

What MOMS was meant to be...

An Enterprise IT Service and Asset Management Solution using predictive capabilities with automated lane performance auditing.





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 designed our system with a unified data model and big data infrastructure.

Our system combines leading IT service and enterprise asset management systems, 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 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.

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 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 multi-modal systems. Unlimited power. Unlimited uses.



- Predictive Capabilities
 - Capacity planning, asset life cycle 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 industry

rite TRAC

With our riteTRAC module, riteOSS provides an industry-unique **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 identifies when a lane is out of compliance for faster resolution.





ELECTRONIC TRANSACTION CONSULTANTS CORPORATION

1705 N. Plano Rd. Richardson, Texas 75081 USA P: 214.615.2302 E: bizdev@etcc.com