Customer FAQ
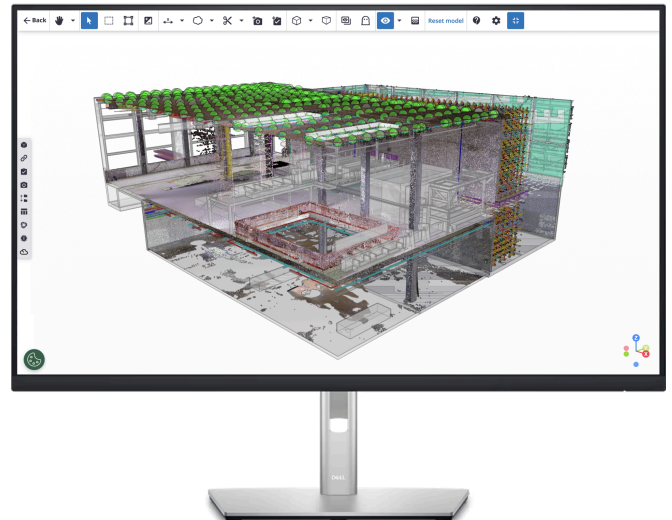
Introducing the Trimble Reality Capture platform service

This Customer FAQ document answers the anticipated frequently asked questions about the Trimble® Reality Capture platform service.
The FAQ is broken into the following categories:

®Trimble.

Overview

What is the Trimble Reality Capture platform service?

Available as an extension to Trimble® Connect® cloud software, the Trimble Reality Capture platform service (TRCPS) enables users to collaborate, store, manage and share large volumes of reality capture data in the cloud. This service enhances collaboration and makes reality capture data accessible to a wide range of end users.

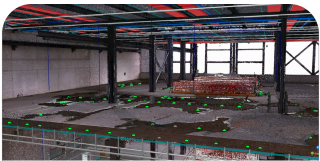## What are the main benefits of Trimble Reality Capture?

Bring data to the table, not problems

Get everyone on the same page by improving collaboration and communication through real-world data.

One, single source of truth

Create the most holistic view of your project, by effortlessly combining reality capture data, layout data, designs and panoramic images all in one easy-to-use interface.

Secure storage without losing survey quality

Leveraging Microsoft® Azure's robust cloud backend, securely store and manage your data with confidence, without losing any fidelity.

Democratize data for all

Field or office, veteran staff or new hire, anyone can benefit from real world data that is intuitive to understand and easily accessible through the browser.

One connected Trimble ecosystem

Attach point clouds to RFI's in ProjectSight, tag stakeholders to answer key questions through BCF Topics, aggregate data from detailers and designers in Tekla, SketchUp, SysQue, and more.

Data of all types

Whether you are capturing data from a 3D laser scanner, drone, mobile mapping system or even an iPhone, TRCPS can handle it all.

Licensing

How can I purchase Trimble Reality Capture?

Trimble Reality Capture is available through the Trimble channel partners in volume-based plans, where customers can purchase and subscribe to the usage that best fits their needs. Customers can purchase data in monthly or annual installments, with volume incrementing by the TB. Below are recommended plans.
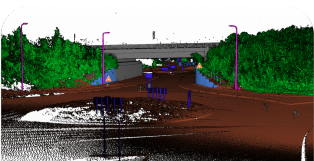

1 TB

Perfect for those looking to grow their Reality Capture offerings and effortlessly share data with clients.

Up to 1 TB of storage *approximately 100 Billion points 500 scans*	**1 TB monthly upload limit**
Unlimited projects	**Unlimited collaborators**

Best for
- Surveyors who want to share the context of their SX12 scans
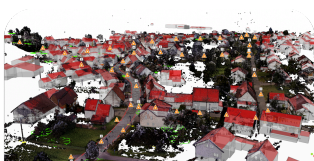- Those starting to leverage X9 scans for as-builts, topographic surveys, and more

5 TB

Perfect for those who capture robust data and want to drive better coordination, collaboration, and deliverables with all stakeholders.

Up to 5 TB of storage *approximately 500 Billion points 2.500 scans*	**5 TB monthly upload limit**
Unlimited projects	**Unlimited collaborators**

Best for
- Engineering Surveyors who need better tools for collaboration and coordination with stakeholders
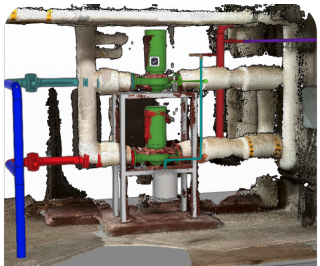- Reality Capture professionals looking to produce more valuable deliverables

10 TB

The ultimate reality capture plan with enough room to run your organization across numerous projects.

Up to 10 TB of storage *approximately 1 Trillion points 5,000 scans*	**10 TB monthly upload limit**
Unlimited projects	**Unlimited collaborators**

Best for
- Reality Capture professionals who work across numerous projects and need better tools for collaborating with stakeholders

Preview

Want to try before you buy? Sign up for this preview and get a taste of the Trimble Reality Capture platform service with up to 10 GB of storage!

Up to 10 GB of storage	**10 GB monthly upload limit**
Perfect for trialing new workflows on real projects before you buy	**Unlimited collaborators**

Your Plan

Start your own plan and select whatever amount of storage you need.

1. Choose your data requirements
2. Choose your term

How do I get access to the free trial?

Users can request a free-trial within any Connect project. Your Account Owner will receive an email with a link to the license-manager to accept the Terms and Conditions and activate the license

How much data is in a scan? How many scans can I do with 1 TB, 5 TB, etc.?

The amount of data per scan varies based on the resolution and extent of the captured area. Generally, 1 TB can store hundreds of scans, but this will vary based on the specific use case and sensor settings.

How do I turn on the extension?

To enable the Reality Capture extension in Trimble Connect:

- Navigate to the Project Settings > Extensions menu > toggle on the Reality Capture extension.
- Go to Connect 3D view > Settings (cog) > Extensions (dropdown) and toggle on the Reality Capture extension.

What happens to my data if my license expires?

If your TRCPS plan expires, your data will still be accessible for download, however you will not be able to view and leverage the scan data in the 3D viewer. Restrictions will be placed on the account, preventing data streaming and allowing only data removal. After 90 days, the data will be purged from the system.

Do I need a license to view the data?

No, TRCPS is licensed at an account level, meaning all users within the account's organization can access the data. However, you do need a valid Trimble ID to access and view the data.

How many people at my company need a license to upload data?

TRCPS is licensed at an organizational level, only one account needs a TRCPS subscription, and all projects owned by the account can share the TRCPS storage pool. Individual licenses per user for uploading data are not required.

What happens to my data if I do not renew after my free trial?

If you do not renew after the free trial, your data will be subjected to the same restrictions as an expired paid license. You will have 90 days to remove the data before it is purged from the system.

Data Management

How do I upload data?

You can publish data (LAS, LAZ, e57) directly to Trimble Connect. For larger datasets, publishing the data directly into TRCPS using the Trimble Business Center (TBC) workflow is the most efficient. Refer to the Connect Documentation for detailed steps.

How do I share data?

Data can be shared through Trimble Connect, allowing users to collaborate, manage, and share reality capture data. Specific sharing functionalities include attaching point clouds to RFIs in ProjectSight, and tagging stakeholders through BCF Topics, ToDos, or Views.

Can I control where my data is stored?

Yes, you can select from North American, European, Asian or Australian server locations

What data formats can I use?

TRCPS supports various data formats directly uploaded to Trimble Connect, including:

- LAS/LAZ
- E57 (structured and unstructured)
- Point clouds and panoramic images from terrestrial scanning, mobile mapping, UAV, or airborne LiDAR data.

If you're using Trimble Business Center (TBC), most reality capture formats currently supported by TBC can be used to upload via TRCPS.

What if I don't have Trimble Business Center?

If you do not have Trimble Business Center, you can still upload data to Trimble Reality Capture via Trimble Connect, either by the web browser directly or by using the Connect Sync tool.

For more information

For more information contact your local Trimble Authorized Distribution Partner.