



PORTUGAL TOLLING CENTER OF EXPERTISE

VIDEO TRANSCRIPT

Digitalization is changing our lives.

It forms an integral part of our relationships, how we work and manage our finances, our shopping experiences and... our mobility.

Every day, we use a mobility ecosystem where digital technology can provide a rich and relevant experience. Delivering on high customer expectations in this digital world means bringing together many players. Cities and road operators sit at the center of this new ecosystem, bringing unique opportunities for enhanced customer experiences and additional revenue streams.

The Accenture Tolling Center of Excellence based in Lisbon, Portugal, specializes in this advanced tolling operations technology, supporting different road charging methods.

The road of the future offers real opportunities and is not far away. The technology is available today to provide an integrated experience to customers throughout their driving journeys.

A mobility experience that puts the customer first.

Imagine John, who lives in the suburbs. He decides that he would like to go to the movies. He buys a ticket using an offer from his 'Mobility App', that also gives him a journey plan from his house to the movie theater. The App alerts John when he should leave home and routes him first to the highway and then towards downtown. When he passes through the electronic highway toll, he is automatically charged by the App, which uses geo-referencing technology. The App also suggests that John might want to stop for a bite to eat and works this into the route, offering a suggestion of a burger joint where he will be able to pay for his meal with 'points' earned through the App's loyalty plan. Afterwards, the App directs John to a low-cost parking lot, just outside downtown, where there's a spot reserved for him and automatically arranges for an UBER to pick him up for the final leg of the journey to the movie theater.

This is just one example of how putting the customer's needs first can help construct a mobility experience that is equally beneficial to road operators. These solutions start with the right technologies, which are flexible and efficient enough to ensure that operators are able to keep up in a fast-changing mobility ecosystem.

As technology is at the heart of complex mobility solutions, cities and road operators need a partner with strategic know-how and technical expertise to help capture the many opportunities offered by the 'road of the future'.

Turning mobility challenges into meaningful change.

We drive the future of mobility.

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