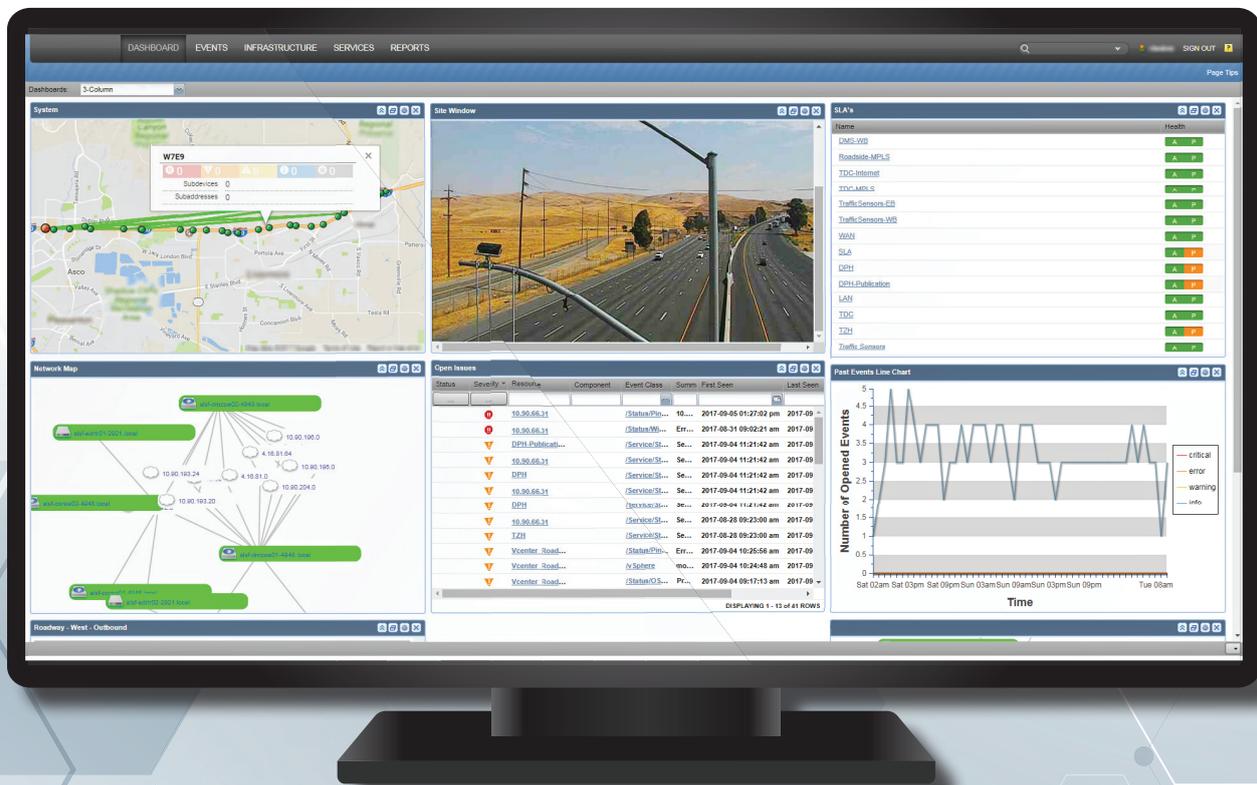riteOSS™

What MOMS was meant to be...

A predictive Enterprise IT Service and Asset Management solution that keeps tolling, ITS, and multimodal systems running smoothly

Learn more at www.etcc.com or by emailing us at bizdev@etcc.com

ETC®

riteOSS™ provides **predictive capabilities** that identify the relationship of toll collection devices and system performance, enabling replacement of a component **before** it fails.

riteOSS not only replaces traditional MOMS with features such as automated GPS work order routing and mobile self-service management, we also designed our system with a unified data model and big data infrastructure.

The system combines leading IT service and enterprise asset management platforms, offering a seamlessly integrated monitoring tool that enables you to virtually explore your entire infrastructure from a **single pane.**

As a smart system, riteOSS automatically discovers and maps your entire system infrastructure. From the AVI system all the way down to a single fan chassis, riteOSS enables operators to understand and predict how outages affect the overall system performance. As your infrastructure changes, riteOSS automatically updates these relationships in real time.

riteOSS also correlates service tickets. Through intelligent processing, the system can isolate the issue, consolidate the messages, and provide a confidence rating of probable cause along with automated recovery capabilities.

This design enables efficient resolution and eliminates ticket spam produced by existing systems, saving time and labor.
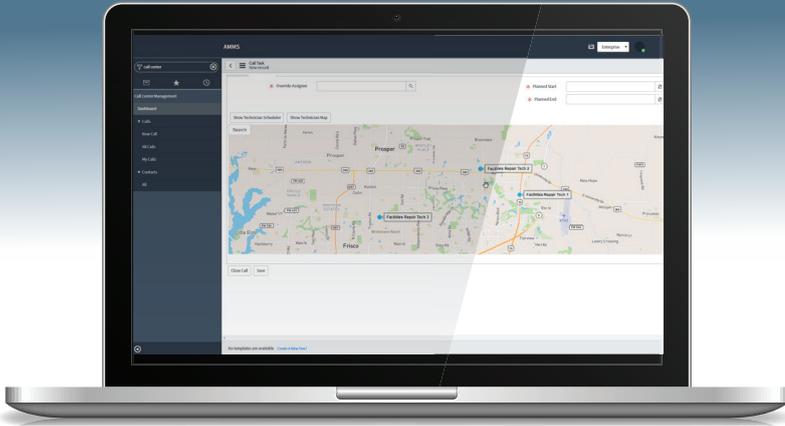
Predictive. Smart. Agile.

☑ **Unified Monitoring**

☑ **Enterprise Asset Management**

☑ **Integrated Work Order Management**

☑ **Smart KPIs**

riteOSS offers:

◆ A single web-based tool to log, resolve, track, and view the status of all tickets

◆ A response and resolution target management system for SLA adherence and reporting

◆ A fully unified work order and asset management solution with automated work order generation, geo-dispatch, and escalation

◆ A self-service work order management website and app

For toll collection, ITS, and multimodal systems.
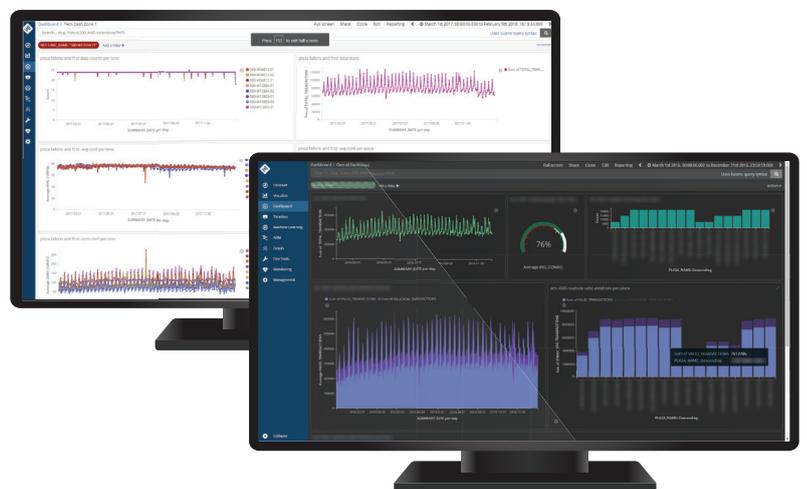# Unlimited power. Unlimited uses.

◆ **Predictive Capabilities**
- Capacity planning, asset lifecycle management, and system performance monitoring
- Isolating probable cause and displaying a confidence rating
- Building and executing automated maintenance tasks

◆ **Unified Monitoring Tool**
- Single web-based tool to log, resolve, track, and view status of all tickets
- Provides response and resolution targets for SLA adherence and reporting

◆ **Availability and Performance Monitoring of All Devices**
- Customizable dashboard visually depicts system and devices
- Maps and prioritizes issues based on business rules
- Monitors devices to a configured service level

◆ **Comprehensive IT Service and Asset Management System**
- Integrated and customized for the tolling and ITS industry in the new multimodal environment

riteTRAC™

With our riteTRAC™ module, riteOSS provides a unique industry-leading **automated lane performance and audit tool**.

This advanced system uses machine learning for real-time lane performance monitoring and offers continuous trending of transaction events with automated anomaly detection. These features ensure that your system performs to stated SLAs and determines when a lane is out of compliance for faster resolution.

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