

# GE VeriWise™ and EUROWATCH: improving asset and freight security

## What is EUROWATCH?

EUROWATCH is a Pan-European emergency centre available in over 40 countries, that is manned 24/7 and provides two very distinct services:

**Police Incident Response** - When criminal incidents occur outside the country of dispatch, the driver and his office are typically unable to contact the relevant police rapidly enough or in the right language to facilitate a successful intervention. This police access service overcomes these problems.

**Active Monitoring** - A reactive service providing instant notification and escalation when security related alarms are triggered for trailers with high value loads.

## Common problems faced by transporters in Europe

- Criminals can cross borders with ease while police and law enforcement cannot (or will not) act quickly
- No common language can be used
- Emergency numbers cannot be dialled across borders
- Emergency reporting procedures do not “cross” borders
- It takes a great deal of time and effort to recover stolen assets
- Transport dispatch and security staff are often not available 24/7 to respond to alarms and have no prior experience with law enforcement

## Benefits of EUROWATCH

- 95% recovery of stolen cargo and 100% recovery of stolen vehicles (industry average less than 30%)
- Instant notification and intervention during an incident
- Improved cross-border vehicle security and driver safety
- Deterrent effect
- Full evidential trail
- Insurance benefits
- Improved customer service levels
- Helps police to respond more effectively
- More efficient asset repatriation/recovery

## About Asset Intelligence

GE's Asset Intelligence business leverages 10 years of experience working with customers to develop and deliver the best proven trailer telematics or “track and trace” service. GE VeriWise™ telematics provides remote monitoring and diagnostics of your trailers and freight via a user web interface, with over 150,000 satellite and GPRS/GSM based modems activated globally.

GE's Asset Intelligence recognised that driver safety and asset and freight security are now on top of the agenda for many transport operators, freight forwarders, manufacturers/shippers and insurers. However, fleet security processes can be disjointed and there are many product and service providers. Therefore, GE has carefully researched and constructed a one-stop-shop GE VeriWise™ Security solution package, enlisting multiple industry partners – and one of these is EUROWATCH.

## Did you know?

In Europe alone:

- ~ 200,000 commercial vehicles and their cargoes are stolen in Europe each year ... and the figure is growing at 5% p/a <sup>1</sup>
- Direct cost of road transport related cargo losses are estimated at ~ €8.2B p/a with 86% occurring by road <sup>2</sup>. Indirect costs are estimated to be more than 4 times this amount. <sup>3</sup>
- 60% to 70% of all losses in the high technology sector are attributed to theft in transit <sup>4</sup>
- 60% of all road freight crime occurs when the vehicle is stationary <sup>5</sup>
- 1 in 6 drivers have experienced a crime in the last 5 years and 30% of these have experienced multiple attacks <sup>6</sup>

1 ECMT 2001  
2 NEA 2007  
3 RAND, 2005  
4 The Journal of Commerce 2000  
5 NEA 2007  
6 IRU, 2008

## Police Incident Response Service

- Real-time incident response service with direct 24/7 access to local law enforcement anywhere in Europe
- Formal accredited police partner
- Single telephone number for you to dial
- Multiple European national languages
- Integration with GE VeriWise™ user interface
- Low cost, subscription-based service ... discounted if purchased with the Security solution
- Assistance with recovering stolen trailers and repatriation in other countries

## Active Monitoring Service

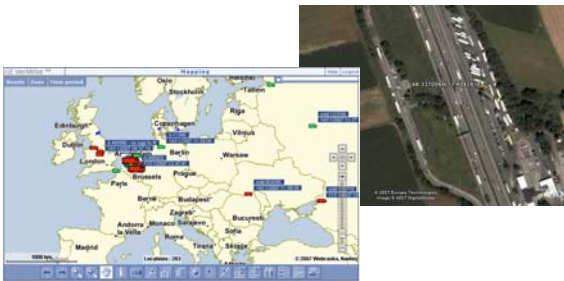
- Trailers with high value loads are monitored 24/7 in the EUROWATCH control room, using mapping and alarm monitoring from the GE VeriWise™ web-based user interface
- Available for all trailers equipped with GE VeriWise™ ... whether they are your own trailers or trailers rented/leased from GE TIP Trailer Services

### Examples of Location specific alarms:



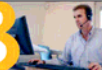
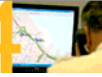


- Trailer disconnect & reconnect from tractor unit outside of geozone
- Lock opened outside of geozone
- Door opened outside of geozone
- Curtain seal released outside of geozone

### Examples of Non-Location specific alarms:

- Panic button activation
- Lock tamper/sabotage
- GE VeriWise™ modem unit tamper/sabotage
- Brake status below safe operating level
- Reinforced curtain slash
- Curtain seal severed

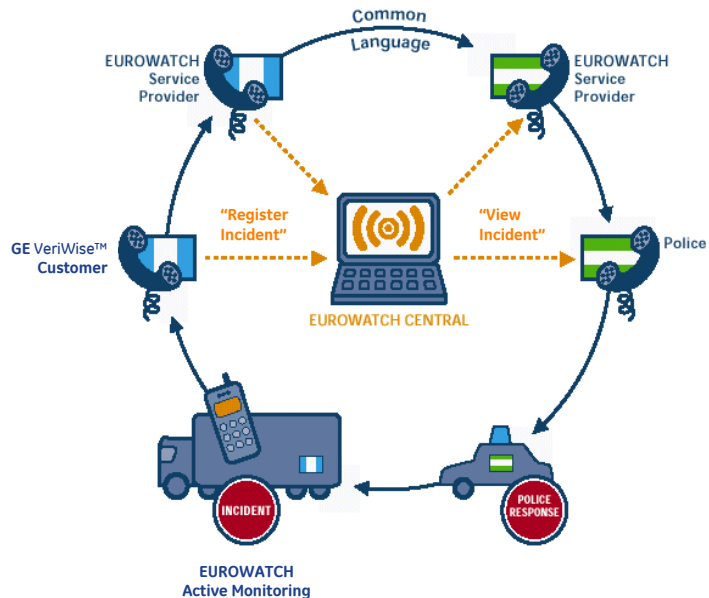


## Combined Process \*

<b>1</b> 	GE VeriWise™ equipped trailer is subject to a criminal incident (e.g. attacked by thieves) which triggers an automated real-time electronic alarm.
<b>2</b> 	EUROWATCH operator who is <b>Actively Monitoring</b> trailer, receives electronic alarm from GE VeriWise™ with details of trailer location and alarm situation.
<b>3</b> 	EUROWATCH operator firstly verifies situation with customer's nominated contact and either escalates to appropriate local law enforcement agency or de-escalates.
<b>4</b> 	If a genuine incident and trailer is in a foreign country, EUROWATCH operator immediately contacts EUROWATCH control room in country of incident and notifies them of details.
<b>5</b> 	EUROWATCH operator in country of incident contacts relevant police control room, passing on all information in the local language: initiating a <b>Police Incident Response</b> .
<b>6</b> 	The local police then respond. All nominated customer contacts are provided with an incident password and can access on-line incident details in real-time. At the conclusion, incident is closed within the service and an Incident Report is generated.

\* Note: Police Incident Response service is not dependent on Active Monitoring and can be purchased as a stand-alone service (although both are advised for high value freight loads).

## Service Architecture



For more information on the GE VeriWise™ Security solution and EUROWATCH services, visit [www.geassetintelligenceeu/security.com](http://www.geassetintelligenceeu/security.com)