OPTICOM™ Managed Services

Maximize your Resources

Global Traffic Technologies (GTT) offers a suite of management options to give you the peace of mind that comes from knowing that your Opticom priority control solution is always operating at peak performance.

While Opticom products are known for their long life and low maintenance, many factors outside the scope of the Opticom solution can result in the system not operating with maximum effectiveness. These can include:

- Traffic cabinet maintenance that inadvertently disables or degrades Opticom operation

- Severe weather that damages components or knocks them out of alignment

- Traffic accidents that result in damage to Opticom equipment in vehicles or in roadside cabinets

- Changes in traffic patterns that affect optimal activation

- Software/firmware updates that are not routinely applied

- Lack of routine maintenance (primarily infrared), leading to a degradation of performance

Even when your Opticom system is operating at peak performance, you may need to create reports confirming this in order to satisfy funding requirements. With manpower restrictions in many organizations today, allocating staff to perform routine checks on support systems or to measure performance is not always practical.

Similarly, seeking grants to fund capital purchases can be time consuming and have unpredictable outcomes. For a single annual subscription fee, Opticom Managed Services removes these burdens from your organization and can provide everything from basic monitoring and reporting, to corrective action and all the way to a fully functional Opticom system offered as a service, in most cases without any capital investment.

With the addition of Opticom Managed Services, you get a "turn-key" solution that:

- Comes via subscription, meaning you won't need to use your capital budget to get going

- Scales easily as vehicles and intersections are added

- Enables both transit and emergency vehicles once your intersections are equipped

- Supports multi-jurisdiction use, including neighboring agencies

- Includes a full set of reporting capabilities, whether produced on a regular schedule, or accessed in real-time

- Is provided by Opticom, the leader in priority control

GLOBAL TRAFFIC TECHNOLOGIES

Opticom™ Managed Services are tailored to your organization's objectives and are built on four comprehensive and complementary pillars of service. However, GTT seeks to architect solutions that are specific to individual customer's needs, so the various services offered can be scaled up or down to ensure the right balance of insourced and outsourced efforts.

1. Vehicle and Intersection Installation & Configuration

Once GTT and customer teams have performed a needs assessment and proposed a specific solution, they'll document a scope of work, which will outline the specifics of the solution and how it will be deployed. Upon completion of the scope of work, the main and service level agreements will be executed, at which point the project will kick off.

The kickoff team will consist of GTT and customer resources, including project managers on both sides. The project managers will own the development and management of the project plan and the implementation team's activities, including all the vehicles and intersections included in the scope of work.

2. Hosting

Once the system has been fully implemented and goes live, Opticom Central Management Software (CMS) provides a powerful tool to monitor and maintain an efficient solution. Whether monitoring the use of the system, optimizing performance, modifying system configuration, or repairing parts of the system that have become inoperable, Opticom CMS is a fully-functional, centralized management solution with full reporting capability.

While anticipated to be hosted at a secure GTT facility in most situations, Opticom CMS can be deployed with a variety of IT and management strategies in mind. When hosted by GTT, a full set of security and encryption technologies and schemas will be deployed upon installation, ensuring industry-standard protection against unauthorized access, viruses, data loss, etc.

3. System Monitoring

Opticom Managed Services professionals are experts on the Opticom system and once the system has been deployed, they'll proactively monitor performance to ensure optimized results in the field. Upon discovery of needed service work, the managed services team will contact the help desk and open a service ticket.

4. Help Desk

Whether contacted proactively by the Opticom Managed Services team, or reported reactively by a customer directly, all service work is dispatched by the help desk, which uses a comprehensive system to manage service tickets and the work performed, in addition to tracking all activity for historical reporting purposes.

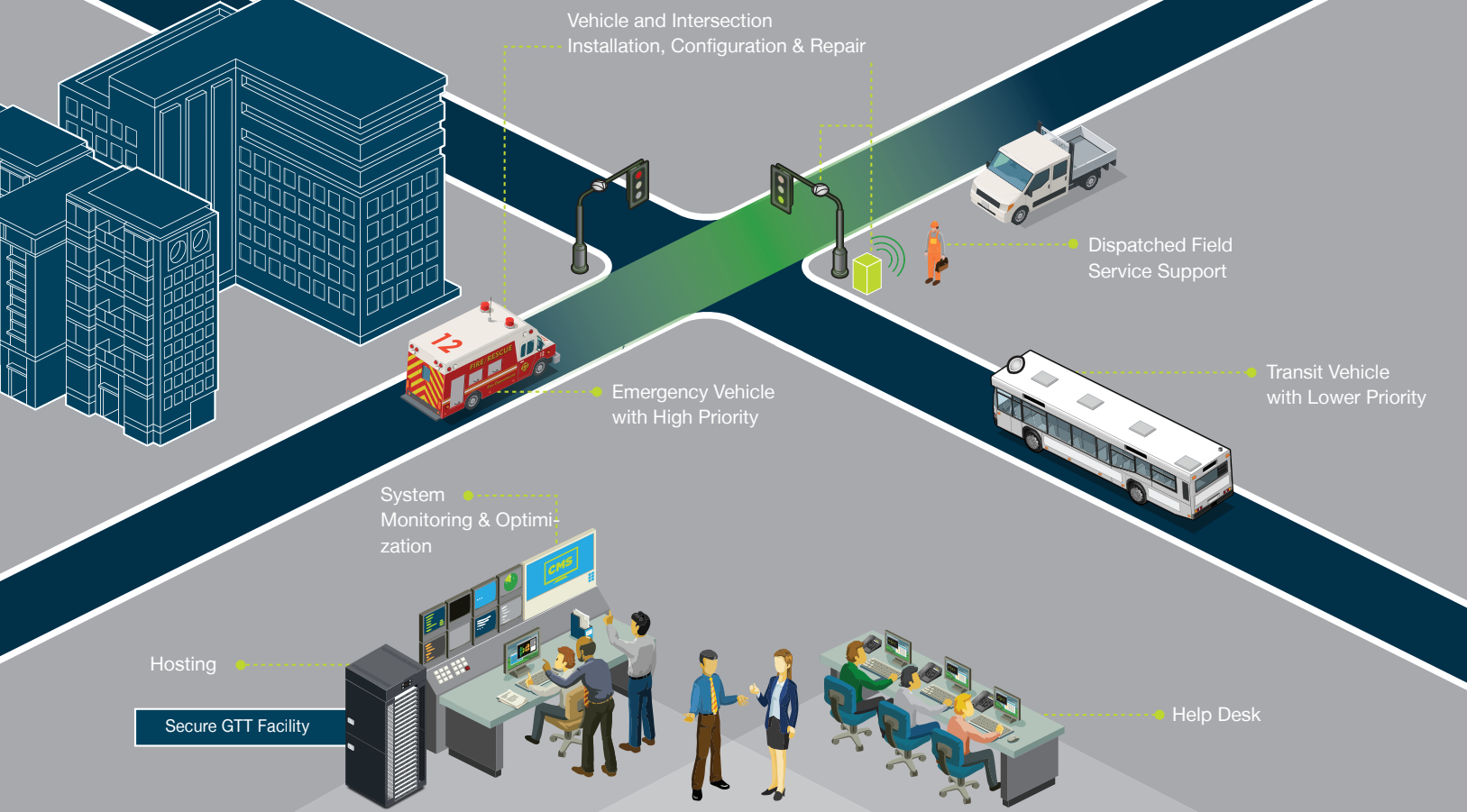The benefits of a fully functional Opticom system are many, including:

Public Transit

- Reduces transit delays by up to 40%

- Reduces bus stop delays by up to 43%

- Increases ridership by up to 10%

- Cuts fuel costs by up to 19%

- Improves headway management

Emergency

- Reduces intersection crash rates by up to 70 percent

- Improves response times by up to 25 percent

- Activates signal priority control based on estimated time of arrival (ETA) or distance

- Manages authorization automatically, based on vehicle priority (i.e., emergency vehicles have priority)

OPTICOM™ | Managed Services

Vehicle and Intersection
Installation, Configuration & Repair

Dispatched Field
Service Support

Emergency Vehicle
with High Priority

Transit Vehicle
with Lower Priority

System
Monitoring & Optimi-
zation

Hosting

Secure GTT Facility

Help Desk

In all, significant efficiencies can be expected from your Opticom priority control solution, which translate to lower fuel costs and the need for fewer buses with a deployment for transit and the ability to reduce accidents and reach the scene faster with a deployment for emergency. While subscription prices will vary depending on the specifics of the system, GTT's pricing model is based on the belief that the operational savings and benefits as a whole should surpass the subscription fee, meaning in many cases the system's price is simply displacing a set of operating costs that are greater than the subscription price and therefore are already in the operating budget.

GTT GLOBAL TRAFFIC TECHNOLOGIES

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