

Technical and Customer Support Services



From highly complex systems integration to providing well-managed operations, ETC has the expertise and resources to meet customer requirements for professional services that extend beyond the ordinary.

ETC's years of electronic toll collection experience has enabled it to develop an extensive array of technical and customer support services. Through its unique collaborative approach, ETC tailors these services for each customer to meet project-related as well as long-term requirements, delivering customer-centric and cost-effective solutions and services.

ETC's technical and support services fall into the following general categories that are critical to toll operations worldwide:

- **Systems Integration** – ETC delivers the complete design, development and implementation of customer solutions. From simple installations to highly sophisticated operations, including open road tolling (ORT) and high occupancy toll (HOT) lanes, ETC's systems integration services help minimize both risk and capital expenditures.
- **Maintenance Operations** – ETC provides both onsite and remote maintenance operations and staff, complete with a maintenance operations plan specifically designed to each customer's requirements.
- **Customer Service Operations** – ETC is a recognized staffing provider for toll operations including customer service, violation processing, call center and back office. ETC hires, trains and manages qualified staff to meet the industry's most rigorous performance standards.
- **Consulting** – The expertise and quality of staff makes ETC highly qualified for consulting services for developing technical specifications, managing procurements, providing project oversight, performing detailed system audits and conducting customer acceptance tests and analysis.
- **Other Services** – As a result of its customer-focused philosophy, ETC has provided a variety of other services that have created significant benefits for its customers, including such services as tag recall and refurbishment programs.