



TOLLING CENTER OF EXPERIENCE | ACCENTURE

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.

Everyday 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 ecosystem bringing unique opportunities for enhanced customer experiences and additional revenue streams.

The Accenture Tolling Center of Excellence, based in Lisbon, Portugal, specializes in the advanced tolling operations technology that supports different road charging methods. The road of the future offers real opportunities, and it 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 by the electronic highway toll, he's automatically charged by the app which used geo-referencing technology. The app also suggests John might want to stop for a bite to eat and works us into the route offering a suggestion of a burger where he will be able to pay for his meal with points.

We drive the future of mobility.

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