact car owner for verification. If we failed to reach the car owner or received the confirmation on the incident, the experience recovery team will be dispatched to track the stolen car. We, meanwhile, will be contacting the Police to report the incident.

Apart from triggered car alarms, other *b'AT* will also send early warning alerts in the event of pressed Panic button, Tow-Away, Cross Country Geo-Fencing Violation (vehicle moving toward neighbouring countries), Vehicle Battery Tempering, *b'AT* tempering and any tempering of *b'CVO* wiring.

When *b'AT* detected unauthorized (without valid Driver ID (Appendix 4)) Vehicle Ignition or Hotwiring, it will automatically initiate immobilization while alerting BSMART Customer Support Center. Hence, the car owner can be rest assured that immobilization can not fail even when the professional thief tries to disconnect GSM or/and GPS antenna or use “**Frequency Jammer**” to float the *b'AT* which is built with front-end intelligence.

How does *b'CVO*'s Remote Immobilization process work?

Upon confirmation of the above unlikely event by either our BSMART Customer Support Center officer failed to reach you or received your confirmation, we will initiate the immobilization procedure which is in compliance with the United Nation Immobilization Regulation (E/ECE/324, Rev.1/Add.96/Amend.1, E/ECE/TRANS/505). In short, when fitted, *b'AT* has an influence on the ignition and/or the fuel supply system of the car, **it will avoid immobilization of the vehicle whilst the engine is in its running mode**. This facility shall not impair the vehicle's normal operation, even in the event of malfunction. Once the vehicle is immobilized, the buzzer will produce a loud high pitch to attract public attention and to deter the car thief.

How does b'CVO Recovery process work?

During the unlikely event that the car is stolen, the experienced recovery team will be despatched to track the stolen car while we are contacting Police to report the incident. At the same time, we will provide the Police with the latest stolen vehicle's position to assist them in their operation strategy.

In order to ensure the efficiency (average of 90 minutes after BSMART Customer Support Center lodged the incident) of the recovery process, all our **16** ground recovery teams will be equipped with high speed wireless Internet access via CELCOM 3G-enabled Portable Computer. The recovery team will have access to the most **Advanced Satellite Images** corresponding the stolen car's **historical path** to ensure smooth recovery even if the car had been driven into the forest.

During the recovery process, our recovery teams who are following the stolen vehicle will provide the latest progress to the Police so that Police can reach the stolen car in the shortest possible time.

Meanwhile, please relax and BSMART Customer Support Center will keep car owner updated on the recovery status. We will advise car owner on the procedure to reclaim the car from a Police station.

What should car owners do in the event of a robbery or hijack?

In such an unlikely event, Owner/Driver's safety comes FIRST, hence, we will recommend that the car owner does not fight with the intruder but to co-operate with the intruder instead. Follow the instructions given, let them drive the car away and let b'CVO take the challenge.

Even if the robber hijacked the car together with car owner, we will still be on alert if owner managed to trigger the panic button, but we do not recommend the owner to do so for the safety reasons unless he/she has the perfect opportunity (i.e., before the robbery get into the car) to do so.

Once owner's safety is secured, owner is advised to inform the BSMART Customer Support Center as soon as possible so that we can initiate the Remote Immobilization and recovery process immediately while you report to the Police on the incident.

Thanks to the advanced cross country boundaries geo-fencing, b'AT will automatically alert our BSMART Customer Support Center in the event the hijacked car is transported to neighbouring countries like Singapore, Thailand or Indonesia. With this advanced feature, we can increase the chances of the stolen car or even the car owner who was hijacked together with the car to be recovered within Malaysia.

Unlike other system, b'CVO has the capability to track stolen cars even if they had been exported to other countries. This feature is made possible by b'CVO roaming capability powered by CELCOM GSM network in **103** Countries with **198** GSM Operators worldwide with many more to come.

How does b'CVO Distress Assistance process work?

In the event distress assistance is needed (such as car breaking down), subscriber just need to call BSMART Customer Support Center hotline (1-300-88-2272). Within 60 minutes, BSMART Customer Support Center officer will despatch experienced mechanic or tow truck to assist you. The tow service is free if it is within 50km from the 300 nationwide breakdown support centers. Any customized or special request services will be charged accordingly as per market price.

Besides that, if necessary, BSMART Customer Support Center can assist you to contact your insurance agent for necessary follow-up on the claim procedure.

How does b'CVO Emergency Response process work?

In the event of unlikely events (such as accidents), subscriber just need to call our BSMART Customer Support Center hotline. Within 60 minutes, BSMART Customer Support Center officer will dispatch experienced tow truck, contact emergency response team such as police, ambulance, fire-fighters & etc depending on your need. BSMART Customer Support Center will also assist you in contacting your family members for necessary support. The tow service is free if it is within 50km from the 300 nationwide breakdown support centers.

Beside that, if necessary, BSMART Customer Support Center can assist you in contacting your insurance agent for necessary follow-up on the claim procedure.

How to use "WIMV" SMS Inquiry?

Most of the SMS Alert and Notification will be sent to subscriber automatically. But, if the subscriber wishes to check his/her car position, he can simply send a SMS (follow text below) to **019-2219727**:

WIMV<SPACE>ABC1234

Within 5 minutes, you will receive details on your car's position.

STEP GUIDE

- 1** 
Type WIMV (your vehicle plate no. eg. ABC1234)
- 2** 
Send to 019 221 9727
- 3** 
You will receive the information within 5 minutes.

How to use “SMMV” SMS Inquiry?

Most of the SMS Alert and Notification will be sent to subscriber automatically. But, if the subscriber wishes to check his/her car position, he can simply send a SMS (follow text below) to **019-2219727**:

SMMV<SPACE>ABC1234

Within 5 minutes, you will receive details on your car's position.

STEP GUIDE

- 1** 
Type SMMV (your vehicle plate no. eg. ABC1234)
- 2** 
Send to 019 221 9727
- 3** 
You will receive the information within 5 minutes.

What is the maintenance and lifespan for b'AT?

The b'AT lifespan is estimated at more than 10 years, but it is advisable for subscriber to send it to the fitment center for calibration at least every 3 years to ensure fitness of b'AT.

How to transfer b'CVO Services?

In the event subscriber wished to transfer their subscription to the new owner of the car, subscribers just need to drive to our fitment center and pay a transfer fee of RM 200. The transfer of registration will be done within 30mins.

In the event subscriber wished to transfer subscription from an old car to a new car, the subscriber just needs to drive to our fitment center and pay a transfer fee of RM 700. The transfer of anti-theft device b'AT and the registration will be done within 120mins subject to the qualified installer availability and the installation complexity of the new car.

How to renew b'CVO Services?

No renewal of services is required by the vehicle owner as b'CVO services are charged in the monthly fees that vehicle owner pays each month.

What is the limitation of b'CVO Services?

b'AT uses GPS or GSM technology for positioning. Therefore, in the event both GPS and GSM signals are unavailable, b'AT will not able to provide any positioning detail. But, once it moves out from this extreme location, we are able to continue tracking the car.

How many types of b'CVO Services Edition are being offered?

A total of 4 different types of b'CVO Edition are offered today. They are:

- i)** Standard Edition – Without KPI report; Without Voice Capability
- ii)** Bronze Edition – With KPI report; Without Voice Capability
- iii)** Gold Edition – With KPI report; With Voice Capability
- iv)** Platinum Edition – With Bluetooth Connectivity; With KPI report; With Voice Capability