



VantageCare®

Comprehensive Support for Iteris Detection Systems



Industry-leading product support for every Iteris detection customer



Tiered offerings from proactive maintenance to data-driven traffic insights



Real-time analytics and expert insights for safer, more efficient traffic operations

Your Detection System's Health Matters

Safe and efficient mobility at signalized intersections relies on the accuracy and reliability of its detection systems. For many transportation agencies, proactively maintaining these systems can be challenging due to a lack of time, personnel or technical skills.

VantageCare® is the premier suite of tiered support and performance services designed to empower agencies of all sizes and resources to maximize their detection investments and ensure efficient, safe and reliable traffic flow.

From foundational product support to enhanced services with data and connectivity, our Standard, Maintenance Assist and Performance Assist plans provide scalable solutions.

The Industry Standard for Product Support

All Iteris detection customers are automatically enrolled in the VantageCare Standard plan where they will receive unparalleled product support from the team who knows their detection systems best.

With VantageCare, customers benefit from expert, responsive phone and field support, comprehensive online product and training resources and essential firmware updates for the latest features – all without any additional cost.

VantageCare also offers an optional extended warranty for additional peace of mind.



“Gain peace of mind knowing Iteris is working in the background to save agencies time and money, all while minimizing citizen complaints.”



Resolve Issues Swiftly with Maintenance Assist

Upgrade to the **Maintenance Assist** plan and transform your intersections with connectivity and maintenance-enhancing features. Iteris staff leverage connectivity and advanced diagnostics to proactively identify, alert and resolve detection issues remotely and keep firmware up to date.

Our staff can securely connect to existing traffic networks or provide hassle-free connectivity where it may not exist. Gain peace of mind knowing Iteris is working in the background to save agencies time and money, all while minimizing citizen complaints.

Improve Operations and Safety with Iteris Expertise

The **Performance Assist** plan harmoniously integrates Iteris' core competencies to provide the most value to agencies and their communities.

Under the Performance Assist Plan, Iteris provides data-driven operational insights analyzed by human experts to deliver actionable recommendations to traffic engineering teams. This plan aims to not only enhance road safety and mobility but help agencies optimize traffic network performance using the power of data and Iteris' expertise.

Performance Assist includes:

- All the features and benefits of the Standard and Maintenance Assist plans
- Traffic count data, average daily traffic data and access to real-time APIs at the edge
- Travel time data and route reports to anticipate and address traffic issues proactively
- Signal performance measures (SPM) to monitor traffic controller performance and fine-tune traffic signals
- Quarterly performance reviews to translate operational data into strategic improvements

Why Do Agencies Love VantageCare?



Maintenance Benefits

- Accelerate response time to issues
- More efficient use of agency personnel and resources
- Lower cost of equipment ownership



Traffic Operations Benefits

- Increased uptime of detection for better signal operation
- Optimized operation of Iteris detection systems
- Firmware updates for the latest features and performance improvements



Community Benefits

- Improved traffic flow
- Enhanced safety
- Reduced complaint calls
- Increased citizen satisfaction

Ready to upgrade? Enhance operations and harness actionable insights to elevate your traffic systems today. Contact us to explore our VantageCare plans!

Plan Comparison

STANDARD

- Product Field Support *
- Online Resource Center
- Access to New Firmware
- Online Training Center

** In select regions with authorized local Iteris representatives*

MAINTENANCE ASSIST

- Everything in Standard
- Modem and Data Plan (If No Existing Network)
- Remote Troubleshooting by Iteris Staff in Response to Diagnostic Alerts and Customer Inquiries
- Over-the-air Firmware Updates by Iteris Staff
- 1-800 Product Support Escalation Phone Line

PERFORMANCE ASSIST

- Everything in Standard and Maintenance Assist
- VantageLive! – Count Data and Average Daily Traffic
- ClearGuide Roadways – Historical Traffic Data and Route Reports
- ClearGuide Signals – Traffic Signal Performance Measures (SPM)
- Quarterly Performance Review Meetings with Iteris Expert



About Iteris - The global leader in smart mobility infrastructure management

Iteris' ClearMobility Platform facilitates frictionless interoperability, provisioning, and management of customer-focused ITS solutions that include advanced physical sensors, software applications, specialized services.



Services

Iteris offers planning and consulting services, business process outsourcing services, and end-to-end solutions delivered as managed services.



Sensors

Iteris offers a comprehensive suite of detection solutions for use at the intersection and throughout arterial roads. Incorporating video, radar, and hybrid technologies, Iteris detection sensors are fully compatible, and field proven with all controller types and all adaptive traffic control methodologies.



Software

Iteris software solutions deliver mobility intelligence, signal, arterial and highway performance measures, traveler information services, turning movement count data, as well as multimodal data.