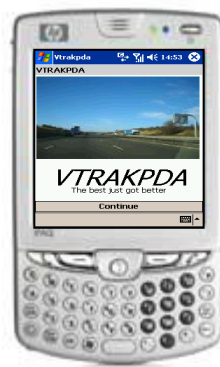


VTRAK & VTRAKPDA

The End-to-End Solution for the Recovery and Vehicle Servicing Industries



Laser Byte Ltd
6 Mciver Close
Felbridge
East Grinstead
Surrey
RH19 2PN

Telephone : 01342 714891
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Laser Byte Ltd
6 Mciver Close
Felbridge
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Thank you, for your enquiry regarding our I.T. solutions.

Laser Byte Ltd has been suppliers to the recovery and vehicle servicing industries for over 15 years.

Our VTRAK software is well known to recovery industry and is used by companies both large and small throughout England and Wales.

Our success is that we listen to the requirements of our customers and give a personal service. As a result, VTRAK is a bespoke solution meaning that each company has their own unique version of VTRAK tailored to the way they do business.

Laser Byte Ltd not only do VTRAK software, as a thriving business we also supply software, network solutions and onsite hardware maintenance to other business sectors including

- Vehicle Rental
- Health and Leisure Clubs
- Membership and Appointment systems

The advantage of supplying to a variety of industries is that there is “cross pollination” of business ideas, meaning that we do not get “stuck in a rut” only dealing with one type of industry sector.

Laser Byte Ltd do not employ sales people, those that you talk to either on the telephone or on site are all technical.

As such we do not sell you solutions that you do not need and we do not promise what we cannot deliver; this is a rare business philosophy in this day and age.

The following information and quotation regarding our I.T. solutions will let you see that Laser Byte can provide a first rate solution to ensure that your company grows and presents the professional image that is required today.

Yours sincerely



Peter Puttock
Laser Byte Ltd - Director

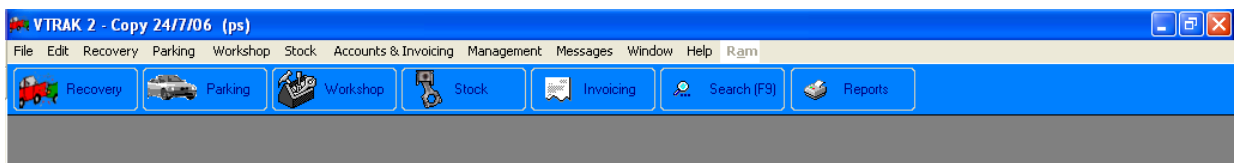
VTRAK Overview



VTRAK is a total software solution for your company. It has evolved over that past 15 years to become a complete front and back office solution for your whole company.

VTRAK allows unlimited users and also works over Microsoft's Terminal Services requiring just one VTRAK licence for your entire company, even if you run multiple depots.

VTRAK is modular in the fact you can use the inbuilt security to lock down various modules and functions to prevent unauthorised access.



VTRAK modules include

- Recovery
- Parking (Storage)
- Workshop
- Stock
- Invoicing

Each of the following is described in below.

Laser Byte ensure that when we install VTRAK that detailed training is given tailored to each users requirements when using the system.

Your management team will be trained in all functions as well as database management skills to ensure your data is fully maintained and backed up.

VTRAK telephone support covers database issues, and is Monday to Friday 9am till 5.30pm and as we don't have a sales team when we answer the telephone you know you are talking to someone who can help.

As VTRAK is bespoke this means that if you require extra reports or system modifications specific to your companies needs, these can be added efficiently to your version of VTRAK without the need to wait for future updates.



For detailed job information users enter the Recovery Update window (shown below). From here all the job details can be viewed and amended. The screen is easy to read with data grouped logically.

VTRAK allows data to be gathered on jobs that are on roads overseen by the Highways Agency, allowing you to produce professional reports on

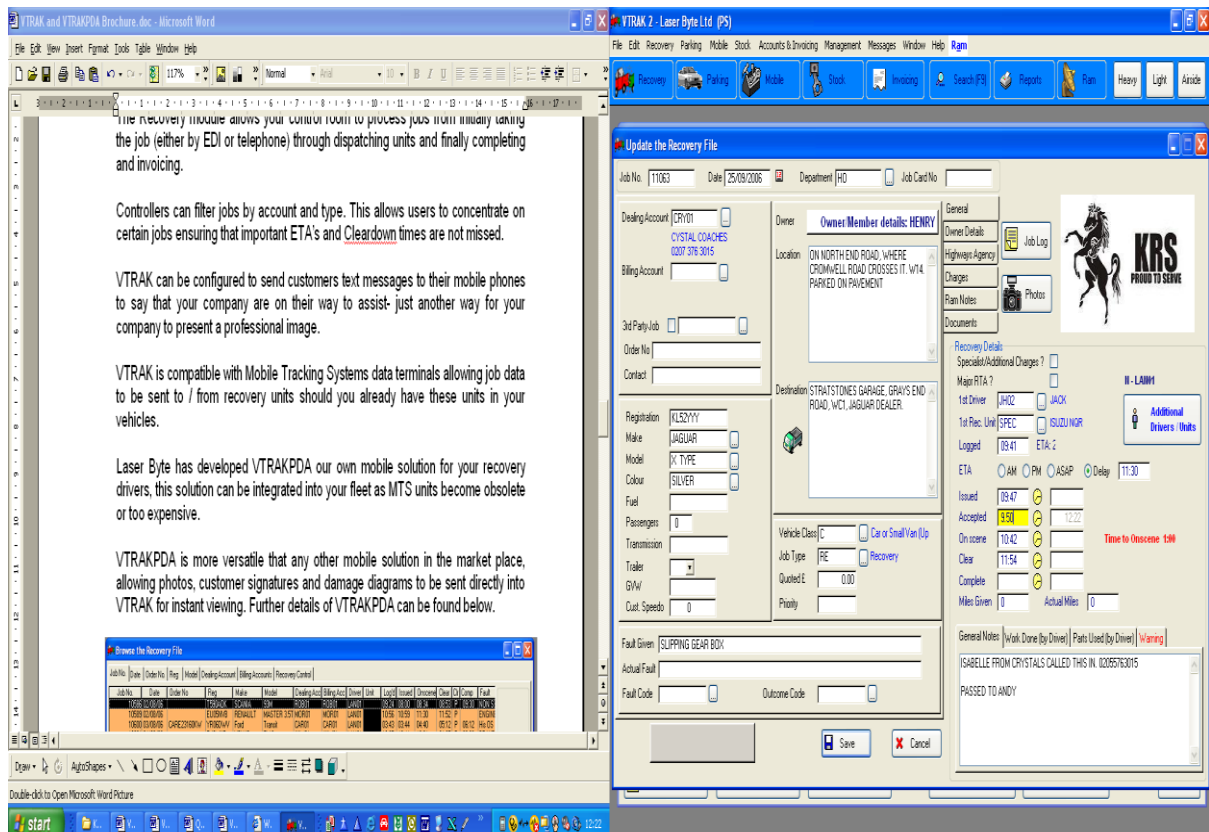


- Intersection and Marker post location
- Road conditions
- How long traffic was queuing
- Which lane the incident occurred in
- Police attendance

VTRAK allows up to 10 separate drivers and recovery units on a job each with their own set of charges (useful for major RTA's).

Documents and faxes in formats such as Word, Excel and PDF can be associated with the job allowing long write ups to be formatted in a professional style.

VTRAK's Recovery module allows for courtesy cars be assigned to customers allowing you to transport the customer vehicle to its final destination later once you have a full transporter load to that area.



The screenshot displays the VTRAK software interface, specifically the 'Update the Recovery File' window. The window is divided into several sections for data entry:

- General:** Includes fields for Job No. (11063), Date (25/09/2006), Department (H), and Job Card No.
- Owner:** Includes fields for Owner Name (HENRY), Address (CRYSTAL COACHES, 1037 3TH 3015), and Contact.
- Location:** Includes fields for Location (ON NORTH END ROAD, WHERE CROMWELL ROAD CROSSES IT, W14), Road (ROAD, W14, JAGUAR DEALER), and Direction (ROAD, W14, JAGUAR DEALER).
- Charges:** Includes fields for Registration (KLSZY), Make (JAGUAR), Model (X TYPE), Colour (SILVER), Fuel, Passengers, Trailer, GVW, and Cust. Speeds.
- Recovery Details:** Includes fields for Vehicle Class (C), Job Type (RE), Quoted E (0.00), Priority, ETA (11:30), Issued (10:47), Accepted (10:51), On scene (10:42), Clear (11:54), Complete, Miles Given (0), and Actual Miles (0).

The window also features a 'Save' button and a 'Cancel' button. The background shows a Microsoft Word document with text about VTRAK's recovery module and a table of job data.

Job No.	Date	Dept	Make	Model	Colour	Fuel	Passengers	Trailer	GVW	Cust. Speeds
11063	25/09/2006	H	JAGUAR	X TYPE	SILVER					
11064	25/09/2006	H	JAGUAR	X TYPE	SILVER					
11065	25/09/2006	H	JAGUAR	X TYPE	SILVER					

VTRAK's parking module allows recording of vehicle storage, along with charging for storage time, recovery and redelivery costs.

Parking also stores Police details and dates of specialised vehicles examinations such as SOCO, Crash Investigation Units (C.I.U.), mechanical and vehicle ID examinations.

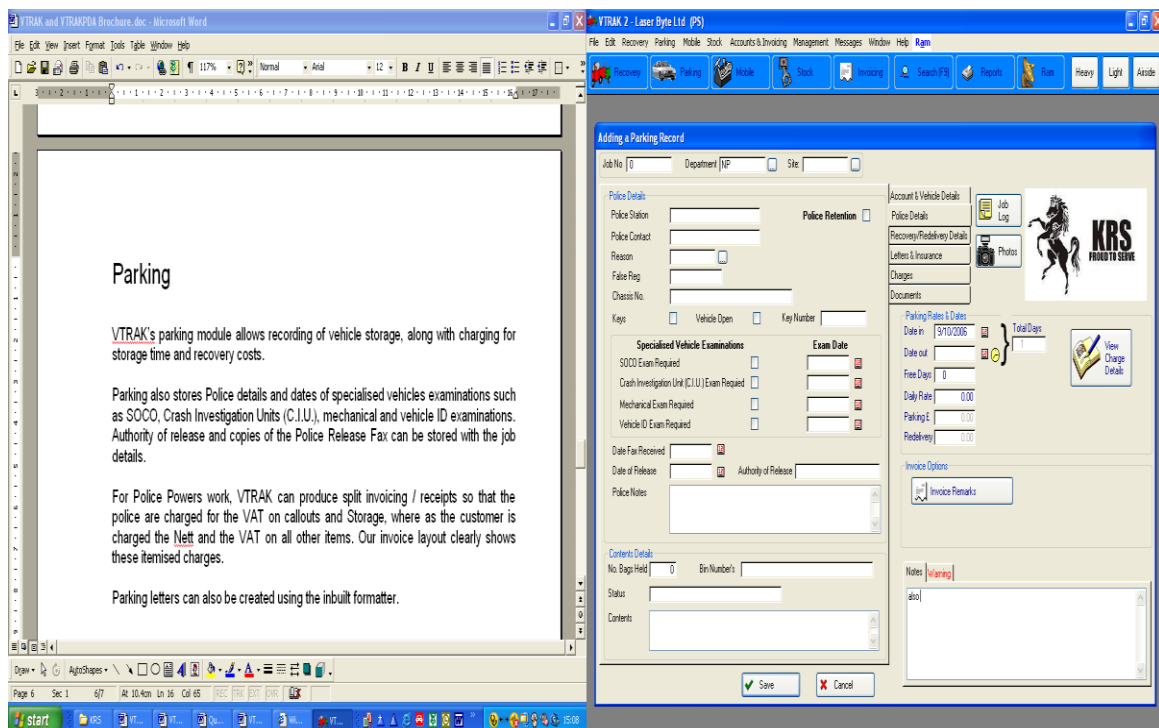


Authority of release and copies of the Police Release Fax can also be stored with the job details as attached documents.

For Police Powers work, VTRAK can produce split invoicing / receipts so that the police are charged for the VAT on callouts and storage, where as the customer is charged the Nett and the VAT on all other items. Our invoice layout clearly shows these itemised charges.

Parking letters can also be created using the inbuilt formatter.

As with all modules VTRAK allows you to store photos of the vehicles against the relevant job. This is really useful for vehicles that are to be scrapped so you have a visual record of the state of the vehicle at the time of being scrapped.



Parking

VTRAK's parking module allows recording of vehicle storage, along with charging for storage time and recovery costs.

Parking also stores Police details and dates of specialised vehicles examinations such as SOCO, Crash Investigation Units (C.I.U.), mechanical and vehicle ID examinations. Authority of release and copies of the Police Release Fax can be stored with the job details.

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Parking letters can also be created using the inbuilt formatter.

Workshop

VTRAK's workshop module is tailored to give all the functions a servicing department could need.

The workshop module allows for allocation of service advisors, along with appointment dates and times. If the vehicle has been in for service before the history of the work done and parts used are displayed, allowing you to easily see if faulty parts are still under warranty.

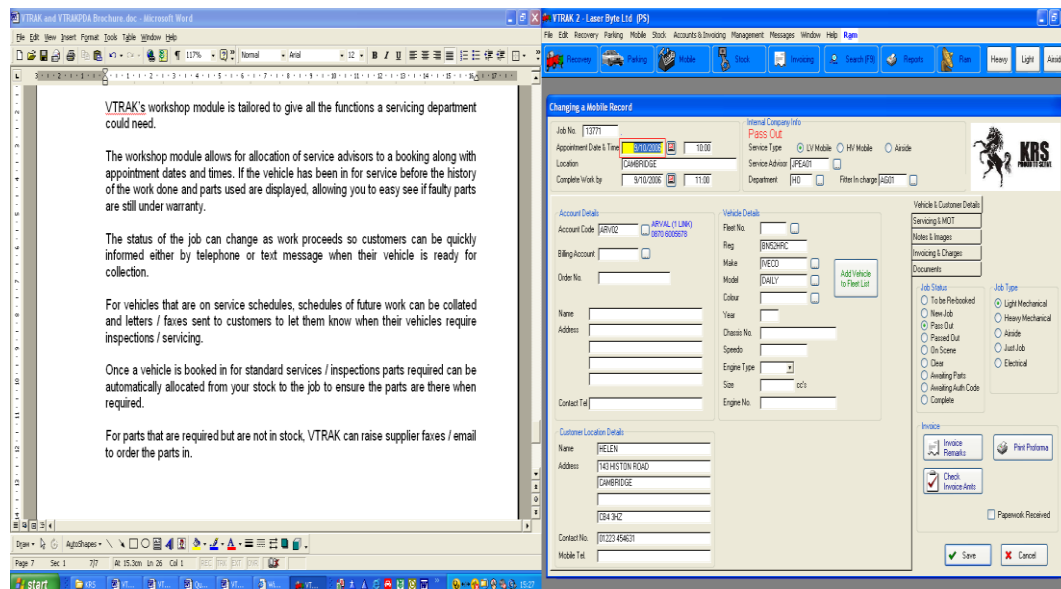


The status of the job can be changed as work proceeds so customers can be quickly informed either by telephone or text message when their vehicle is ready for collection.

For vehicles that are on service schedules, schedules of future work can be collated and letters / faxes sent to customers to let them know when their vehicles require inspections or servicing.

Once a vehicle is booked in for a service or inspection, parts required can be automatically allocated from your stock to the job to ensure no delay with ordering parts when the vehicle is with you – thus cutting down on waiting time.

For parts that are required but are not in stock, VTRAK can automatically raise supplier faxes / email to order the parts in.



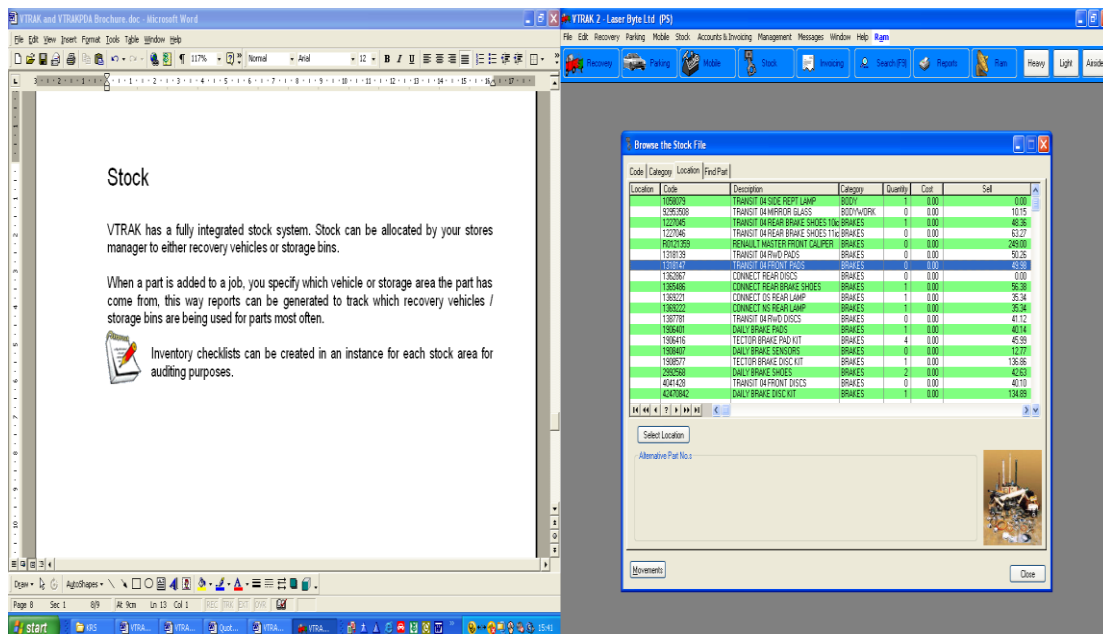
The screenshot displays the VTRAK software interface, specifically the 'Changing a Mobile Record' form. The form is divided into several sections: 'Job Details' (Job No, Appointment Date & Time, Location, Complete Work by), 'Account Details' (Account Code, Billing Account, Order No, Name, Address, Contact Tel), 'Vehicle Details' (Fleet No, Reg, Make, Model, Colour, Year, Chassis No, Speedo, Engine Type, Size, Engine No), and 'Job Status' (To be Rebooked, New Job, Pass Out, On Scene, Awaiting Parts, Awaiting Auth Code, Complete). There are also buttons for 'Add Vehicle to Fleet List', 'Invoice', 'Print Invoice', 'Check Invoice Alerts', and 'Print Postcard'. The interface includes a menu bar at the top with options like File, Edit, Recovery, Parking, Mobile, Stock, Accounts & Invoicing, Management, Messages, Window, and Help. The status bar at the bottom shows the current page and time.

Stock

VTRAK has a fully integrated stock system. Stock can be allocated by your stores manager to either recovery vehicles or storage bins.

When a part is added to a job, you specify which vehicle or storage area the part has come from, this way reports can be generated to track which recovery vehicles or storage bins are being used for parts most often.

Inventory checklists can be created in an instance for each stock area for auditing purposes.




The screenshot displays the VTRAK software interface. On the left, a Microsoft Word document titled 'VTRAK and VTRAK2 Stock.doc' is open, showing the following text:

Stock

VTRAK has a fully integrated stock system. Stock can be allocated by your stores manager to either recovery vehicles or storage bins.

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 Inventory checklists can be created in an instance for each stock area for auditing purposes.

On the right, the 'Browse the Stock File' dialog box is open, displaying a table of stock items:

Code	Category	Location	Description	Category	Quantity	Cost	Sell
130079	TRANSIT DA SIDE REPT LAMP	BODYWORK	1	0.00	0.00		
130080	TRANSIT DA MIRROR GLASS	1	0.00	10.15			
130081	TRANSIT DA REAR BRAKE SHOES 1100	1	0.00	48.36			
130082	TRANSIT DA REAR BRAKE SHOES 1100	0	0.00	63.17			
130083	RENAULT MASTER FRONT CALIPER	0	0.00	249.00			
130084	TRANSIT DA FWD PADS	0	0.00	30.15			
130085	CONNECT REAR DISCS	0	0.00	4.50			
130086	CONNECT REAR DISCS	0	0.00	0.00			
130087	CONNECT REAR BRAKE SHOES	1	0.00	56.36			
130088	CONNECT DA REAR LAMP	1	0.00	25.34			
130089	CONNECT DA REAR LAMP	1	0.00	35.34			
130090	TRANSIT DA FWD DISCS	0	0.00	41.12			
130091	DAILY BRAKE PADS	1	0.00	40.44			
130092	TECTOR BRAKE PAD KIT	4	0.00	45.59			
130093	DAILY BRAKE TRANSFORM	0	0.00	12.77			
130094	TECTOR BRAKE DISC KIT	1	0.00	136.36			
130095	DAILY BRAKE SHOES	2	0.00	42.63			
130096	TRANSIT DA FRONT DISCS	0	0.00	40.10			
130097	DAILY BRAKE DISC KIT	1	0.00	134.88			

Below the table, there is a 'Select Location' button and a text area for 'Alternative Part Nos.'. At the bottom, there is a 'Movements' button and a 'Close' button.

Invoicing

VTRAK has many accounting facilities, from creating Ad-hoc invoices and Credit notes, Self Billing facilities and the ability to export invoice charges to Sage.

VTRAK's posting file shows full itemisation of charges with each charge type being allocated its own nominal code and VAT code, this gives your Sage accounts staff fully breakdown of values by nominal code and account.



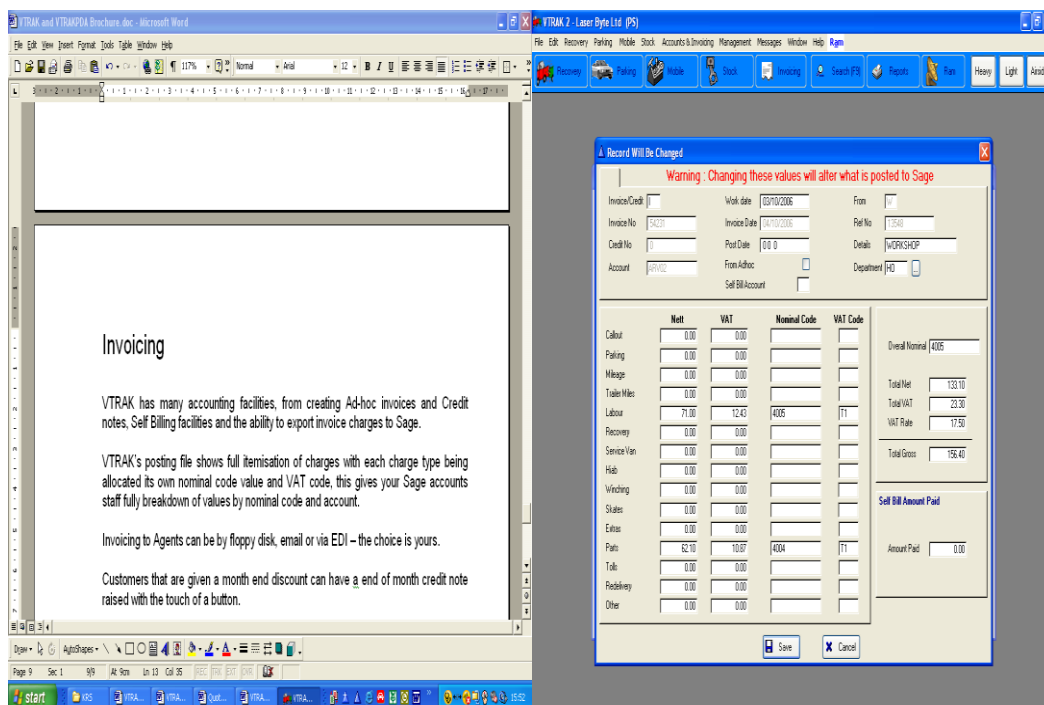
Invoicing to Agents can be by floppy disk, email or via EDI – the choice is yours.



Customers that are given a month end discount can have an end of month credit note raised with the touch of a button.

Drivers wages / commissions is one area that we at Laser Byte regularly modify to match the way you pay your drivers.

Whether you pay drivers by job commission, minimum daily wage or a combination, we will ensure your VTRAK system matches your wage structure.



The screenshot displays the VTRAK software interface. On the left, a document titled 'Invoicing' is open, showing text about VTRAK's accounting facilities. On the right, a 'Record Will Be Changed' dialog box is visible, containing a warning message and a table of charges.

Warning: Changing these values will alter what is posted to Sage

Invoice Credit	Work date	From	Invoice No	Invoice Date	Ref No	Credit No	Post Date	Details	Account	From Ad-hoc	Department	Self Bill Account
	03/10/2008		54231	04/10/2008	11540		00 0	WORKSHOP	00000		FG	

	Net	VAT	Nominal Code	VAT Code	
Calour	0.00	0.00			Overall Nominal 4005
Parking	0.00	0.00			Total Net 133.10
Mileage	0.00	0.00			Total VAT 23.30
Traile Miles	0.00	0.00			VAT Rate 17.50
Labour	71.00	12.43	4005	(T)	Total Gross 156.40
Recovery	0.00	0.00			
Service Van	0.00	0.00			Self Bill Amount Paid
Hab	0.00	0.00			Amount Paid 0.00
Winching	0.00	0.00			
Slates	0.00	0.00			
Entire	0.00	0.00			
Pats	62.10	10.67	4004	(T)	
Talk	0.00	0.00			
Pedlery	0.00	0.00			
Other	0.00	0.00			

VTRAK Summary

- ✓ One off licence for your entire company.
- ✓ Ability to disable modules & functions by user access level.
- ✓ Many reports for analysis of your company's turnover.
- ✓ Bespoke solution tailored to your companies requirements.
- ✓ Integrates with EDI (RAM) and Sage Accounts.
- ✓ Complete operations package for your entire company.

We recommend if you have not yet seen VTRAK that you visit one of our existing customers to see it in use.

Please contact us to arrange an appointment with one of our existing customers near to you.

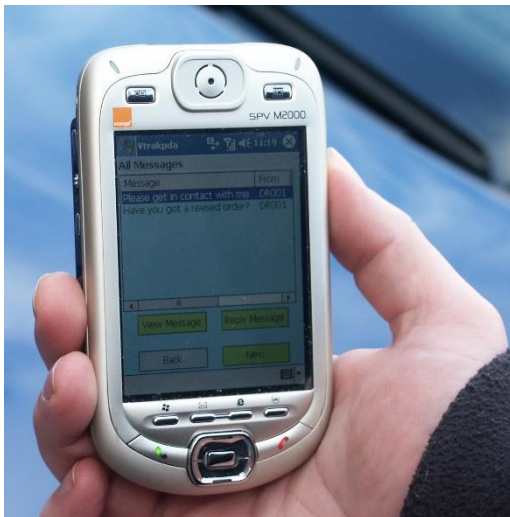
VTRAKPDA Overview

VTRAKPDA is our mobile data solution for recovery / service engineers that are out on the road.

After several years of assessing various mobile data terminal (MDT's) technologies; we have developed our own in house end to end solution that works on PDAs that run Microsoft's Windows Mobile operating system.



Our approach breaks from the traditional belief in the recovery industry that both vehicle tracking and job data must be handled in one unit. The problem with this approach is that as technology rapidly evolves customers are left with either out of date technology (often with high communication costs) or having to refitting an entire fleet at once making costs prohibitive.



VTRAKPDA is a software application that sits on a PDA device that has GPRS connectivity. These devices, as well as giving data communications allow for drivers to make telephone calls and take photos of the vehicles they attend, as these devices are "Of the shelf" they can be bought from your mobile communications provider where they can be bulk purchased for very little money.

As the data is in a hand held unit, this leaves the customer to track their vehicles with whatever tracking system either they or their insurance companies require lowering insurance premiums in the longer term. Another advantage because the PDA unit is carried by the driver, is that if he is at home (on call) or out of his vehicle he can still receive jobs and messages. This saves the controllers time ringing him to tell him that he has been sent a job when in fact controller should be spending this time communicating with the customer. PDA units can run navigation software such as a Tom Tom Navigator allowing the driver to be directed to the job via GPS satellite navigation.

As PDA's use a stylus, customers are able to sign the screen to authorise that their vehicle has not been damaged. Damage diagrams (Flat packs) of cars, motorcycles and caravans can be marked to show where damage exists, this pictorial information, along with the customers signatures and photos of the vehicle are transmitted automatically back into the main VTRAK system.

VTRAKPDA Features

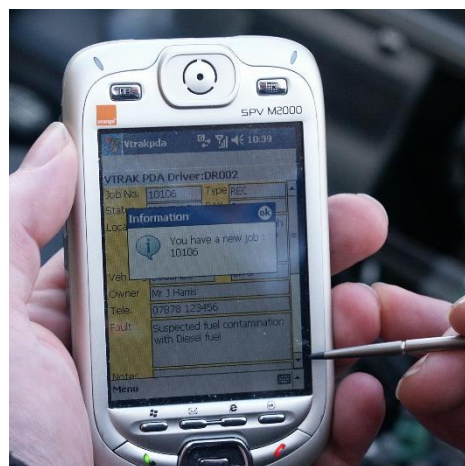


Our VTRAKPDA application not only transfers data to / from VTRAK, it also allows messages to be sent to / from the driver. This utility works independently of the job allocated to the PDA. As the message is sent via GPRS the cost per message is a fraction of what a traditional SMS text message costs.

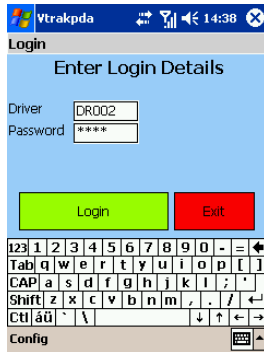
PDA's also work as a normal mobile telephone. With VTRAKPDA a button appears if you have the customer telephone number allowing the driver to direct dial the customer to talk to them – no writing the telephone number down first!

Behind the scenes the web server and SQL data engine that controls the data streams to / from the PDA log all times of when jobs are received by the unit and the times the drivers acknowledge receiving the jobs. This way there is a full audit trail of times of when the driver "actually" received the job / message.

VTRAKPDA has full text messaging using GPRS. Pre written messages can be selected to be sent from / to the driver, along with free form text.



VTRAKPDA Job Sequence



Vtrakpda 14:38

Login

Enter Login Details

Driver: DR002

Password: ****

Login **Exit**

123 1 2 3 4 5 6 7 8 9 0 - =

Tab q w e r t y u i o p []

CAP a s d f g h j k l ; ' ,

Shift z x c v b n m , . / ~

Ctrl Alt

Config

The driver logs into the PDA with their own unique username and password. This logs them into the VTRAK system back in the control room and shows them as an “Active” driver within VTRAK.



Vtrakpc O₂

VTRAK PDA Driver: cf14

Job No. 22336 Type REC

Status ISSUE ACK PAX 0

About

Update

Messages

Photo Send

Accept

OnScene

Highways

Roadside 72201

Pickup

Drop Off

Exit

Menu

When a job is sent to the driver the PDA sounds an alarm and displays that a new job has arrived.

After viewing the job details sent to the PDA, the driver chooses “Accept” from the menu options.



Vtrakpc O₂

Accept Job

Job No. 22336 Type REC

Location (A0458) A1 S/B METROCENTRE ONSLIP

Rec Unit T14 Driver cf14

Given ETA 14:00 Your ETA 14:00

Fault Non Start

Back **Accept**

The driver can alter the ETA time to scene and then presses the “Accept” button to notify the control room that he is on route to the job.



Vtrakpc O₂

On Scene

Job No. 22336

Veh Reg R185KCU

Drive-Contact

On Scene Date 10/10/2006

On Scene Time 09:41

I Accept the Onscene Time

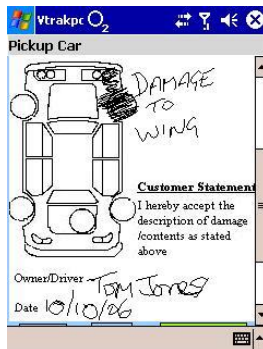
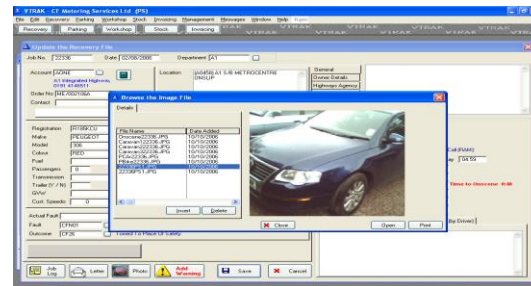
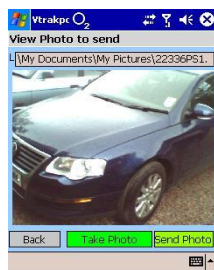
PHSmith

Back **Wipe** **On Scene**

When the driver arrives with the customer. The customer is asked to sign the screen to acknowledge that the driver arrived on scene at the time shown. The driver then presses the “Onscene” button to notify the control room of his status.

Once arrived on scene the driver is able (if required) to take multiple pictures of the vehicle, or for example overall pictures of the scene of an RTA.

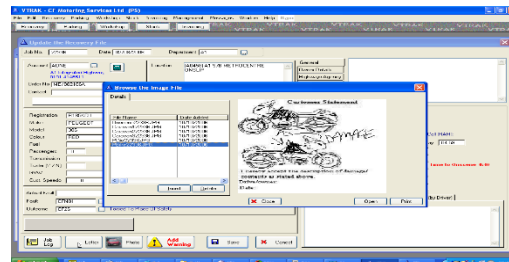
These pictures can be immediately sent back to VTRAK so the controllers / managers can see the scene and perhaps issue extra resources to the incident scene



If the job is a relay, damage diagrams (flat packs) can be shown and any damage recorded by marking on the screen.

Flat packs are available for cars, motorcycles and caravans.

Once the damage has been marked the damage can be viewed in VTRAK by the control room team.



When the driver arrives at the drop off point a similar set of flat packs appear so the driver can inspect the vehicle with the receiver of the vehicle.

Once a vehicle is dropped off the driver is clear to accept another job.

Case Study :

CF Motoring Services Ltd



CF Motoring Services Ltd a leading recovery company in Newcastle and Sunderland, decided to use Laser Byte's VTRAK solutions to run their Recovery, Parking and Workshop operations.

VTRAK was installed in mid December 2005, followed by CF Motoring Services implementing VTRAKPDA in mid January 2006.

Below is an illustration of costs that CF Motoring Services encountered when implementing PDA units running VTRAKPDA.

Purchase and Running Cost

PDA units can be purchased from mobile phone providers in a similar way to normal mobile phones. The initial cost for the PDA's varies with the phone tariff that you sign up to and the number of units you purchase. Generally the higher number the cheaper the initial cost for the PDA.

CF Motoring Services Ltd use a group talk tariff that covers all calls from their mobile phones and PDA's. Based upon a monthly company tariff of 5000 minutes the monthly cost per phone was approximately £12.

Based on their tariff structure the initial purchase price for each PDA units dropped to zero.

Using VTRAKPDA showed an additional cost for data to be between £5 - £7 per month per unit.

Conclusion

Companies enquiring about implementing VTRAKPDA have concerns that the hardware and phone tariff cost are higher than their current communication outlay using a combination of mobile phones and other brands of mobile data terminals.

The above shows that the initial hardware set up costs are virtually zero and that using VTRAKPDA costs only £7 month more than a mobile phone by itself.

CF Motoring Services Ltd
Redburn Road
Redburn Industrial Estate
Westerhope
Newcastle
NE5 1PJ

Telephone 08700 667718
www.cfmotoringservices.co.uk



VTRAKPDA Summary

- ✓ VTRAKPDA is groundbreaking in its use of off the shelf hardware technology.
- ✓ Its easy of use and portability ensures that drivers can respond quickly to messages and jobs sent to them
- ✓ The ability for VTRAKPDA to take pictures of vehicles, capture customer signatures and mark damage on vehicle flat packs, ensures your company has accurate and up to date job information.
- ✓ Without having to “Dock” the PDA into a cradle gives drivers the maximum flexibility whilst on the road.

We recommend if you have not yet seen VTRAK that you visit one of our existing customers to see it in use.

Please contact us to arrange an appointment with one of our existing customers near to you.

Price List

VTRAK

<input type="checkbox"/> VTRAK software	£3000.00
<input type="checkbox"/> Installation and configuration of VTRAK software	£1200.00
<input type="checkbox"/> Invoice export facility to Sage Accounts	£ 500.00
<input type="checkbox"/> Onsite Training / per day	£ 600.00
<input type="checkbox"/> Programming modifications / per hour	£ 75.00
<input type="checkbox"/> Link to Mobile Tracking Systems M.D.T.'s	£ 500.00
<input type="checkbox"/> Telephone support / year	£1200.00

VTRAKPDA

<input type="checkbox"/> Webserver and SQL Database including configuration	£4000.00
<input type="checkbox"/> Modifications / link to VTRAK	£2400.00
<input type="checkbox"/> Licence cost per PDA / month {up to 50 units}	£ 14.00
<input type="checkbox"/> Licence cost per PDA / month {over 50 units}	£ 10.00

Data Tariffs and PDA procurement is excluded from the above, however we are happy to advise.

All Prices exclude VAT

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