Team TSI

The U.S. Leader in Mobile Fleet Installations

Who We Are

A national leader in vehicle installation services since 1998

- Focused on “World Class” customer service through high-tech solutions and processes
- Completed over 550,000 installations since establishment in 1998
- Full turn-key project management, project design, scope, and integration support
- **Coverage of over 85% of the US population through a “hybrid” employed technician (98%) / contractor (2%) model…and growing!**

About Us

The Team TSI Advantage

- Commercial fleet vehicle focused
- Lifetime installation warranty
- Full U.S. coverage
- TSI Tracker – exclusive project management portal
- TSI Formenator – exclusive installation data recording app
- Experienced technicians & seasoned project managers on staff
- Licensed and insured in all 50 states with a $5 million policy

About Us

The Team TSI Advantage

- MECP certified
- TWIC card deployed technicians
- Total accountability
- Installation and Service Consistency
- Single Point of Contact
- Customer-focused
- Professional, uniformed technicians
- Central scheduling and dispatch center in Central Florida
- 100% sales tax Nexus compliant

TEAM TSI
www.team-tsi.com
National Fleet Installation Specialist
Toll Free (866) 2 WIRE-IT

Our Process

Our Process

The Team TSI Timeline

- Orders quoted within 6 business hours (max)
- Customers contacted within 8 business hours (max) of order receipt
- TSI Tracker updated and email update sent to vendor immediately
- Customer receives email or phone confirmation 72 hours prior to the appointment, verifying the installation address, that the equipment is onsite, and the date and time of installation
- Order sent to the technician the night before via email

Our Process

The Team TSI Timeline

- Order completed and updated on TSI Tracker via Droid phone or web
- Order updates with the installation details automatically sent by 12 p.m. local time the day following the appointment
- Customer satisfaction survey is emailed and completed via automated email or phone call within 4-24 business hours of the service visit
- Customer survey results and order details are available to the vendor online at any time

Our Services

Our Services

Fleet Vehicle Installations

- GPS tracking
- Hours of Service (HOS) computers
- Mobile computing and messaging
- Tablet and laptop vehicle kits
- Idle management systems
- Fuel management systems
- Backup cameras and sensors
- Mobile wireless routers & WiFi
- Police, Fire and Safety hardware - Video, LPR, Radios, & Routers

Our Services

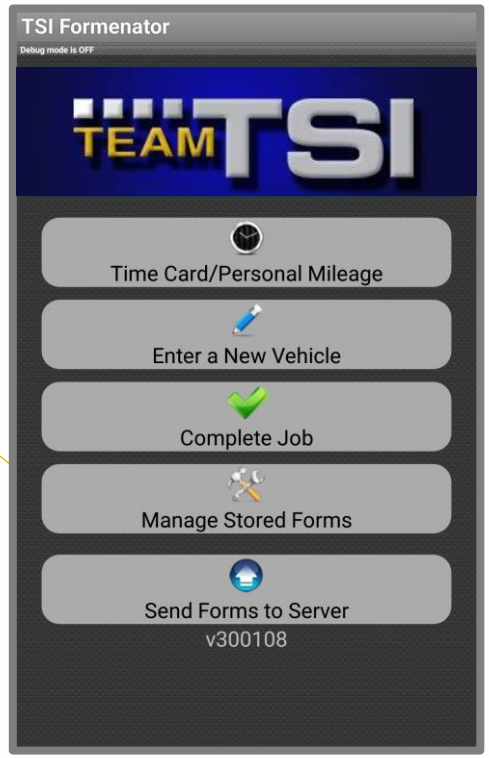
Customer and Vendor Access

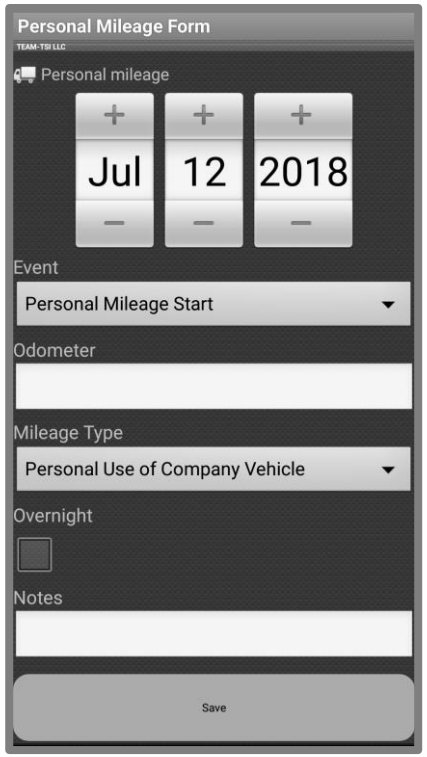
- Secure, password-protected portal access
- Site and vehicle status reporting
- Automated email updates
- Quality control reports
- Multiple user and administrator support
- CSAT survey results
- Turnkey project management
- Backend CRM systems integration (if needed)
- TSI Tracker, an installation site and vehicle management tool that allows site changes, adds, and deletes on the go

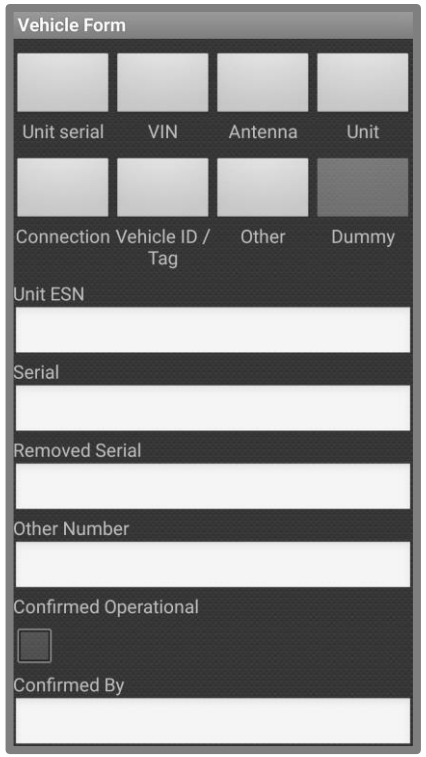
TSI Formenator

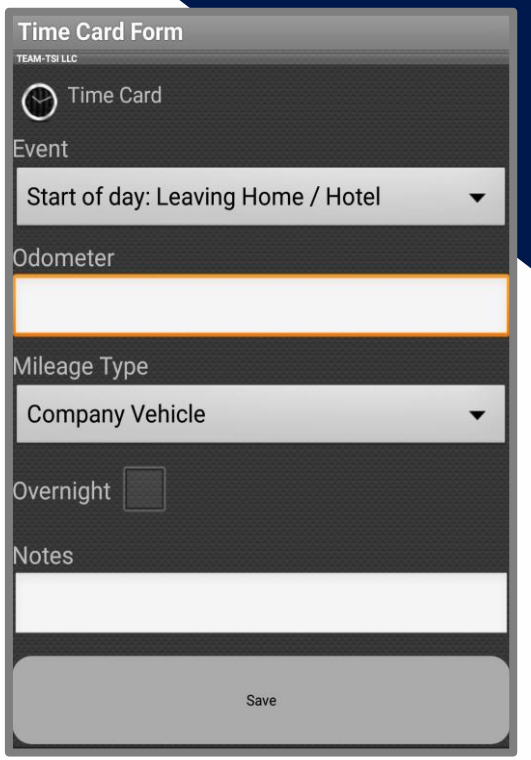
TSI Formenator

PDA/Tablet Field Data Acquisitions







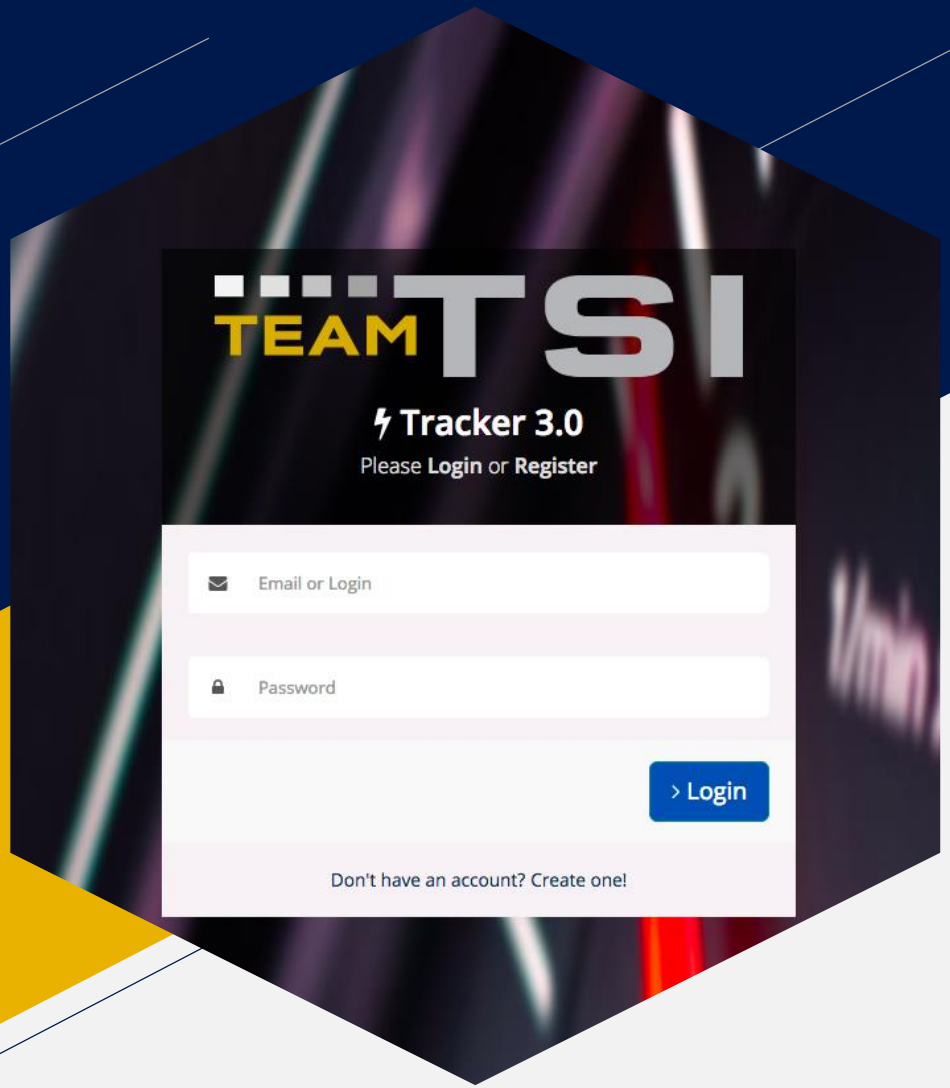


An industry-first mobile application designed for vehicle and unit data recording. Works from any Android-based device with full integration into the TSI Tracker project management system

TSI Formenator

Field Data Acquisitions – Tracker Input Fields

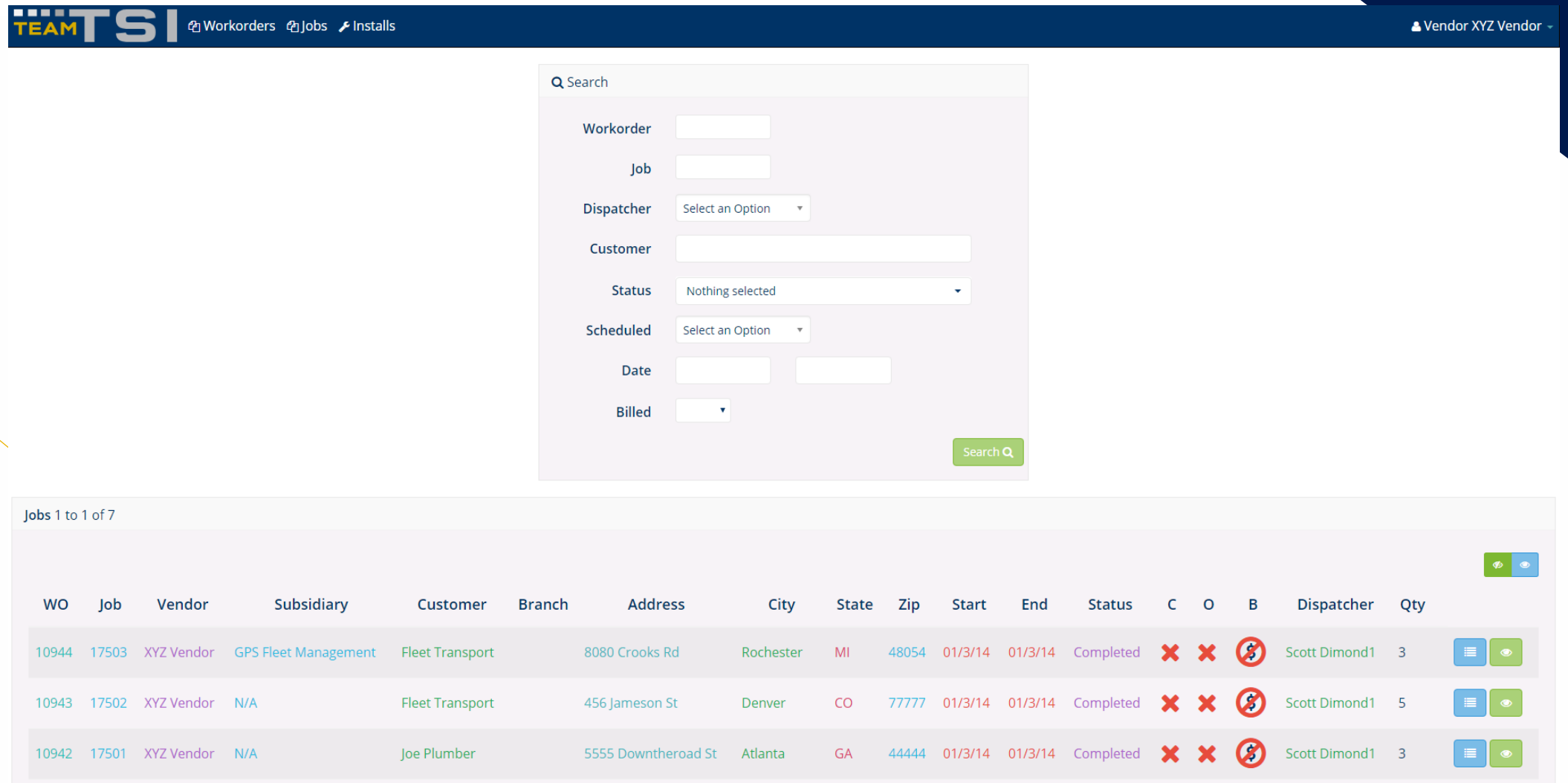
- Multiple customer fields
- Multiple vehicle and unit information fields
- Barcode scanning
- Vehicle #, Tag #, VIN #
- I/O connections
- Odometer
- Wire connection points
- Up to 7 installation pictures
- Vehicle notes - public and private
- Pre/Post checklist info
- Customer order notes
- Customer and technician signature capture
- Installation time & date stamps
- Customized to meet your needs


TEAM TSI
Tracker 3.0
Please Login or Register
Email or Login
Password
Login
Don't have an account? Create one!

TSI Tracker

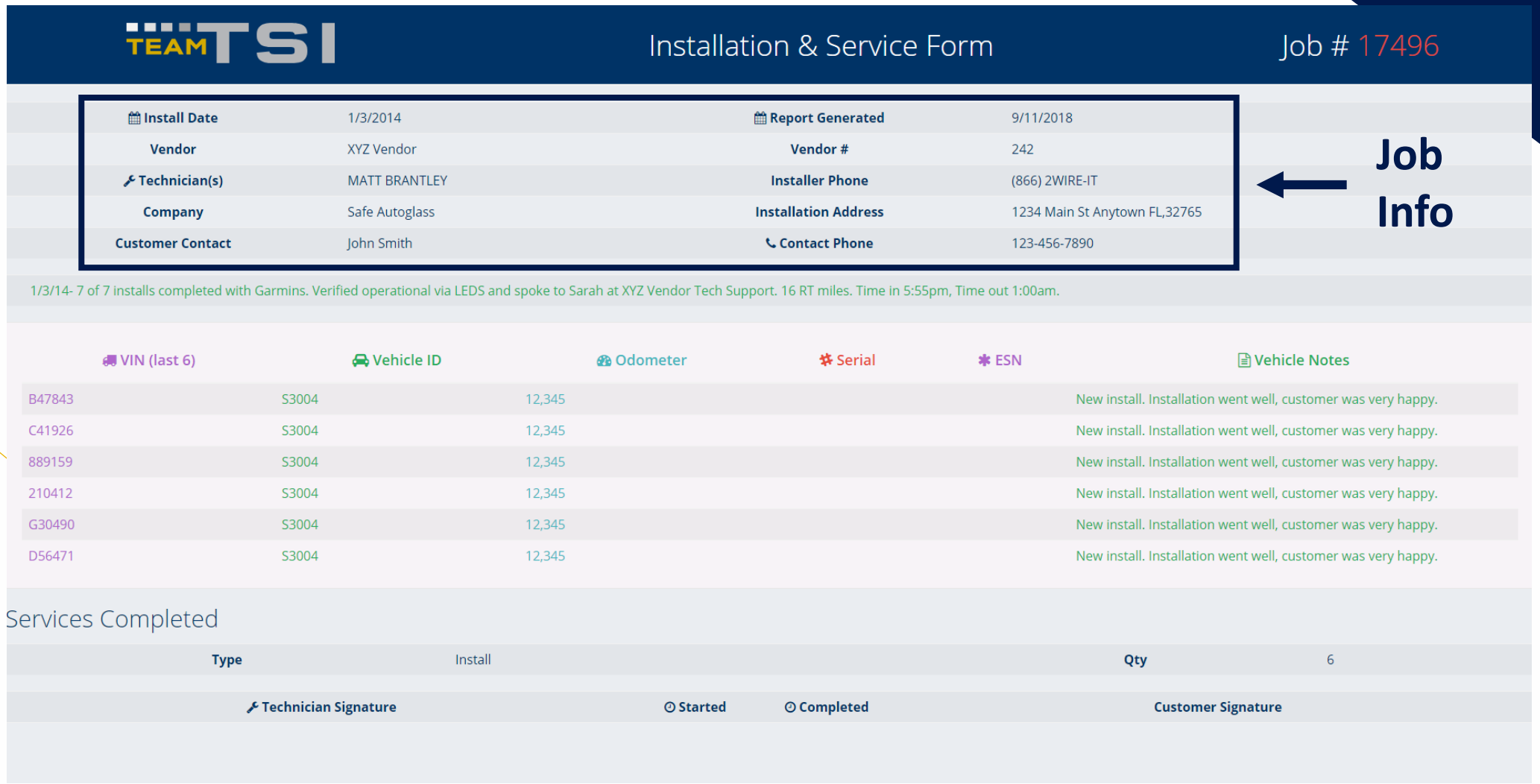
TSI Tracker

Home Page



TSI Tracker

Job Summary – Multiple Views



TEAM TSI

Installation & Service Form

Job # 17496

Install Date	1/3/2014	Report Generated	9/11/2018
Vendor	XYZ Vendor	Vendor #	242
Technician(s)	MATT BRANTLEY	Installer Phone	(866) 2WIRE-IT
Company	Safe Autoglass	Installation Address	1234 Main St Anytown FL,32765
Customer Contact	John Smith	Contact Phone	123-456-7890

Job Info

1/3/14- 7 of 7 installs completed with Garmins. Verified operational via LEDS and spoke to Sarah at XYZ Vendor Tech Support. 16 RT miles. Time in 5:55pm, Time out 1:00am.

VIN (last 6)	Vehicle ID	Odometer	Serial	ESN	Vehicle Notes
B47843	S3004	12,345			New install. Installation went well, customer was very happy.
C41926	S3004	12,345			New install. Installation went well, customer was very happy.
889159	S3004	12,345			New install. Installation went well, customer was very happy.
210412	S3004	12,345			New install. Installation went well, customer was very happy.
G30490	S3004	12,345			New install. Installation went well, customer was very happy.
D56471	S3004	12,345			New install. Installation went well, customer was very happy.

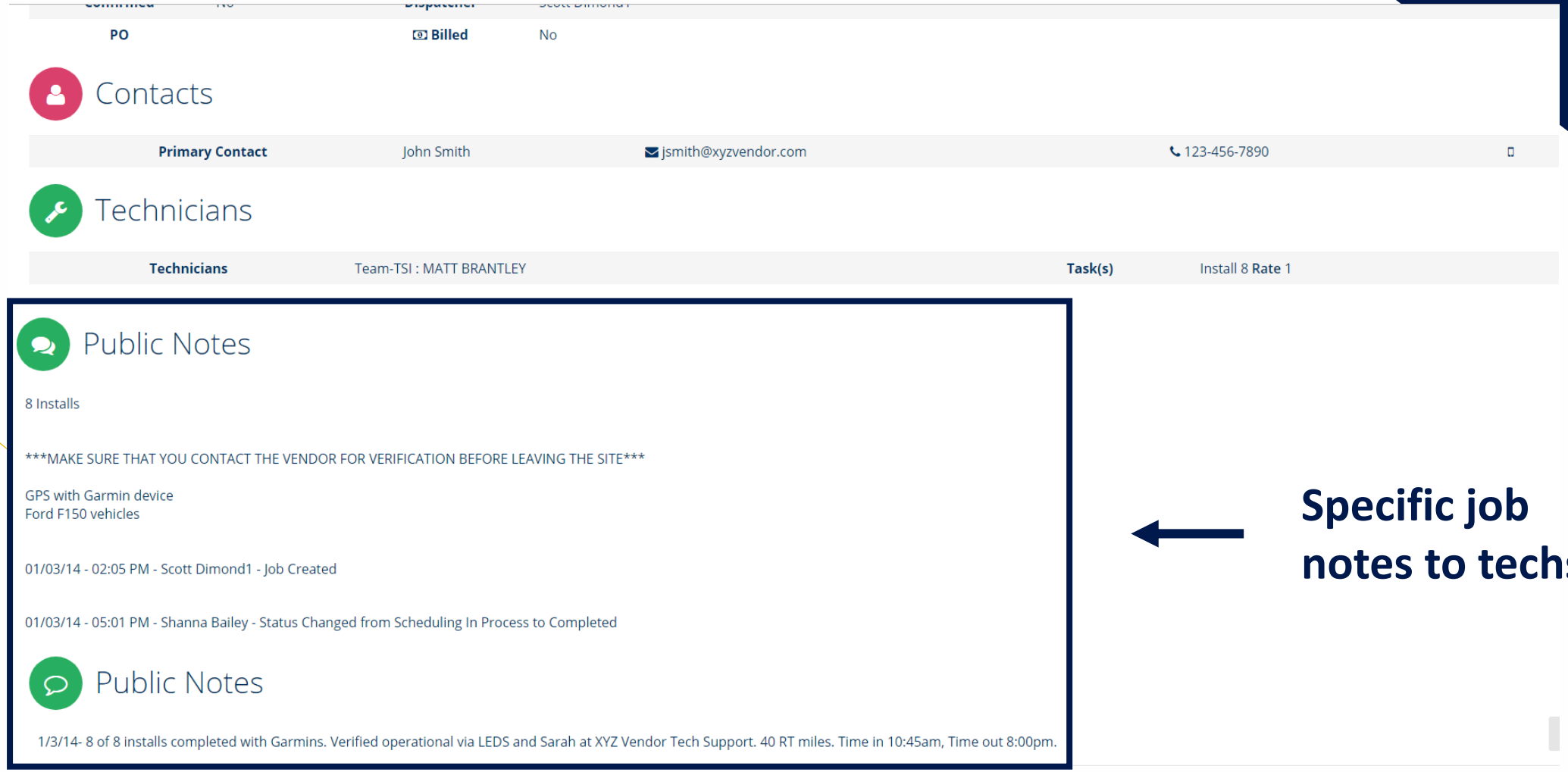
Services Completed

Type	Install	Qty	6

Technician Signature	Started	Completed	Customer Signature

TSI Tracker

Job Summary – Multiple Views



Specific job notes to techs

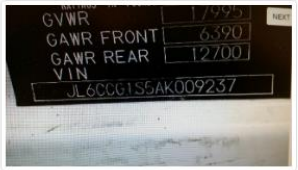
TSI Tracker

Job Summary – Multiple Views

Asset #	39518
Tech	Matt Brantley
City	Wherever
State	FL
Zip	32766
Vendor	XYZ Vendor
Customer	Electric R Us
Serial	
Connection Type	Hardwire
Odometer	12345
Unit ESN	
Constant 12v	Color:green --- Location:door
Ignition	Color: dash --- Location:blue
Confirmed	Yes By TEAM TSI
Notes	New install. Installation went well, customer was very happy.

VIN	1GTHC24U86E178804
Vehicle ID	S3004
Tag	FL FGH456 COUNTY
Vehicle Type	Pickup Truck
Make	GMC
Model	Sierra
Year	2006
Class	Full-size Pickup
Engine	V8, 6.0L
Fuel	Gasoline
Brakes	Hydraulic

Details



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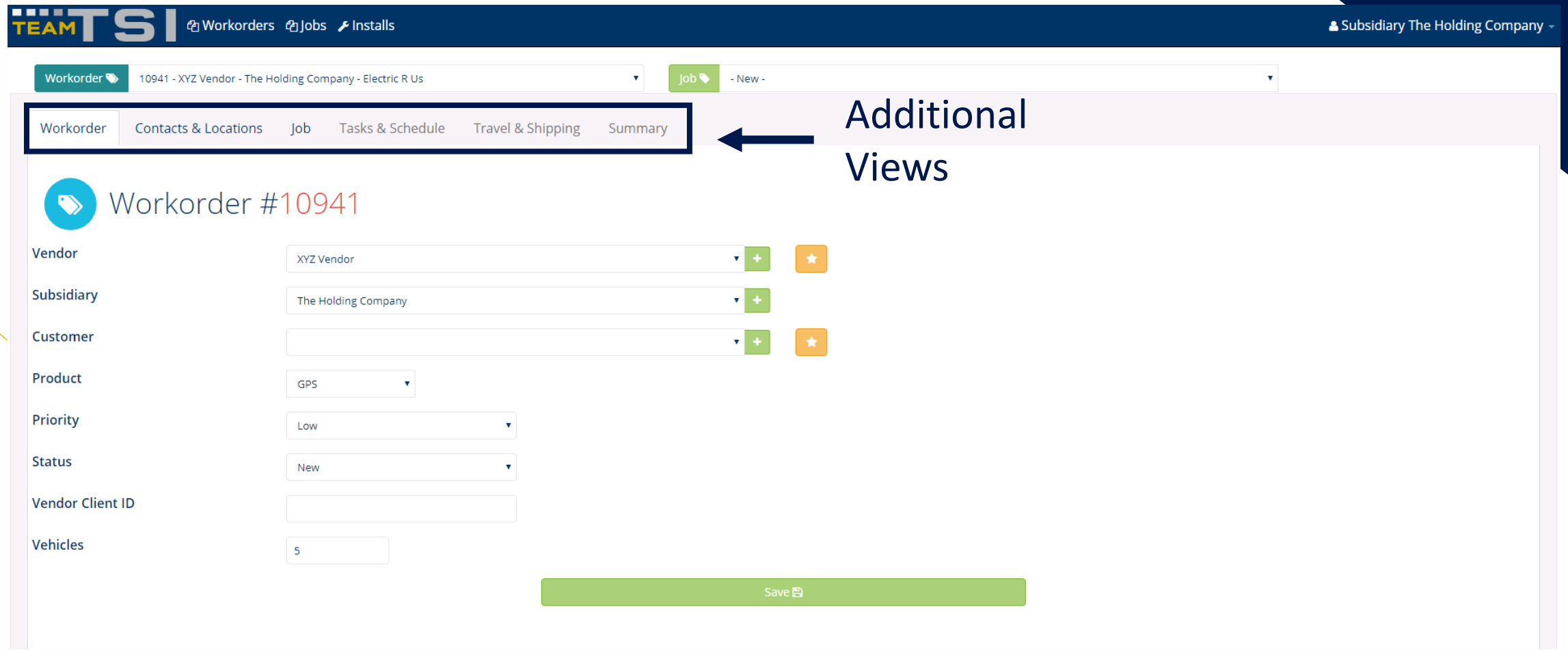
Images

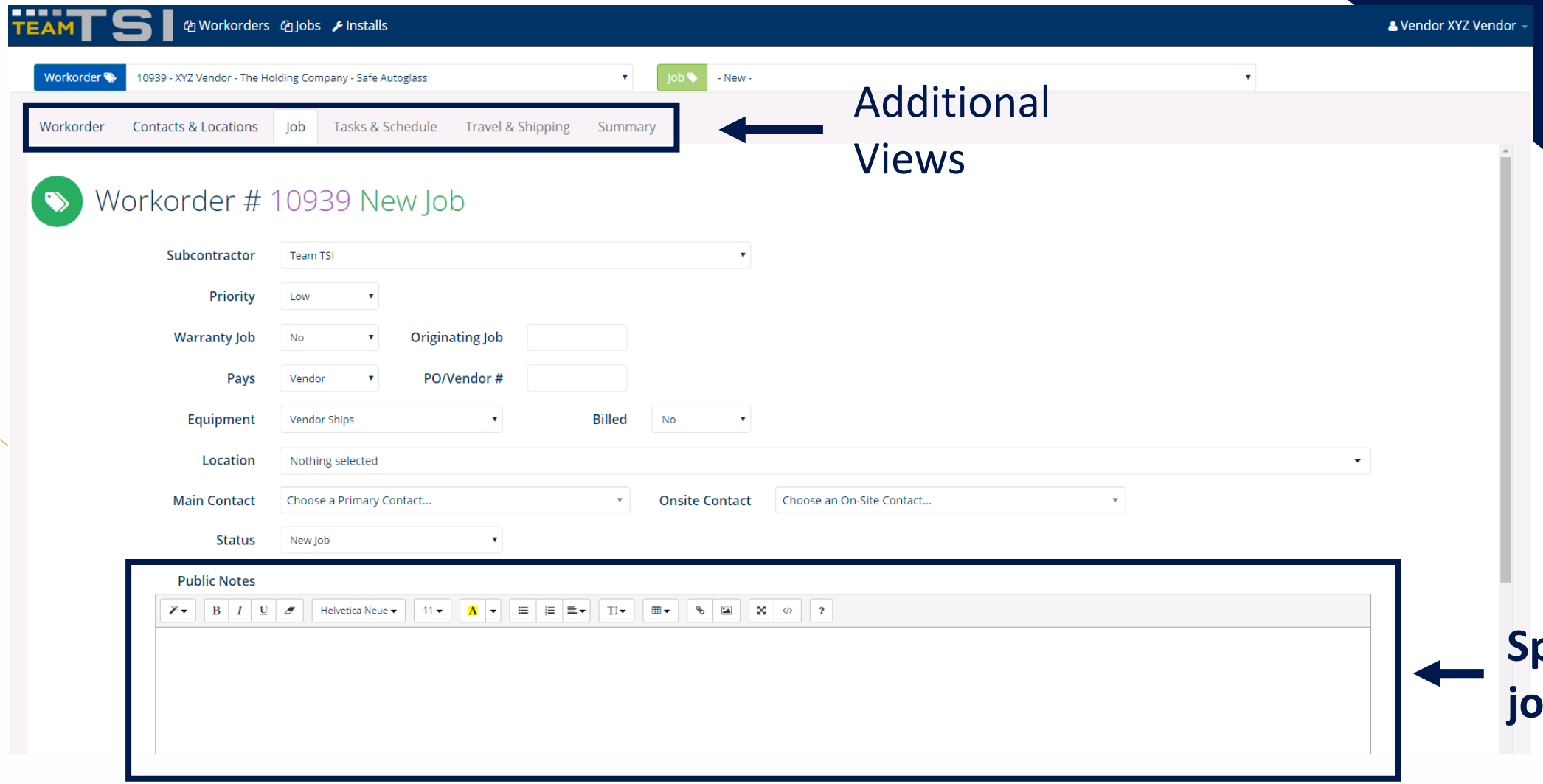
TSI Tracker

Work Orders



TSI Tracker

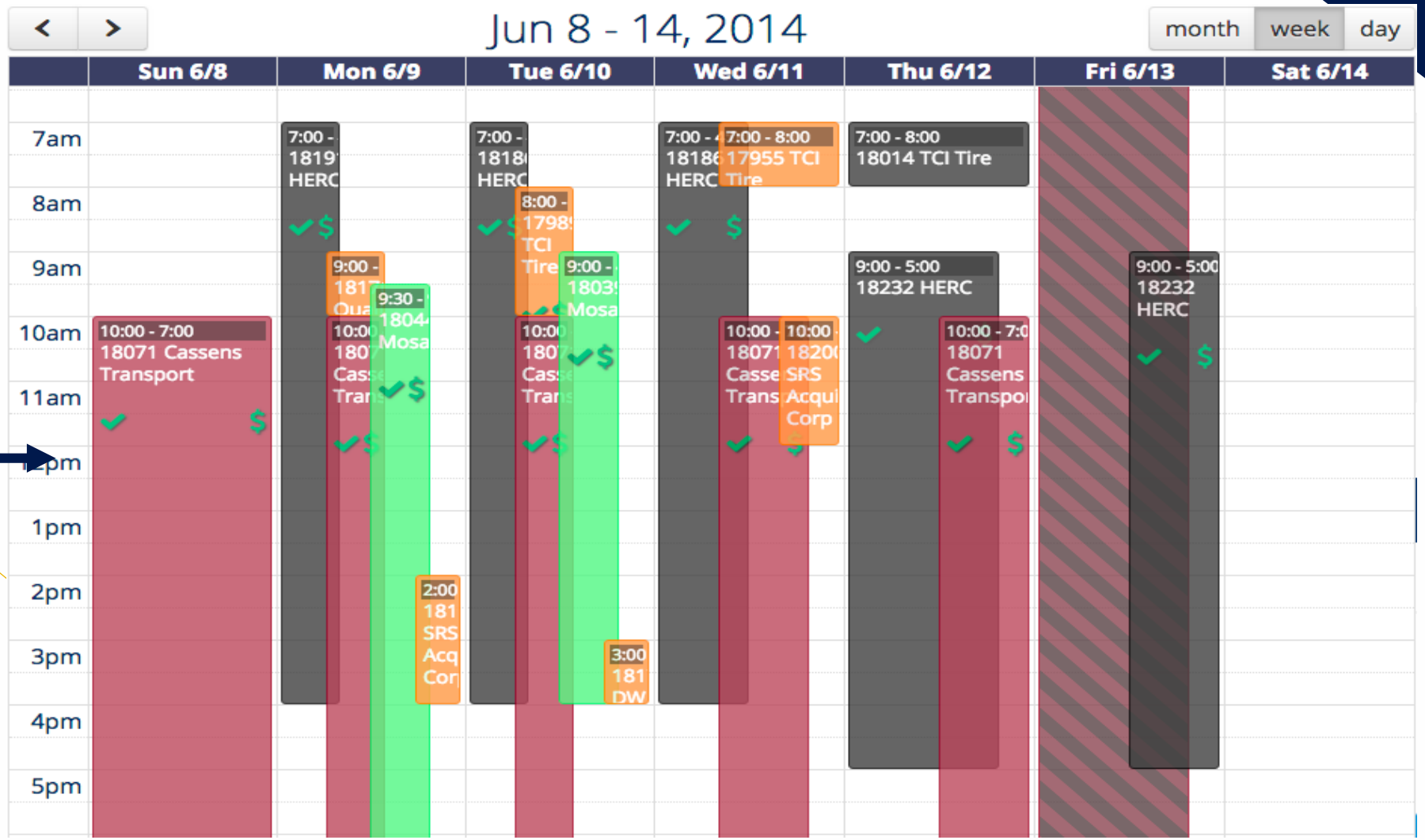
Work Orders



TSI Tracker

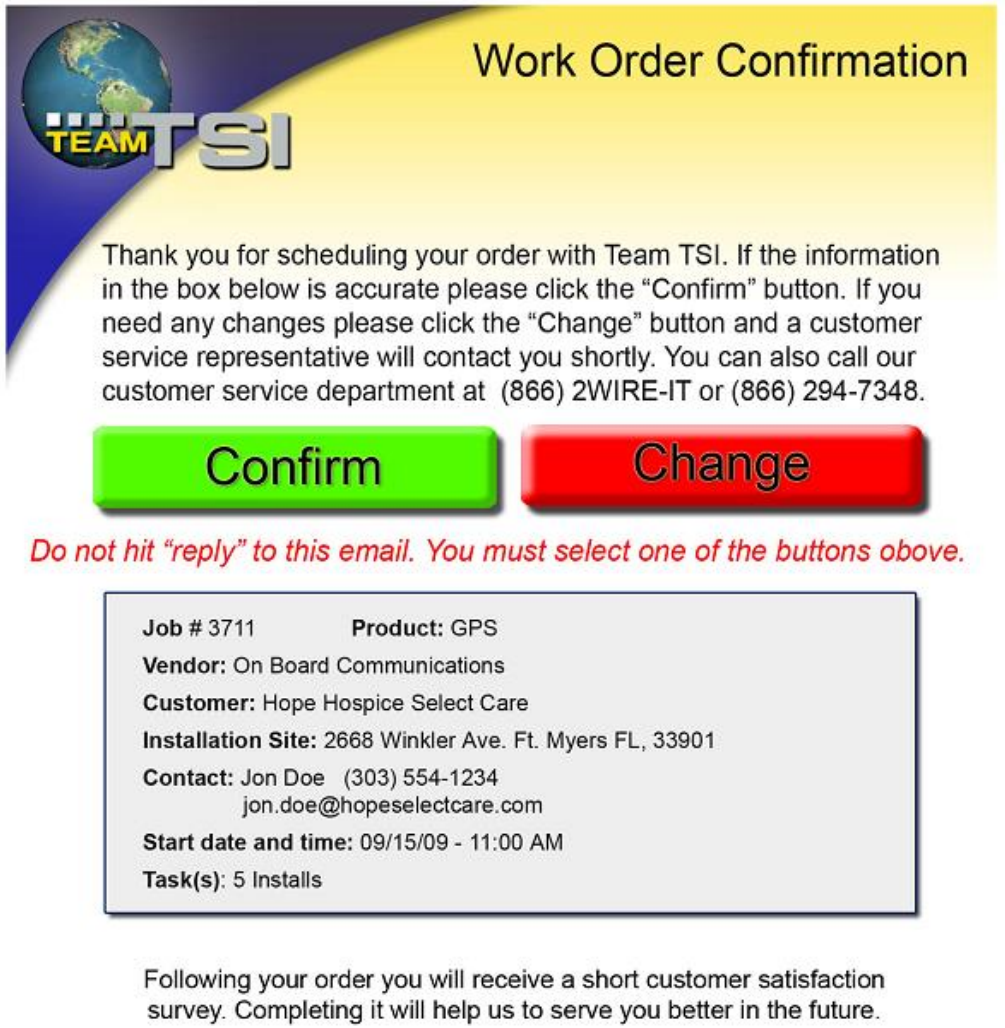
Weekly Schedule View

Color coded technician availability



Our Process

Automated Work Order Confirmation



Work Order Confirmation

TEAM TSI

Thank you for scheduling your order with Team TSI. If the information in the box below is accurate please click the "Confirm" button. If you need any changes please click the "Change" button and a customer service representative will contact you shortly. You can also call our customer service department at (866) 2WIRE-IT or (866) 294-7348.

Confirm Change

Do not hit "reply" to this email. You must select one of the buttons above.

Job # 3711 **Product:** GPS
Vendor: On Board Communications
Customer: Hope Hospice Select Care
Installation Site: 2668 Winkler Ave. Ft. Myers FL, 33901
Contact: Jon Doe (303) 554-1234
jon.doe@hopeselectcare.com
Start date and time: 09/15/09 - 11:00 AM
Task(s): 5 Installs

Following your order you will receive a short customer satisfaction survey. Completing it will help us to serve you better in the future.

Our Process

Dispatch info is sent to the technician

From: Brittney Bass
Sent: Thu 1/28/2010 10:50 AM
To: Craig Finlay
Cc: install
Subject: FW: WorkOrder Destination MCO 01/23/2010-01/23/2010 - Orlando,FL

Vendor #	304321
Start	Saturday January 23
Ends	Saturday January 23
Scheduled Time	8:00 AM
Customer	Destination MCO
PO	304321
Address	10311 Orangewood Blvd Suite B Orlando FL, 32821
Technicians	Chad Holmes
Contact	Jay or Nour 407-422-2522
Equipment Type	Teletrac, Inc.
Product	GPS
Job Notes	*1 service -- Veh 205 -- highest priority *swap sim cards (take out TMobile and replace with AT&T) for 13 vehicles Additional information: andrew said they will rotate vehicles in for the sim swaps. if technician needs assistance, please contact the following for support: Shelton Simmons 713-359-8723 Frank Cruz 714-396-3321

01/22/10 - 03:04 PM - Brittney Bass - Status Changed from New Job to Scheduled

01/22/10 - 03:05 PM - Brittney Bass - Status Changed from Scheduled to Confirmed

Our Process

Dispatch info is sent to the technician

WO	Job	Vendor	Subsidiary	Customer	Branch	Address	City	State	Zip	Start	End	Status	C	O	B	Dispatcher	Qty
10944	17503	XYZ Vendor	GPS Fleet Management	Fleet Transport		8080 Crooks Rd	Rochester	MI	48054	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	3
10943	17502	XYZ Vendor	N/A	Fleet Transport		456 Jameson St	Denver	CO	77777	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	5
10942	17501	XYZ Vendor	N/A	Joe Plumber		5555 Downtheroad St	Atlanta	GA	44444	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	3
10941	17500	XYZ Vendor	The Holding Company	Electric R Us		2346 Elm St	Wherever	FL	32766	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	2
10941	17499	XYZ Vendor	The Holding Company	Electric R Us		8888 Johns St	Therefore	FL	32830	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	3
10939	17497	XYZ Vendor	The Holding Company	Safe Autoglass		5432 Oak St	Somewhere	FL	32835	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	8
10939	17496	XYZ Vendor	The Holding Company	Safe Autoglass		1234 Main St	Anytown	FL	32765	01/3/14	01/3/14	Completed	✖	✖	$	Scott Dimond1	7

Job & work order info

Completed, ordered, & billed status

Service form & summary views

Our Process

Dispatch info is sent to the technician

TEAM TSI

Installation / Service Form

TSI Job #: 4989

Customer Information			
Install Date	12/17/2009	**Report Generated**	1/28/2010
Vendor Name	WEX(Wright Express Corporation)	**Vendor #**	127
Installer Name(s)	Nick Bruno	**Installer Phone**	(866) 2WIRE-IT
Company Name	Sunrise Community Inc.	**Installation Address**	2059 Lisenby Ave Panama City FL,32405
Customer Contact	Steve Ramsey	**Contact Phone**	850-922-5630

Notes / Comments

Public

12/17/09 2 installs 1 removal 1 no show 1 trip 530 rt mi

	VIN (last 6)	Vehicle ID	Odometer	Serial	ESN	Vehicle Notes
1	A46137	750	16495			needs hardwire unit
2	A46137	750	16495	3500575170		intermotive aftermarket system (hardwired to obd wires) appears to be causing interference, unit reports then immediately sends key off, case #118237
3	A04952	975	14	3500575256		

Services Completed

Type	Install	**Qty**	2
Type	Removal	**Qty**	1

Installer Signature	Time Started	Time Completed	Customer Signature
	8am	11am	

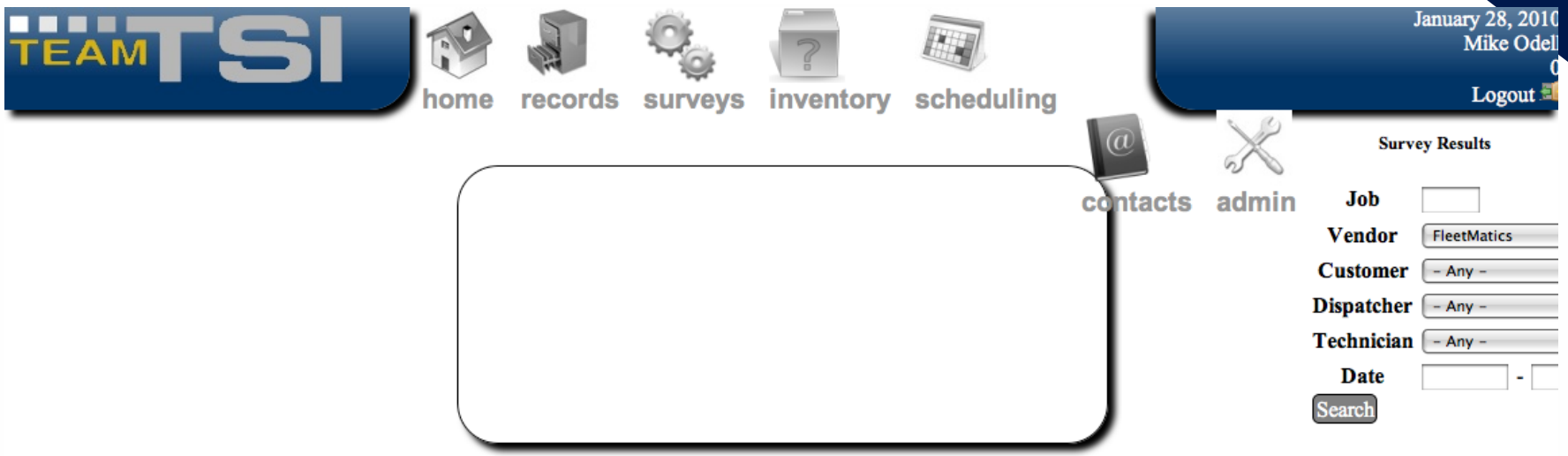
Order Status	Needs Rescheduling

TEAM TSI — **1701 Kennedy Point, Suite 1009** — **Oviedo, Florida 32765**

Installation Contact Information — **Voice (866) 294-7348 ext 205** — **Fax: (866) 640-6912** — **Email: install@team-tsi.com**

Our Process

QC Survey management module



Job	Vendor	Customer	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Satisfied	Recommend	E-Copy	Tech %	Dispatcher %
2246	FleetMatics	Advanced Power and Technology	10	1	5	10	10	10	Yes	Yes	Yes	Yes	Yes	76	100
2293	FleetMatics	Advanced Power and Technology	10	10	10	10	10	10	Yes	No	No	Yes	Yes	80	100
2338	FleetMatics	Advanced Power and Technology	10	10	10	10	10	10	Yes	Yes	No	Yes	Yes	90	100
2887	FleetMatics	Advanced Power and Technology	10	10	10	10	10	10	Yes	Yes	Yes	Yes	Yes	90	100
4561	FleetMatics	Gary's Plumbing	9	10	9	10	10	10	Yes	Yes	Yes	Yes	Yes	89	90
3862	FleetMatics	Alliance, LLC	10	10	10	10	10	10	Yes	Yes	Yes	Yes	Yes	90	100
3843	FleetMatics	Allied Fire and Safety Equipment	10	10	10	10	10	10	Yes	Yes	Yes	Yes	Yes	90	100
3853	FleetMatics	GJP Enterprises	9	9	9	10	10	10	Yes	Yes	Yes	Yes	Yes	88	90
3947	FleetMatics	Network Cabling Infastructure DBA: NCI	10	10	10	10	10	10	Yes	Yes	Yes	Yes	Yes	90	100
5277	FleetMatics	Service Master 24 Hr Service	9	8	8	9	9	9	Yes	Yes	Yes	Yes	Yes	83	90
5140	FleetMatics	Service Master 24 Hr Service	8	7	8	6	7	9	Yes	Yes	No	Yes	Yes	77	80
5321	FleetMatics	CableNet Services Unlimited, Inc.	10	10	10	10	10	10	Yes	Yes	Yes	Yes	Yes	90	100
Averages			9.58	8.75	9.08	9.58	9.67	9.83	12	11	9	12	12	86.08	95.83

Our Process

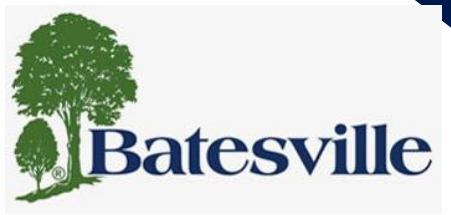
Technician/partner QC averages

Name	Score
Adrian Pharms	82
Andy Rosner	80
Ben Drake	86
Ben Maciejack	80
Brad Legge	88
Bruce Camacho	86
Carlos Pena	83
Chad Holmes	76
Chris Lindell	86
Chris Olson	77
David Rhoades	86
Del Davis	81
Dustin Siress	85
Edwin Rivera	90
Esteban Olivas	82
Ge Yang	83
James Baker	84
Jason Idleman	84
Jason Kelso	85

Our Process

Tech inventory order system

Our Customers



Business

Our Customers

Our Customers

Our Customers

Homeland Security

sears®

COSTCO WHOLESALE®

AMSCOT™

BATH FITTER®

Air Liquide

goodwill

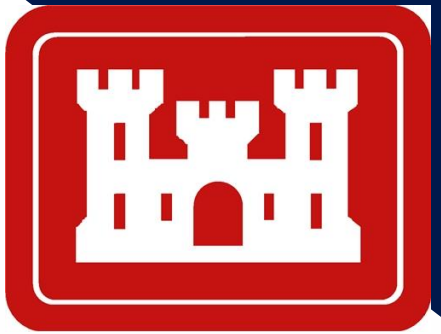
DHL

Level(3)®

LKQ

HC Hair cuttery®

Our Customers



Our Customers

Our Customers

ValleyCrest
Landscape Maintenance

GRAINGER®
FOR THE ONES WHO GET IT DONE

Waterbury Public Schools
Today's Students, Tomorrow's Leaders

VA | U.S. Department of Veterans Affairs

VANS®
"OFF THE WALL"

enterprise®

WRIGHT EXPRESS®

XO™ A Verizon Company