



Ascendi – a tolling leader

SAP® software-based Accenture Tolling Solution drives 20 years of transportation service leadership

VIDEO TRANSCRIPT

Ascendi has been recognized as one of the leading transportation solution providers for more than 20 years. Across roadway services and asset management, Ascendi controls large majority stakes in six large roadway concessions throughout Portugal.

Today Ascendi operates one of the world's largest all-electronic tolling systems, supporting nine collection operations stretching across 869 kilometers.

VISUALS:

All-electronic toll points
9 collection operations
869 kms (543 miles)

Pedro Pinto, Ascendi Tolls General Manager

In 2008, legislation required us to transform our shadow toll highways into true toll operations. The transformations had to take users' needs into consideration with minimal infrastructure disruption. Building trust and ensuring user satisfaction was one of our top concerns. The technology we chose had to be accurate, reliable and flexible. With these challenges, the most technical viable option was an all-electronic tolling model.

Ricardo Almeida, Accenture Tolling Global Lead

Ascendi chose Accenture to implement and maintain the new tolling system—using our Accenture Tolling Solution which is based on SAP®. This would be the first implementation of SAP vertical industry solution for toll collection in the world.

Pedro Pinto, Ascendi Tolls General Manager

Working closely with Accenture, we were able to implement the tolling back-office system successfully in just 16 months.

Among other challenges, Ascendi and Accenture had to finalize the legal and operational framework as the project got underway. This required a high degree of flexibility from the project team.

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Mafalda Cardoso da Costa, Ascendi Project Manager

As part of our digital transformation plan, we decided to upgrade our back office to the newest version of Accenture Tolling Solution based on SAP® BRIM - Billing, Revenue and Innovation Management.

Pedro Pinto, Ascendi Tolls General Manager

The upgrade offered a number of benefits and capabilities, including opportunities to improve our process automation. But even more important, the upgrade helped create more insightful customer relationship management tools and new self-service features.

In 2021 alone:

- Ascendi achieved 93 percent first contact resolution at the contact center.
- Processed more than 300,000 customer contacts.
- Handled about five million violation transactions and three million violation notices.
- The call center customer satisfaction levels, based on customer-provided feedback, was high.
- The complaint rate for notifications violation notices was lower than 2%.
- The average resolution time for complaints was only seven days.

Since the upgrade, Ascendi has led the tolling industry in the adoption of smart solutions. The commercial off-the-shelf software approach has been instrumental in their success. It also demonstrates how native SAP® capabilities can easily and painlessly help toll operators adopt smart technologies to build intelligent operations.

Ricardo Almeida, Accenture Tolling Global Lead

Ultimately, this enables operators to offer new customer services and allows them to redefine their business models to meet the demands of the modern digital customer.

There's no doubt technology plays a very important role in Ascendi's operations. And it will become increasingly important to their business over time.

Pedro Pinto, Ascendi Tolls General Manager

We selected Accenture because they understood this. And they know our business inside out. This, their IT delivery excellence and unique industry perspective, is why we're proud to call them our partner.