



# TOLLING CENTER OF EXPERIENCE | ACCENTURE

## VIDEO TRANSCRIPT

**Ramnath Jones:** [Music]  
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 the advanced tolling  
operations technology  
that supports 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's 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 us 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  
English (auto-generated)



the customer's needs first  
can help construct a mobility experience  
that is equally beneficial to road  
operators  
these solutions start with the right  
technology 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  
experience  
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

Copyright © 2022 Accenture  
All rights reserved.

Accenture and its logo  
are registered trademarks  
of Accenture.