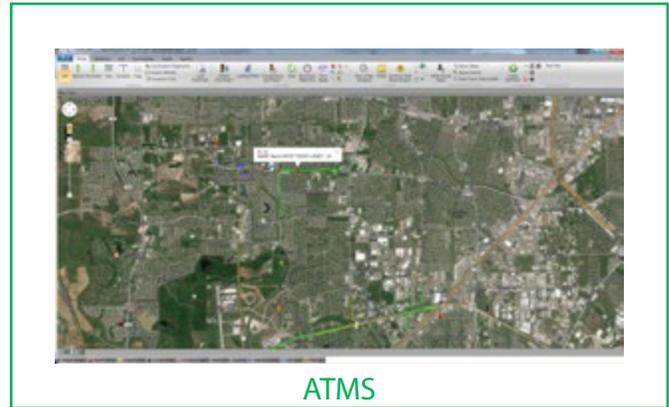


## Software Maintenance Agreement

# Stay current on your technology investment with the latest in Central Management Systems

You have made a significant investment in the traffic industry's leading Central Management Software — ATMS. Trafficware is committed to continual reinvestment in this platform, both in keeping current with technology standards so that ATMS can continue to integrate with other solutions and also continually adding new features and functionality in this platform.

Trafficware's ATMS software maintenance agreement ensures that your agency can stay current and take advantage of new features for a fraction of the cost of their development. You can have peace of mind knowing that your ATMS system will have the latest in technology updates from the leader in transportation management.



## ATMS Software Maintenance Agreement provides:



Free software updates with new features



Remote installation of software updates by our system software team



Yearly remote system "health checks" and recommendations to improve system performance and ensure that the environment in which ATMS is installed is tuned for peak performance.



Expert support from our ATMS systems engineers and a network of the best Field Application Engineers (FAE's) in the country



## Maintaining the technology edge

With Trafficware's Software Maintenance Agreement, your agency will directly benefit from the new features and functions developed, including those developed at the request of our community of transportation professionals. ATMS has more than 60 customized reports that are a result of suggestions made by system users.

ATMS continually takes advantage of new technologies both at the system and intersection level. Each new release of ATMS can help to enhance performance and productivity.

With each release of ATMS system software, you can be assured that the performance, reliability and stability of your system will be enhanced.

Many of the transportation management systems offer maintenance agreements that provide for only one update per year. Trafficware's SMA provides for continuous updates throughout the entire period of the agreement. You can elect to have your system updated each software release or you can wait for a time that is just right for you. Trafficware will update your system remotely to minimize disruption.

A transportation management system like ATMS is only as good as the people behind the software. That's why Trafficware's team

of system software engineers and field application engineers are there to provide continuous assistance. Whether you're deploying a new feature in the system and controller or if you need a hand in configuration, Trafficware's support team is there with answers to your questions.

If a system critical issue occurs, we will address the problem immediately and find a solution. With our annual health checks, our team will suggest ways to improve the performance of the system. Our support team takes pride and ownership for providing customer support and service that is second to none in the industry.

