



Additional RSIC BlackBox™ Services

Tracking and dispatching personnel using RSIC BlackBox™



Besides its out-of-the box time, distance and expense tracking functionality, RSIC BlackBox offers powerful location tracking functions. These

functions can be used straight away in generic form or combined with either RSIC's additional web-based personnel tracking & dispatching services or easily integrated with other information systems.

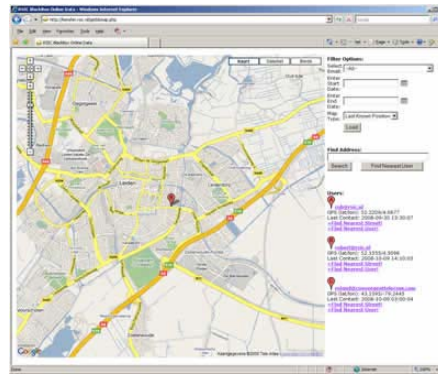
How It Works

With RSIC BlackBox's location tracking function turned ON, the application sends out the current location of the end-user in an E-mail message to a specified E-mail address. The interval at which these messages are sent out, can be configured up to a message per minute.

The message itself contains a clickable Google Maps® link and a clickable BlackBerry Maps®, displaying the location of the end-user, at the time the message was sent, to anyone who clicks the link. Besides this, the message contains an attachment in XML format, containing the exact GPS coordinates of the end-user and other useful data. This XML file is ideal for usage with industry standard automated imports and further processing in backend systems.

Additional Options

For organizations that wish to do more with RSIC BlackBox and that do not opt for integrating the application into their own backend systems, RSIC offers a standard web-based service for personnel tracking and E-mail based dispatching.



This system gives a low-cost and easy-to-use environment to any organization that wishes to know the location of their personnel and wishes a practical method of communicating with them and dispatching them to relevant locations.

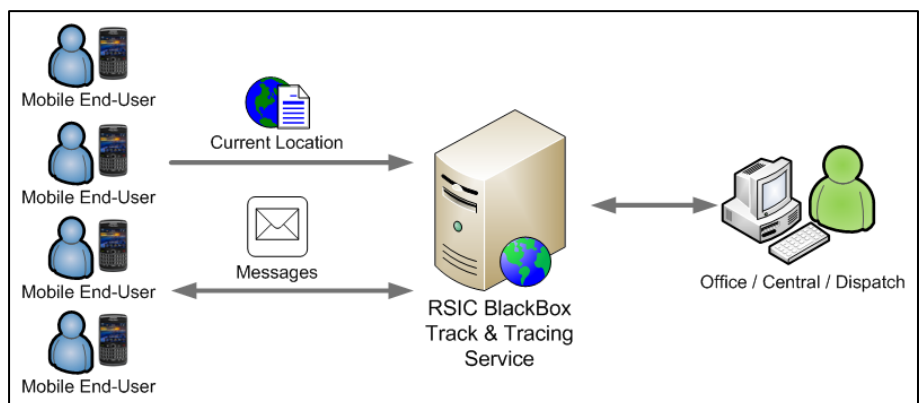
BlackBox Tracking & Tracing offers:

- Easy lookup and display of the last known location of all connected end-users on a Google Maps® based interface.
- A history of the recorded end-user locations.
- The ability to illustrate the movements of an end-user over a specified time-interval.
- The ability to lookup the end-user nearest to another end-user.
- The ability to lookup the end-user nearest to a specified address.
- The possibility to quickly send E-mail messages to end-users.

All of this is offered for a small monthly fee per user and low onetime setup costs per organization.

Customization Options

Many organizations would like additional functionality, besides the standard functionality offered in the BlackBox Track & Trace system. For these clients RSIC can offer a number of advanced additional customizations,



that further expand the possibilities of the system.

E-mail, PIN, SMS fallback

In case relying on the standard BlackBerry E-mail communication system (which is the basis for RSIC BlackBox communication) is not enough, RSIC can implement additional measures to ensure that both location tracking, as well as text-based communication to and from the end-users remains operable, even though the BlackBerry E-mail system would be inoperable.



Panic button

A panic button can be useful in situations where end-users need to be able to alert dispatch/central for help in a quick and reliable way. RSIC can simply add a panic button to RSIC BlackBox following client requirements, making it possible to specify the exact key or key combination, as well as the specific people/parties to notify and the way that they are to be notified (mail, phone, SMS, PIN, etc.).

Usage examples:

- Tracking personnel for security or productivity reasons.
- Efficiently dispatching personnel to relevant locations.

PBX or Skype™ Integration

In case voice based communication surrounding the Track & Tracing system needs to be integrated, the traditional method is to develop custom software around an existing PBX infrastructure. In

many cases, this can be the most efficient or functional way to integrate voice based communication streams into the system. Using this method, depending on available PBX functionality, the central operator can easily dial the number of end-users from the web-application, receive one or multiple incoming calls and conduct outgoing calls to one or multiple end-users in the field.



A versatile and low-cost alternative to custom PBX integration, is the integration with Skype™. This alternative offers the possibility to conduct calls to one or multiple end-users from RSICthe web-application, as well as receive incoming calls from one or multiple end-users.

Automatic Directions/Navigation

The BlackBerry™ platform currently offers a number of third party navigational solutions, as well as RIM's own BlackBerry Maps and Google Maps for BlackBerry. Most of these applications offer the possibility to interact with other applications and receive destination details. Using the availability of such functionality, RSIC can offer integration of the RSIC BlackBox Tracking & Tracing system with navigation of directions software.

This makes it possible for the central operator to send location data to end-users and allows them to plot and follow a route towards this location. In many situations, such functionality can be an ideal addition to any dispatching environment.

Audit Trail & Data Logging

Depending on the specific situation, a dispatching solution might require provisions for an audit trail or other extensive data logging requirements. RSIC can meet such requirements by offering software customizations for extensive logging as well as additional hardware based measures to meet specific data storage requirements.

Requirements:

- BlackBerry device with OS 4.2 or higher with valid BlackBerry plan.
- BlackBerry device with internal GPS antenna or NMEA compliant external Bluetooth GPS antenna.
- Additional dedicated BlackBerry device and plan required for the dispatch/central location in case of SMS and PIN fallback functionality.
- Valid paid Skype™ account required for Skype integration.

More Information

If you are interested in more information about using RSIC BlackBox for tracking and dispatching personnel and what this could mean for your organization, please contact the RSIC sales team using the information below.

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