



Utah DOT Customer Service Center



UDOT's customer service center solution will be provided via ETC's data center in Richardson, Texas.

ETC will provide hosted systems and customer service operations for UDOT's Express Lanes.

Advanced Solutions

Powered by RITE®

Customer Service Center
Host

Systems Maintenance

Centralized Maintenance Team

Innovative Solutions

Back Office Systems Hosted at
ETC's Data Center

Customer Service Operations Hosted at
ETC's Operations Center
Fully Integrated IVR and Web

The Utah Department of Transportation (UDOT) has selected ETC Corporation (ETC) to provide payment processing and customer service for the I-15 Express Lanes electronic payment system.

ETC's systems will provide all aspects of account management and ETC's staff will provide service to Express Lane users via phone, mail, e-mail, fax, and Web access. All services will be hosted at ETC's technology and customer service centers located at its headquarters in Richardson, Texas. UDOT's Express Lanes representatives will continue to provide local support.

ETC's systems and operations will go live in late 2010 to provide the account management and customer service to support the transition from the old system and provide ongoing account management and customer service operations. ETC's unique approach to solution implementation and the benefits of its hosted environment enable operations to begin in less than six months from contract award.

The New Solution. The new customer service and operations are essential elements of UDOT's goal to enable electronic payment for the I-15 Express Lanes. Elements of the new solution include:

- **Hosted Solutions and Operations** – ETC is providing both solutions and operations from its Richardson, TX headquarters location, delivering significant schedule and cost benefits for UDOT.
- **Complete Replacement of the Existing Sticker System** – The ETC electronic customer service and account management system will replace the monthly sticker program currently in place, providing greater flexibility and auditability for UDOT.
- **Greater Congestion Management** – The new system will support UDOT's goals to better manage congestion in the Express Lanes and ensure that carpooling remains a benefit.
- **Enhanced Customer Self-Service** – ETC's solution includes a hosted Web site for Express Lane users and integration with an interactive voice response system, delivering 24/7 self-service for UDOT's customers.

About the Utah Department of Transportation. UDOT is responsible for more than 6,000 miles of highways –14 percent of the state's total highway road system. This responsibility includes snow removal, signage, bridges, repairs, building, and maintenance as well as the Traffic Operations Center with live camera coverage for monitoring road conditions, accidents, and safety. To learn more about UDOT, go to www.udot.utah.gov.