



A NEW WORLD, DELIVERED TO YOUR DOORSTEP LAST MILE AND FIELD SERVICES OPPORTUNITIES IN THE WAKE OF COVID-19

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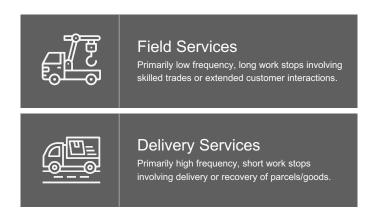
Field Services and Last Mile Delivery Growing Segments Accelerated by COVID



What are they?

Fleets where vehicles are employed at end customer or remote locations, requiring action outside the vehicle to deliver value.

- Perform work outside of a vehicle.
- Perform a skilled trade or interact w/ end-customer.
- > Collect data regarding work performed.



It's a growth area!

- The percentage of global retail revenue attributed to e-commerce has increased from 11% in 2017 and is projected to nearly double by 2022 to 20% accelerated by the pandemic.
- 45% of field service businesses increased technology investment to address COVID trends and 63% expect to purchase technology to expand their offerings over the next five years.



No Shortage of Challenge

Labor Shortages, Skill Gaps, Crushing Demand



Customer Situation

- Last Mile is responsible for more than 50% of supply chain distribution costs. Field Services companies are expanding to address customer needs at home during COVID.
- Together these segments of vehicle-based jobs to be done reflect accelerating trends of service to your doorstep and, as a result, struggle with capacity and labor shortfalls.

Customer Challenges

- Ensuring the right vehicles/operators are assigned.
- Optimize path/route to maximize service stops per day.
- Balance vehicle/labor with time/distance requirements.
- Share information with end customer or remote locations.
- Proof of delivery/service, including failure exceptions.
- Redirect or assign new jobs in real-time.

Example Customers

- Installation Services
- Plumbing/HVAC
- Pest Control
- Mobile Mechanic
- **Inspection Services**
- Cleaning Services
- **Elevator Technicians**
- **Pharmacy Delivery**
- **Grocery Delivery**
- Healthcare











Beyond Cost Saving Value Propositions Leveraging Telematics to Build Revenue



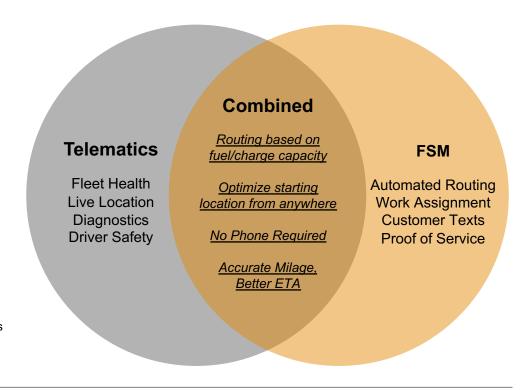
> The Value of One More Stop

- Field Service and Delivery solution products that leverage traditional telematics value propositions create revenuegenerating value propositions for customers.
- Helping customers deliver one more package a day or service one more customer a month, delivering a top-line ROI for their investment.

> Better Together!

Zonar Light Duty TCU, built in conjunction with Continental, plus additional last mile and field services solutions including, route optimization, job assignment, and real-time location sharing to customers will address the needs and provide additional are revenue-generating opportunities for the 90% of major companies expecting to expand their last-mile requirements.

TechShow 2021



What Are the Services?

A blend of visibility and capacity planning.





Automated Route Planning

Plan the most efficient routing for all your drivers/technicians.

Better Together: Variable starting locations from telematics.



Realtime Route Modification

Insert last minute work orders, adjust stop sequence or replan.

Better Together: Know fuel/battery state to accurately reassign.



Driver and Vehicle Capacity

Calculate allowed working hours and driver costs.

Better Together: Understand fuel/battery levels with telematics.



Weekly/Monthly Scheduling

Specify days or date ranges when work orders can be serviced.

Better Together: Adapt to vehicles complete trip history.



Realtime w/ Customer

Send customizable SMS messages or emails to customers.

Better Together: More accurate GPS data from dedicated TCU.



Workload Balancing

Workload can be balanced using only drivers/vehicles needed.

Better Together: Add service hours from telematics.



Driver/Technician Mobile App

Native app managing the complete route, work order information.

Better Together: App optional w/ TCU Location and text to driver.



Proof of Service/Delivery

Capture work order notes, photos and signatures from the field.

Better Together: Spoof Proof, vehicle-based location data.



