

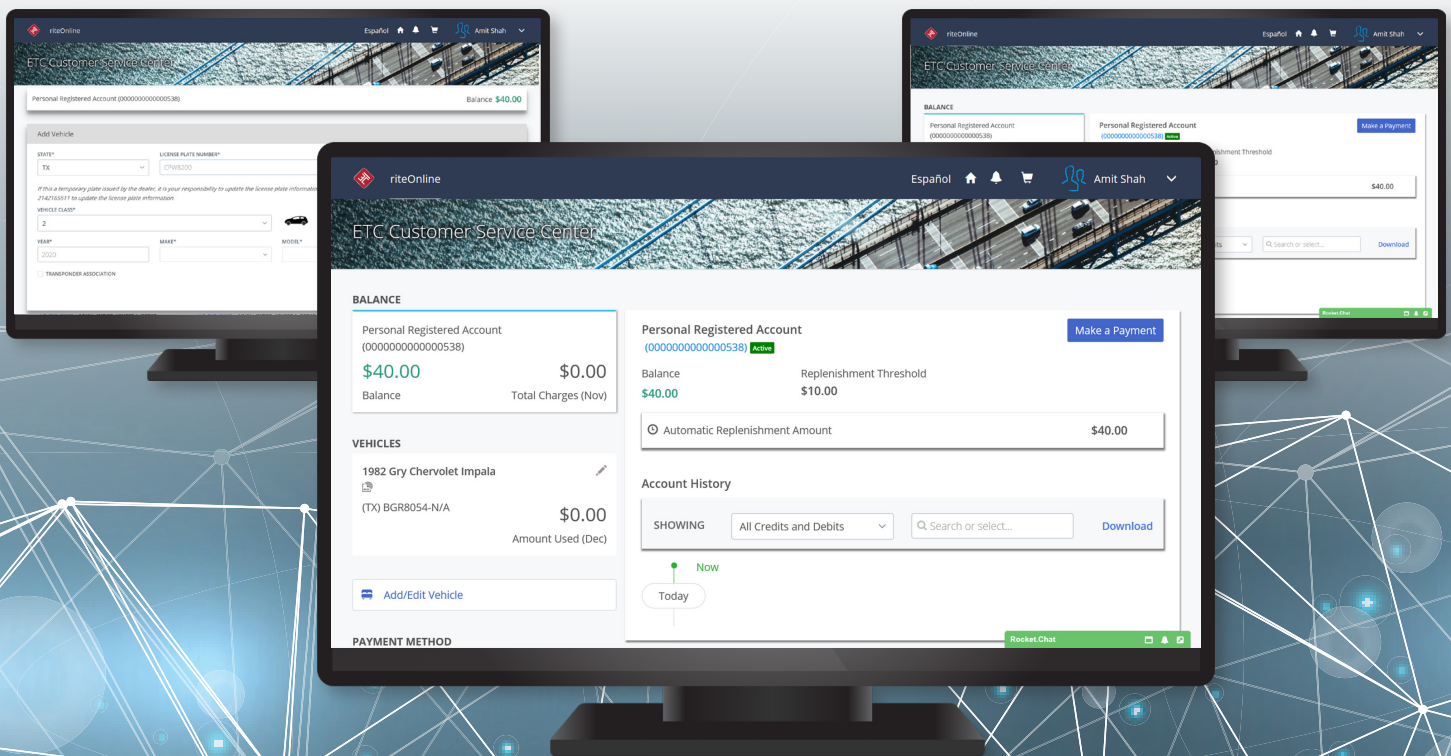
riteHorizonTM

Advanced technology. Multimodal perspective.

A production-proven, enterprise-level

Back Office Platform

designed for tolling & multimodal applications



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



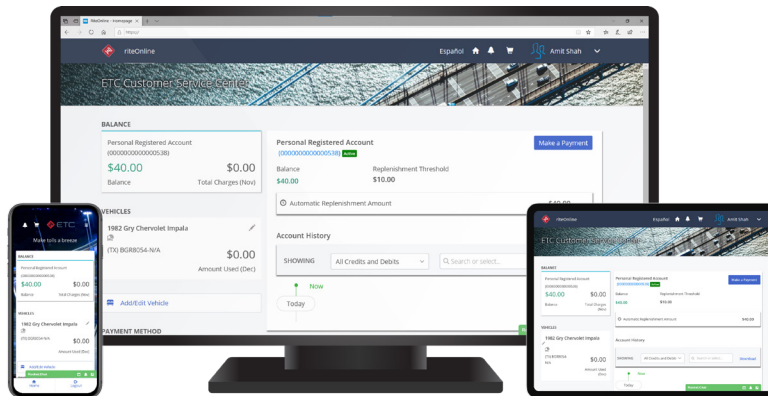
ETC[®]

Seamless. Comprehensive. Multimodal.

riteHorizon™ is a low/no-code software platform that includes tolling-specific and multimodal transport modules, integrated with COTS components. It provides unified account management, a true self-service application, ad-hoc operational data, and automated operations of your tolling, congestion management and smart urban mobility back-office functions. Designed to provide today's customer service center agents with an intuitive interface that emulates the familiar social media experience to encourage productivity. Designed to place greater configuration and business process management control directly into the customers' hands.

riteHorizon™ offers an array of out-of-the-box capabilities, including:

- ◆ GAAP, GASB and PCI Compliant
- ◆ Multimodal, Parking and IOP Integration
- ◆ Single Account Structure
- ◆ Accurate Invoicing and Billing
- ◆ Automated Payments and Collections
- ◆ Configurable Business Rules Management
- ◆ Banking, Treasury, and Reconciliation
- ◆ Financial Management and Reporting
- ◆ Notifications and Content Management
- ◆ Multi-layer OCR and Image Processing
- ◆ Integrated Case Management
- ◆ Dashboards and Ad-Hoc Analysis



Introducing riteOnline™

Complete customer self-service with the latest customer contact technologies

Amazon Alexa

- ◆ Make a payment
- ◆ Check an account balance
- ◆ Check recent transactions

Chat Functionality

- ◆ Chat with customers from the website
- ◆ Assist customers with accounts or invoices
- ◆ Choose from a variety of custom configurations

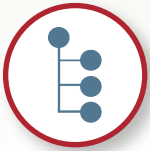
Social Media Integration

- ◆ Integrate with Google, Facebook, and Twitter
- ◆ Enable customers to easily follow you



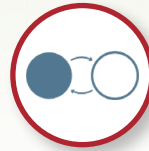
Welcome to enterprise resource management of all aspects of your multimodal transportation network

Accuracy, Scalability, Performance,
Reliability, Flexibility, and Security.



Host BOS

- ◆ Data exchange with roadside toll systems, transit, mobility and parking service providers
- ◆ Roadside solution agnostic



Interoperability

- ◆ Bi-directional transaction processing for both Hub and Peer models
- ◆ Parking and multimodal transaction processing



Account Management

- ◆ Single account structure for all ground transportation modes
- ◆ Transponder and image tolling transactions



riteOSS™ System Monitoring

- ◆ Replaces traditional MOMS
- ◆ Integrated asset tracking and ticketing
- ◆ Automated Interface management and notifications



Dashboard

- ◆ Real-time snapshots of operational statuses
- ◆ Ad-hoc dashboards creation
- ◆ Drag and drop customization



IVR Interface

- ◆ Screen pop and interactive voice response
- ◆ Skill-based routing



Online Customer Service Center

- ◆ Responsive website supports multiple devices and browsers
- ◆ Web accessibility compliant



Treasury Module

- ◆ Reconciliation of each payment received
- ◆ Automated bank and credit card reconciliation



Accounting Module

- ◆ GAAP/GASB and PCI-DSS Level 1 compliant
- ◆ Tokenized payment appliance
- ◆ Comprehensive reconciliation and auditability



CRM

- ◆ Contact and campaign management
- ◆ Customizable notifications and delivery
- ◆ Configurable case and workflow management



Reconciliation Module

- ◆ Tracks status of data exchange with third parties
- ◆ Reconciles lane transactions to the back office



Inventory

- ◆ Traceability across locations and users
- ◆ Creation and tracking of purchase orders
- ◆ Automated inventory re-order



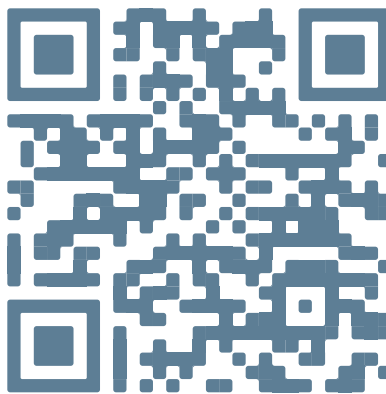
riteView™ Reporting & Analytics

- ◆ Easy-to-understand suite of reports
- ◆ Finance, operations, and audit capabilities



Ad-Hoc Reporting

- ◆ Drag and drop ability
- ◆ Ideal for technical and non-technical users



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