



I N T E L L I G E N T T R A N S I T S Y S T E M S



## The **complete** turnkey system

Going far beyond a ready-made solution, SPOT® delivers an ITS that benefits all aspects of your operations.

### What do you get with ETA's turnkey ITS?

- ▶ 24/7/365 technical support
- ▶ System trend analysis
- ▶ Dedicated customer experience advocate
- ▶ Proactive system monitoring
- ▶ Marketing support materials
- ▶ Online helpdesk with knowledge base and instant messaging
- ▶ Ongoing consulting
- ▶ Custom report integration

So what do you do when you flip the switch and your new transit system goes live? ETA provides a turnkey solution that does more than introduce a new technology to your transit agency—we provide on-going, comprehensive systems support.

### Does your current ITS solution provide...

- ▶ On-going training to improve staff comprehension and get new hires up-to-speed?
- ▶ Trend analysis to help maximize system and organizational performance?
- ▶ Proactive system monitoring and alert you to potential issues?
- ▶ Online reference and support materials to help train, educate, and troubleshoot problems?
- ▶ A dedicated customer experience advocate to help guide, mentor, and work to find solutions for your system related concerns?
- ▶ A live chat feature that puts you directly in touch with a support representative?
- ▶ Go-to-market materials to help promote your services and generate excitement about your new ITS system and its benefits?
- ▶ A single point-of-contact to assist you when issues arise?

There's a lot more to the successful implementation of a transit system than simply flipping the switch on new technology. **Come experience ETA's definition of turnkey.**

Climb on board with the value leader in **complete** transit systems.

Call (719) 453-0250 or visit [www.etatransit.com](http://www.etatransit.com) for more information.

