

Blue CRM User Guide

Getting the most from your service



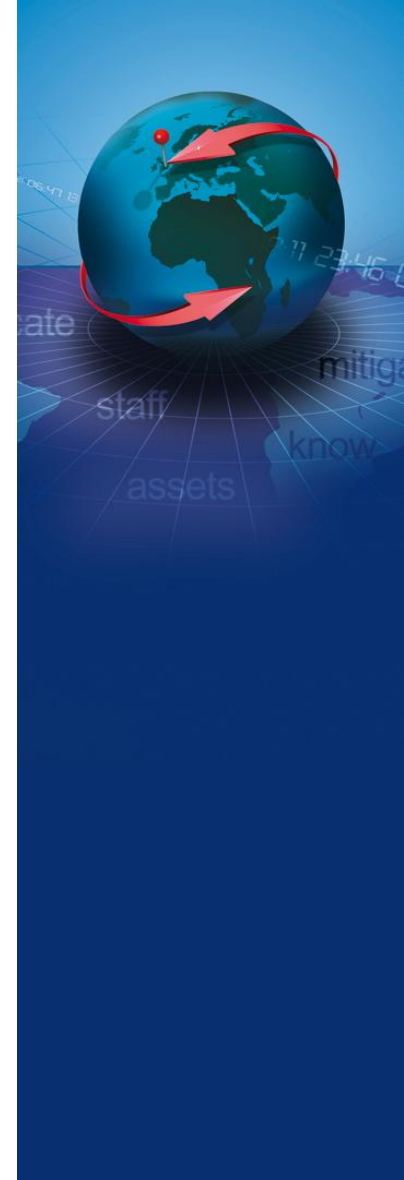
blue CRM

CLIENT RISK MANAGEMENT

Things to understand

Campaigns & Polling

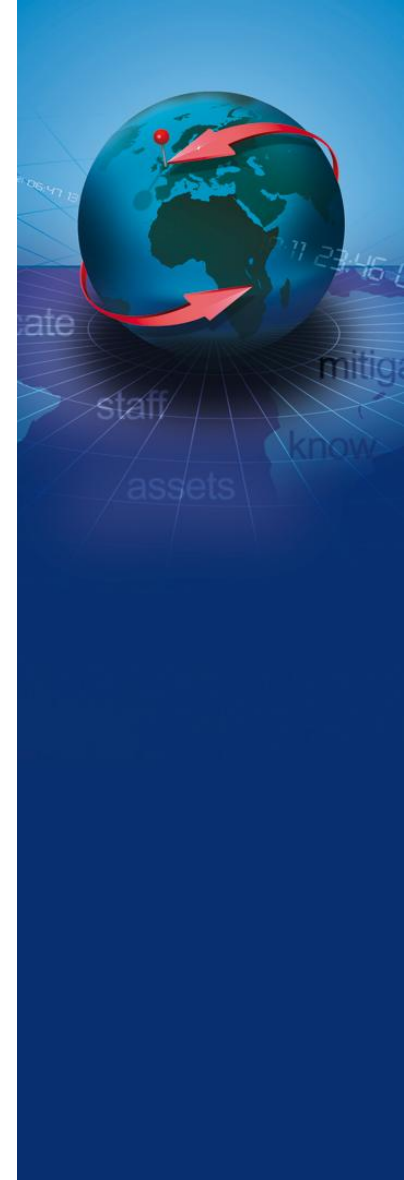
- > The Blue CRM software does not track you constantly. It calculates your location at a specific point in time (polling), according to a pre-configured frequency (a campaign)
- > For example, it may poll your location every hour, on the hour (8am, 9am, 10am...). However, if you move around between 8.05 and 8.55 and then return to where you started, your movements will not have been recorded
- > Obviously, if you are an Active customer you can customise your campaign to be polled every half hour or, say, ten minutes. Then the service would have recorded your change in location at either 8.30 or 8.10



Things to understand

Communicating your location

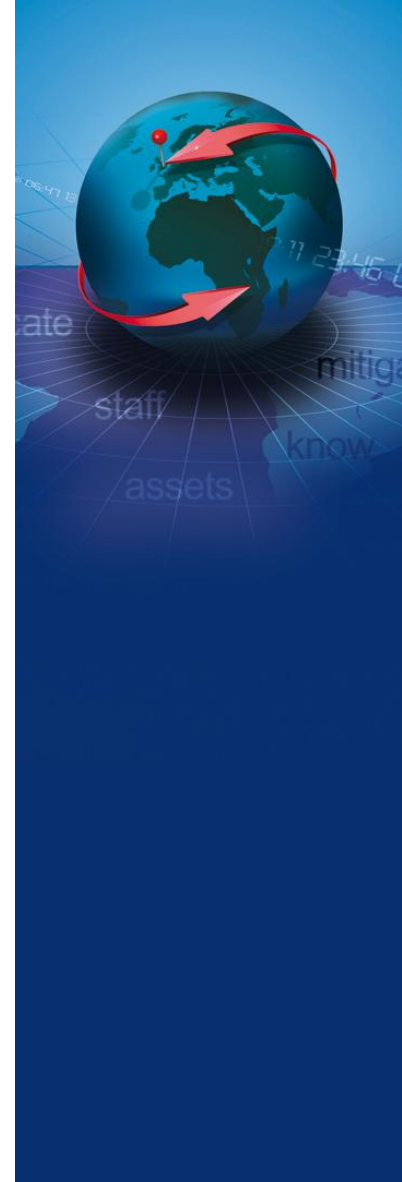
- > To send us a precise location the GPS-enabled mobile phone must calculate its location by receiving data from GPS satellites (no charge). The phone then sends this data to our servers in either a GPRS data message (only 500 bytes, or half a KB) or, if GPRS is unavailable or not activated on your SIM card, it will send the data as an SMS over the normal GSM mobile network (generally charged as an international SMS).
- > Therefore, we advise all customers to have 'data' enabled on their SIM cards, as well as international roaming.



Things to understand

When there's no GPS connection

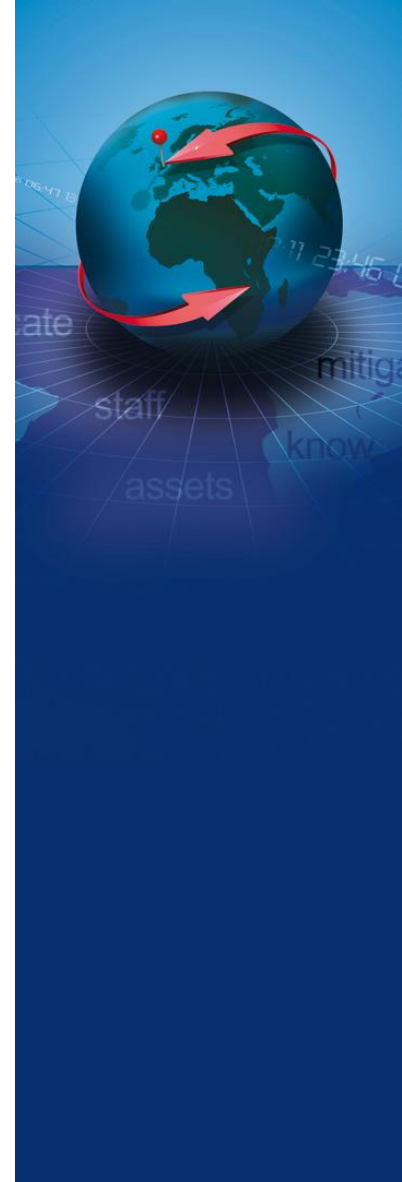
- > Blue CRM's latest mobile application includes Cell ID (GSM) triangulation, as well as GPS location. This means if you enter a building and lose GPS connection, our application will use cell tower information to calculate your location while you are inside the building.
- > When you emerge, the more precise GPS data will recommence.



Things to understand

When there's no GSM network

- > Both GPRS and SMS messages require a connection to a GSM network. If there is no GSM network we will not receive data from the device.
- > For clients travelling to areas with no network coverage we are able to advise on, and help to source, a number of supplementary GPS devices, from satellite phones to GPS trackers. These integrate seamlessly into our software thanks to the versatility and flexibility of the WorldViewer software and our databases.
- > This is similar to how we track assets or sea containers.



DO

DO keep your phone with you

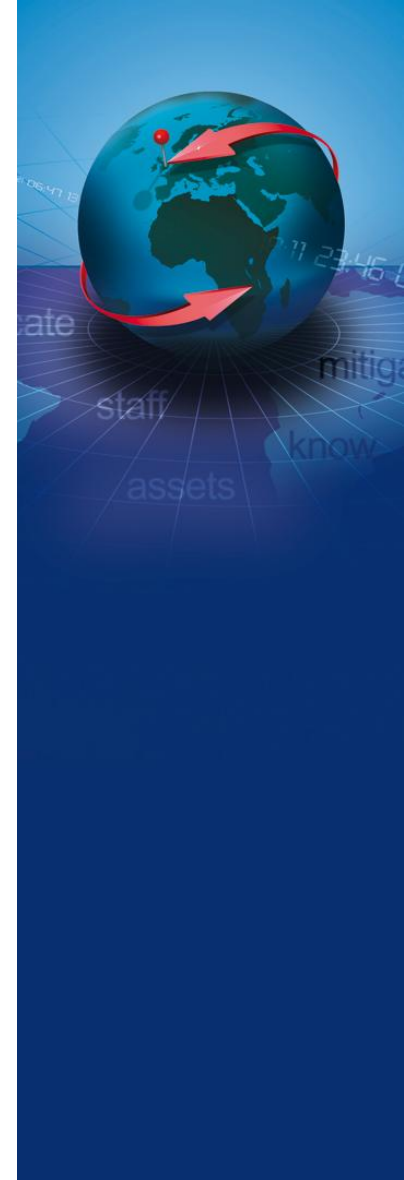
- > If you don't, we can't locate you

DO charge your battery regularly

- > Blue CRM's application is optimised to minimise drain on the battery, but Blue CRM still recommend you charge your mobile device each night

DO check your connection to a mobile network

- > If your phone isn't connected to a network, it can't send us your location data. Phones can lose connection to their mobile networks when the battery is (or has recently been) very low.
- > Also, some remote places don't have GSM mobile network coverage. You'll need a special device, so call us and we can advise you.



DO

DO refresh your GPS when you touch down

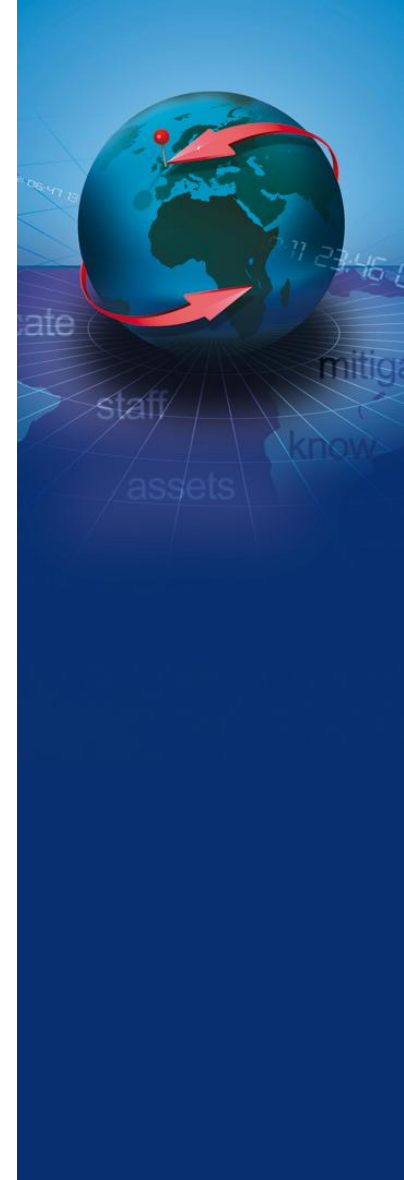
- > Your phone's GPS chip may take a few moments to register your new location when you enter a new country. To make sure your phone's transmitting your new location, it's a good idea to refresh your GPS – especially if your device has been switched off or out of GPS "line of sight". Check your device-specific instructions to see how.

DO contact us if you require bespoke solutions

- > If you're an Active customer, Blue CRM can increase your monitoring, create geofences and configure automated alarms to increase your duty of care. Shadow customers can upgrade to Active at any time.

DO remember to manually reset your SOS

- > If you trigger an SOS using the button on your device, as a safety feature, this will continue to trigger an alarm in our 24/7 Client Response Centre until you switch it off on your handset. This is done using the same process as triggering the alarm originally (click on the Blue CRM icon in your menu three times). The top item on the application menu should read "SOS". If it reads "SOS Off", then click it once to reset it.



DON'T

DON'T bury your phone in a bag/ car boot/ desk drawer

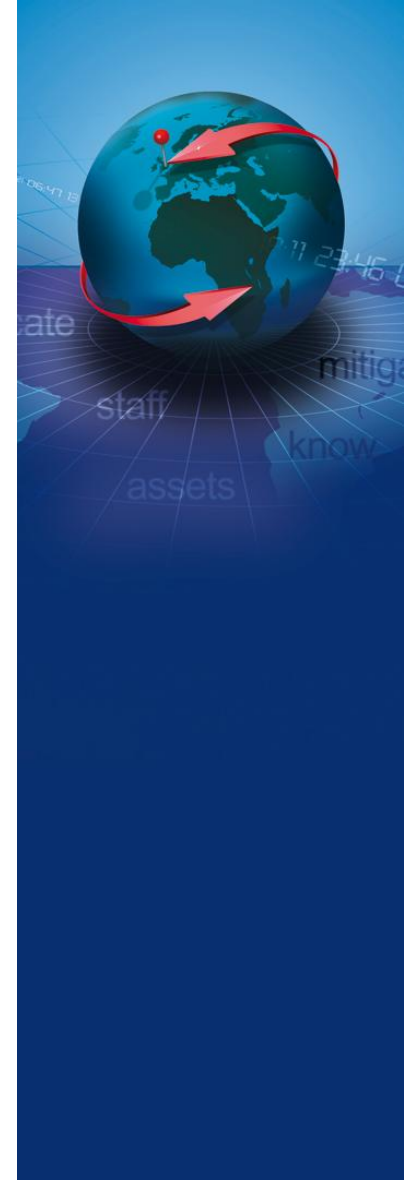
- > To get a precise GPS location, your phone needs 'line of sight' with global satellites – this means the device will work best when it can see the sky. While the accuracy of GPS chips varies across devices, most modern phones will work well in your outer pockets. But don't worry, because as a back-up Blue CRM's application also calculates your location using GSM triangulation. This means that so long as you have connection to a mobile network, you're on our system.

DON'T forget to read your device-specific instructions

- > They're not long!

DON'T forget to take a travel adaptor for your phone

- > To find out which plug type you'll need, view Blue CRM's Country Briefs.



DON'T

DON'T adjust the settings or delete the application

- > Once set up, the application will run in the background without any further adjustment – so long as you don't delete it, that is.

DON'T put your SIM card in a different device

- > The Blue CRM application will send the location of your device, not the SIM card

DON'T worry

- > If you have a problem with your service, call our 24/7 Client Response Centre on +44 (0) 845 611 8601

