

# Infrastructure and Transportation Services

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# Intelligent Infrastructure for High Performance

These are exciting times for the builders and operators of infrastructure. Half the world's people now live in cities. Their need for all kinds of infrastructure, from trains, airports and highways to schools, hospitals and prisons, is fuelling a boom in demand, especially in the mushrooming mega cities of the world's most rapidly emerging markets.

Such opportunities pose challenges, however, right across the infrastructure life cycle. Construction companies and infrastructure operators confront soaring energy and raw material costs, capital constraints and a severe shortage of skilled talent—just as the public funding that once underpinned big infrastructure projects dries up. Mass transport operators are under mounting pressure to meet customer needs for more convenient yet affordable services. And all players must respond to intensifying demands for infrastructure that is both sustainable and secure.

The recession-induced crisis in public funding is already reviving public-private financing partnerships. But rising to today's challenges also requires new, more diversified and customer-focused business models. And a joint approach to building such models, leveraging the combined strengths of construction, infrastructure and mass transport organizations, will help make them truly sustainable.

This is already beginning to happen. The demand for improved mass transport services, for example, is driving the development of multimodal and multi-operator automated ticketing schemes. Road operators are starting to make electronic tolling more user friendly, too, by introducing automated services that gain customer trust while enabling back-office efficiency. While some construction players, recognizing that they need to achieve higher levels of operational efficiency, are entering into innovative collaborations and partnerships that expand their offerings to better serve the needs of end users.

Accenture calls such clever, customer-centric solutions and the business strategies and networks that support them "intelligent infrastructure."

Our Infrastructure and Transportation Services industry group is uniquely positioned not only to provide clients with the tools, technologies and processes that deliver intelligent infrastructure, but also to join the networks that sustain it.

Thanks to a combination of our global strengths and Accenture's unique suite of industry solutions, we can work both for and with you to mitigate risk while maximizing reward: for you to help you become more effective in managing your own processes, and with you to build and operate services for your clients. What's more, by working together to service and sustain the life cycle of intelligent infrastructure, we can unlock joint opportunities for long-term competitive advantage.



# Global Strengths

Infrastructure and Transportation Services is an integral part of our global organization—an unmatched combination of consulting, technology and outsourcing capabilities.

Management Consulting service group—leverages the deep industry experience and research-based knowledge of 14,000 experts in strategy and process design, customer relationship management and supply chain management, and performance management of innovation, finance and talent.

Systems Integration and Technology service group—leverages the skills of the largest vendor-neutral systems integrator in the world, comprising more than 70,000 specialists in a broad range of technologies, functions and industries.

Accenture Global Delivery Network—leverages multidisciplinary teams of 82,000 professionals working out of more than 50 delivery centers worldwide and pursuing a single, repeatable global approach to support the solutions of our systems integrators and technology specialists, as well as the needs of almost 300 business process outsourcing (BPO) clients.

Our “Analytics Factory”—industrializes, and thus optimizes, access to data and reporting by performing analytics modeling to better understand and forecast customer behavior.



# Industry Solutions

## Construction

**The Accenture Construction Enterprise Architecture** links high-performance capabilities with leading practices and covers all aspects of the business process transformation that construction clients need to become more operationally efficient. Enabled by SAP, pre-assembled and ready-to-use, this architecture enables faster and more accurate decision making by providing predictable outcomes. Its processes, which have been refined over years of industry experience, focus on the distinctive capabilities that drive sustainable value, from the tendering process through procurement and subcontracting to site closure. Thanks to its flexible options and streamlined nature, the Construction Enterprise Architecture has reduced delivery time frames for some clients by as much as 30 percent.

## Infrastructure

**The Accenture Fare Management Solution for Road-User Charging** provides an integrated platform for automated road-user charging that can also be extended to value-added services, such as parking, fuel charging or even car insurance. It encompasses a set of pre-integrated functions including vehicle identification, rating and charge calculation, customer relationship management and business intelligence, and is based on an open architecture that enables single operators or other providers to plug in seamlessly. In the Czech Republic, for example, the solution has been leveraged to support payment and compliance processing for a nationwide heavy goods vehicle tolling scheme.

Our "Port in a Box" solution provides an IT and BPO platform for processing all core seaport terminal transactions, and has been leveraged in the Asia Pacific region, as well as in Europe.

## Mass Transport

**The Accenture Operational Maintenance and Monitoring Model** helps clients reduce maintenance unit costs, resolve faults more efficiently, improve service levels and negotiate better with suppliers. The model's Center for Operational Maintenance and Monitoring of Installations and Telecommunications (COMMIT), developed for and with Spain's Metro de Madrid, provides advanced help desk services, remote maintenance of installations and technical services management. It has helped reduce the average maintenance cost per item of equipment for this client, cutting response times by as much as 47 percent.

**The Accenture Predictive Maintenance Solution** combines deep analytics and modeling skills with leading-edge tools to interpret and correlate signals simultaneously and deliver the earliest possible warning of system degradation or failure. Tailored to suit the specifics of each unit, it can cut equipment maintenance costs significantly by reducing the need for preventive maintenance and inspection. At Metro St. Louis, for example, the solution helped extend the life of the United States-based operator's buses.

**The Accenture Fare Management Solution for Electronic Ticketing** provides a comprehensive set of functions for multi-operator schemes and multiple service channels to enhance customer convenience, as well as the tools and architectures for future expansion. The solution offers customer convenience via multiple, automated payment means and multiple service channels, including Web portals, interactive voice response and short message service. Open standards, a service-oriented open architecture and extensive use of Web services extend the solution's functionality. A comprehensive

reporting suite enables detailed analysis of all critical data. An asset management function allows service providers to purchase and maintain an inventory of all items bought from external suppliers, and fraud management functions minimize revenue loss.

The solution has a proven track record: In the Netherlands, it sustains the world's first electronic payments system to cover all modes of public transport for an entire country. Some of its components are being deployed in Scandinavia. And, in Canada, Accenture has a 10-year contract to design, develop and implement a seamless, smartcard fare system for public transit in the Greater Toronto Area (GTA), allowing passengers to choose between loading their single electronic fare card with value at wickets, selected retail outlets, via pre-authorized payments, by telephone or through the Internet.

# How We Can Help

We can help your company achieve high performance through intelligent infrastructure at every stage of the journey— from enablement, through finance, design and build, to operation and maintenance.

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## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 181,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is [www.accenture.com](http://www.accenture.com).