



HERE Tracking FAQs

Q: What is HERE Tracking?

A: HERE Tracking is a horizontal platform-as-a-service (PaaS) cloud product designed to address location tracking problems for a wide range of Location IoT industry verticals.

HERE Tracking exposes a set of REST APIs and client libraries to enable location tracking and geofencing for a variety of device form-factors including small-footprint (small memory and processing power) devices. HERE Tracking also includes end-user applications on mobile and web interfaces as reference apps to demonstrate the product capabilities.

Q: What are the main features of HERE Tracking?

A: The main features of HERE Tracking are applicable to several different use cases:

- **Connect devices:** Provides the APIs to connect all your tracker devices and to rapidly deploy your IoT solution.
- **Track location and data:** Track your devices inside and outside, see traces on a map, create geofences and get custom notifications.
- **Analyze data:** Analyze historical tracking data with data visualization tools such as charts, graphs and heatmaps (data analytics and visualization coming soon).

Q: What are the main features of the HERE Tracking product?

A: HERE Tracking builds upon a set of objects and backend capabilities that facilitate working with IoT devices in an open and flexible manner. Here is a summary of the main features:

- **Devices:** Add devices to the cloud and configure in detail how they report their geolocation and environmental data.
- **Traces:** Access current and historical data that a device collects and visualize it as a trace on the map.
- **Geofences:** Create circular geofences on the map to detect where devices are moving and to trigger notifications.
- **Notification API:** Receive notifications when devices enter or leave geofences, run out of battery or when you are added to a workspace.
- **Private venues:** Integrate your private venues as indoor maps and track your devices inside your buildings (private venues coming soon).
- **Reference apps:** Use our responsive web, Android and iOS reference apps to get started and set up custom dashboards (iOS apps coming soon).

Q: Will the HERE Tracking API have usage limits?

A: Yes, the HERE Tracking API will include usage limits. Those limits will be applicable, but not limited to, the following features and/or services:

1. Number of devices per account
2. Number of geofences
3. Size of geofence
4. History of traces
5. Cloud, telemetry and data ingestion rate

Please contact us for more details (usage limits definitions are coming soon).

Q: Does HERE Tracking work inside?

A: Yes, the location dimension of HERE Tracking allows it to work both indoors and outdoors.

Q: What does Offline Tracking mean*?

A: Offline tracking means location traces are collected and geofences are checked locally while the device is offline. In order to save power, the results are updated to cloud only when necessary.

*Offline capabilities for tracking and geofences are coming soon

Q: How secure is HERE Tracking?

A: HERE Tracking has enterprise grade security (AAA = Authentication, Authorization and Accounting) built into the service.

Q: What are HERE Tracking client libraries used for?

A: They are native libraries which offer authentication and message creation for with minimal requirements on the target platform. These libraries must be integrated to the selected hardware trackers to enable them HERE Tracking. In addition to these client libraries, there are library extensions that leverage HERE Positioning services.

Q: How can I try out HERE Tracking?

A: If you are interested in testing HERE Tracking, visit tracking.here.com to sign-up for a technical evaluation and a 90-day evaluation license.

Q: What are HERE Tracker, HERE Locate and HERE Tracking web applications?

A: HERE Tracker is a simple application that turns your smartphone into a tracking device. HERE Locate is the mobile reference application that showcases end-to-end functionality of HERE Tracking. It allows a user to claim and setup devices, setup geofences, and monitor a devices' position. The HERE Tracking Web app is a web reference application which provides a flexible and powerful dashboard view for various use cases. All apps can be easily co-branded, customer-branded or set in a white label design. HERE is also licensing the source code of the applications to speed up customer development.

Q: What are the primary industries that HERE Tracking is geared towards?

A: HERE Tracking is a horizontal cloud PaaS product solving many location tracking problems. These tracking problems impact almost all industries but are especially important to asset tracking, inbound and outbound logistics, and asset management in industrial environment.

Q: What are the main benefits of HERE Tracking?

A: Some of the main benefits of using the HERE Tracking service include the following

- Ready-to-use fully integrated tracking platform (PaaS)
- Accurate live location anywhere using HERE Positioning
- Reduced battery consumption with HERE offline capabilities
- Seamless indoor-outdoor tracking
- Can function without GPS
- Enterprise grade security
- Easy integration to existing business infrastructure
- Easy to integrate most hardware tracker
- Location history (Traces)

Q: What else is needed to deliver an end-to-end tracking service?

A: HERE provides the platform and APIs for the HERE Tracking service. Connectivity and hardware would also be necessary to deliver an end-to-end tracking service, which can be provided by a HERE approved partner.

Q: Where can I buy HERE enabled trackers?

A: Please go to tracking.here.com to see our recommended partners.

Q: Can the HERE Tracking service be customer branded?

A: Yes, there is flexibility in account options for the HERE Tracking service. The service can be customer branded in which a partner can brand and license our cloud service and run it in the background and their customers can access the tracking service thru the customer's account.

Q: Who can access the data?

A: The HERE Tracking service has the capability to provide user access management, in which customers, and their organizations, can securely sign in and receive authorized access to data produced by their devices. There is also the capability to control group access and who has what access to certain types of data (group access management coming soon).

Q: Who owns the data?

A: Customers own their tracking data.

Q: Where can I get more information?

A: More information, along with technical documentation, can be found at tracking.here.com