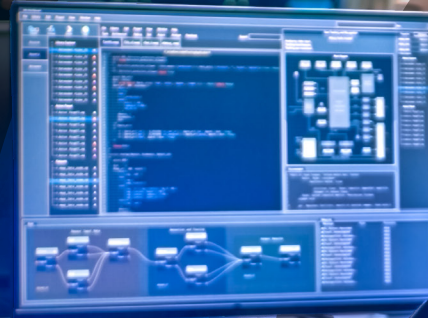# Trimble Network Managed Services

Your users need a strong **GNSS real-time network** and **VRS services** that are always on, with an operations center that has exceptional redundancy. Trimble® Network Managed Services upholds Trimble's high standards of products and quality support, with **24/7 support** by our global Network Operations team. We take care of the details so you can focus on what's important to you.

Trimble.®

Trimble Network Managed Services

Trimble's Network Operations team maintains all server and software instances, which are hosted and managed in the cloud. The two options of TNMS, Hosting and Operation, ensure your specific needs are being met. The TNMS Hosting option makes your IT and cybersecurity concerns disappear, as Trimble takes care of your high availability hosting environment. The TNMS Operation option includes all the benefits of the Hosting option and also frees up your time and personnel by letting our Network Operations team manage your **Trimble Pivot® Platform software.**

How TNMS Benefits Your Operation

Take advantage of Trimble expertise

Trimble's unique strength in the RTN market is that we design, build, operate, and support Trimble's global networks using our own products. This broad and global expertise optimizes our RTN products, services, and support so that TNMS can help you deliver the most value from your network.

Solve IT issues and reduce IT expense

Our team will ensure that your network is a priority. Trimble's Network Operators are experts in establishing and overseeing IT environments that allow you to use Trimble's Pivot Platform software most effectively. We provide a flexible server environment that is tailored to your network size and volume. As your network requirements change, we can easily adjust to meet your needs, and can easily scale server sizes that adjust to your dynamic and ever-evolving GNSS network. With cloud-based services, TNMS ensures the highest level of security for your data.

Focus on other aspects of your network

Your work is meaningful, so incidental details shouldn't take up your valuable time. It should be taken up by the parts of your job that's significant to you. Trimble's managed service experts operate and manage all aspects of the IT infrastructure, while your personnel is freed up to focus on other details of your network and are no longer constrained by your IT team's availability.

Increase uptime

We offer a fully redundant, geographically diverse cloud server infrastructure which ensures that you have nearly zero downtime, even during updates. Additionally, this enables effortless recovery of lost data. Your network is monitored 24/7 by Trimble's expert Network Operations team, allowing quick detection and resolution of any issues.

Eliminate server Capital Expense budgeting

Replace your physical IT server infrastructure and move to a fully adaptable Trimble managed cloud service, which is flexible, future-proof, secure and reliable. You can set aside any concerns regarding:

- Power outages
- Climate control (dust, temperature regulation, moisture removal)
- Natural disasters
- Hardware downtime
- Regular hardware, software, and firmware upgrades
- Cybersecurity

TNMS Hosting

Trimble's experienced global team of RTN hosting professionals is dedicated to providing you peace of mind. We handle your hosting responsibilities, helping you to streamline resource allocation.

Hosting service advantages

- TNMS customer's Pivot Platform software instances hosted on Trimble operated, fully redundant servers
- IT updates and security remediation (operating systems, SQL server, and cybersecurity activities)
- Observation data storage for six months (with options for additional storage capacity)
- Software maintenance updates and patches for Trimble hosted server instances
- Software support from Trimble's seasoned RTN support team for TNMS customer
- Daily backups

TNMS Operation

Trimble's expertise in effectively operating your network comes from our extensive corrections service experience. We understand the intricacies of a seamless network.

Operating service advantages

- All elements of TNMS Hosting
- GNSS reference station network layout review and recommendations
- Management and optimization of the Pivot Platform software

TNMS Customer Experiences

"This transition will provide a great service to all network users by minimizing downtime when performing server and software updates and expanding upon the reliability of the system. Further, the hosted solution allows us to streamline the customer registration process and enhance overall security of customer information.

Management of the project details, assignment of and completion of tasks, and support from the Trimble team was exceptional. Through their extensive efforts and expertise, network configurations and SQL user databases were successfully backed up or copied and transferred to the Trimble team. Support questions have been answered and requests for changes/modifications have consistently been completed in a prompt manner."

Matt Wellslager,
Geodetic Survey Program Manager
South Carolina Revenue and Fiscal Affairs

Roles and Responsibilities

TNMS Hosting

Trimble	Owner
Prepare and configure redundant IT hosting environment	Operation of the Trimble Pivot Platform software
Monitor availability of server environments	All Owner responsibilities of TNMS Operations
Ensure IT environment is updated to the latest data privacy standards and cybersecurity best practices	
Adjust IT hosting environment as customer requirements change	
Monitor, maintain, and apply security updates to IT operating system and SQL database	
Store data for six months (available in additional six month increments)	

TNMS Operation

Trimble	Owner
All Trimble responsibilities of TNMS Hosting	Management of CORS sites and stations
Network layout verification	Maintain reference station and stream health
Pivot Web UI setup (setting up Reference Data Shop, iScope, etc.)	End user account registration credentials and payment
TNMS customer training for end user support and troubleshooting	End user support
	Data archiving beyond storage purchased from Trimble