CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Strategic Plan Relevance:	Deliver on commitments to our customers and our Investors
Department:	Operations
Contact:	Tracie Brown, Director of Operations
Associated Costs:	N/A
Funding Source:	N/A
Action Requested:	Briefing and Board Discussion Only

Summary:

This item is to provide an update on the Texas Department of Transportation's (TxDOT) project to replace its back office and customer service toll transaction/account processing system (Texas' Next Generation Tolling System). TxDOT is planning to transition services from its current provider, Conduent, to IBM/SAP in late October / early November. This will affect customers and interoperable partners (i.e., CTRMA, FBCTRA, HCTRA, NTTA, Oklahoma Turnpike and Kansas Turnpike). TxDOT, the Mobility Authority and other affected agencies have plans in place to manage the transition. A representative from TxDOT will provide a brief update on their plans.

Backup Provided - Presentation
TxDOT Mid-Project Update
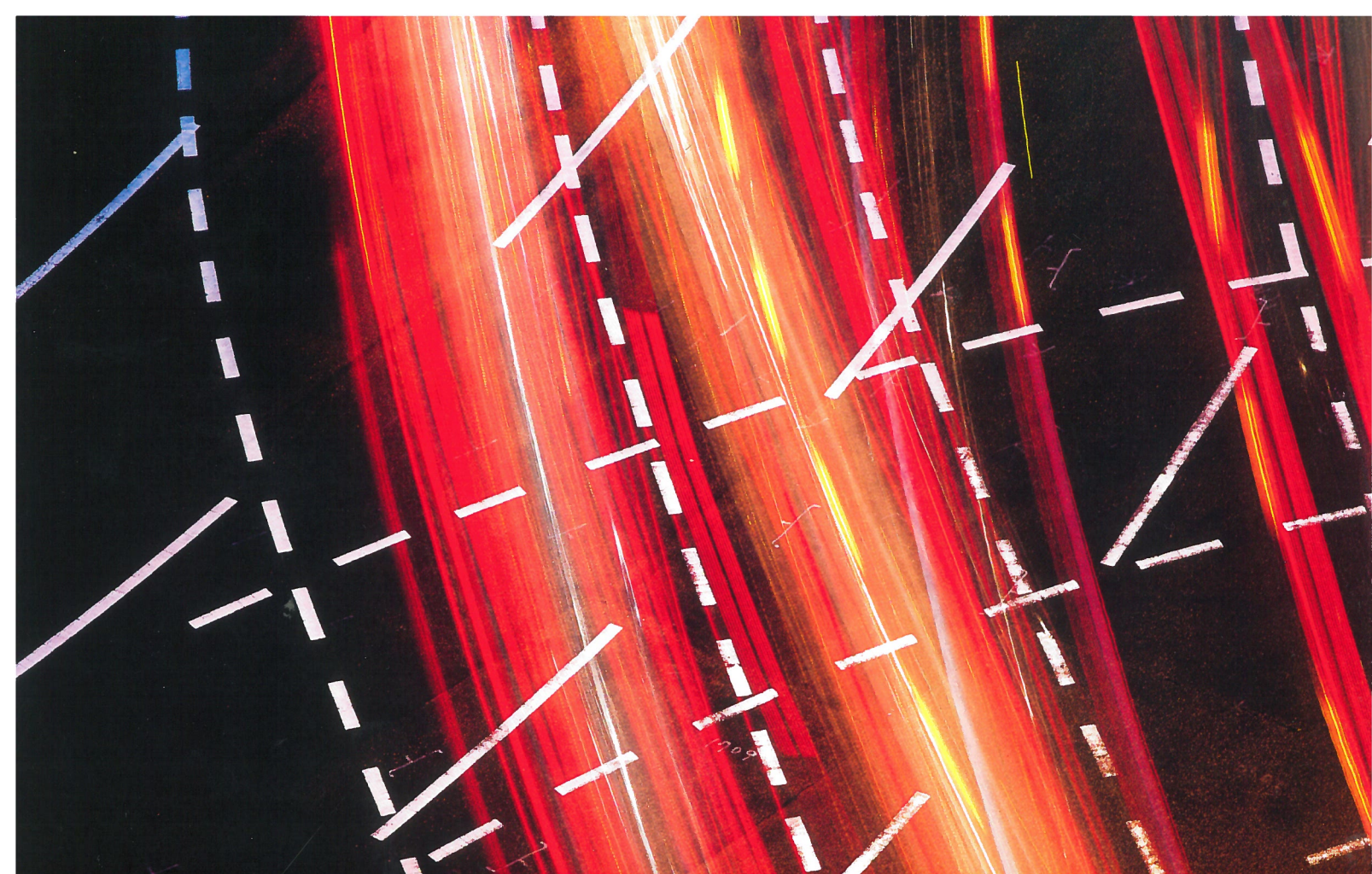
Building Texas' Next Generation Tolling System
Texas Department of Transportation, IBM, and SAP Mid-Project Update

The Problem

TxDOT's tolling program needed a new system to better handle the growing needs of the communities it serves
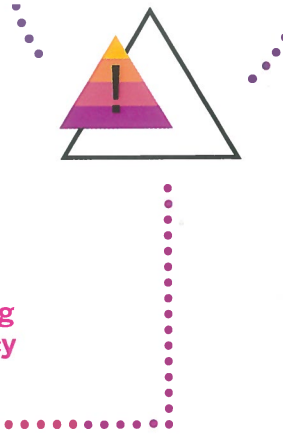
High Growth
of transactions growing 13% each year

Greater Complexity
More pricing rules, more roads to support

More Agility
More frequent changes, needing greater efficiency

The Solution
Texas' Next Generation Tolling System

IBM is implementing a new, robust system based on key components from SAP:

- **SAP Billing and Revenue Management (BRIM)**, a real-time billing and charging platform, with integrated customer relationship management

- **SAP Customer Experience**, to provide a robust, platform-based approach to web and mobile customer experience

- **SAP Analytics**, for flexible reporting and transparency into key revenue and operational metrics
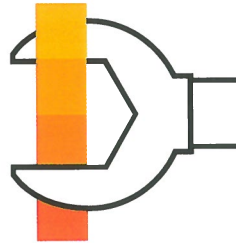
Accurate, Flexible, Scalable, Secure, Configurable

Ensures high performance and supports real time transactions through SAP HANA

**Protected by SAP's most secure cloud environment SAP NS2**

FedRAMP

Risk Management Strategy

- 6-month collaborative design process with IBM prior to greenlighting project

- Devoted space for project

- 12 full-time TxDOT employees dedicated to success of project

- Partners, IBM and SAP, devoted to making project successful

- Gartner Group providing oversight on project

- Strong financial controls including granular view of data at general ledger level, backwards traceability from transaction to general ledger, and vice versa.

The Possibilities

- Today – Tolling and Parking | Tomorrow – Any mode of transportation that will be capable of multi-mode billing

- TxDOT can transform the way transportation billing is done both in Texas and worldwide.

  - Potential to be a shared service to eliminate interoperability challenges within the state

  - Ability to automate any channel
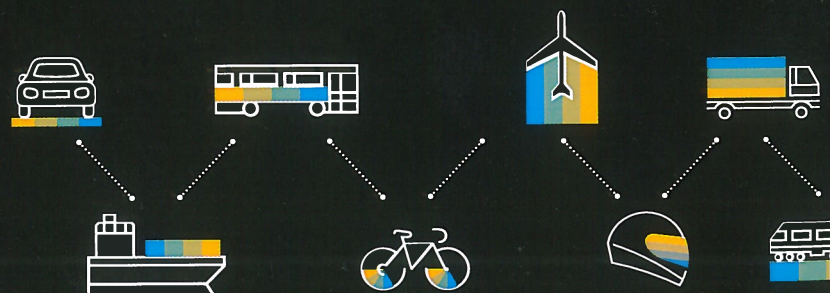
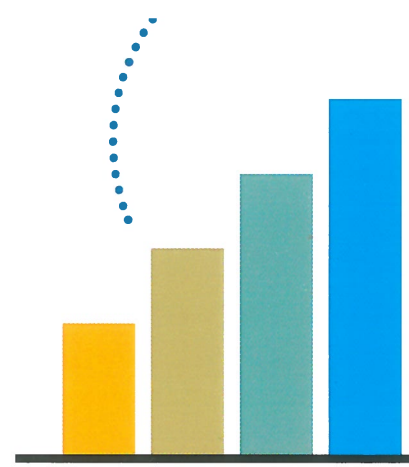# Proven Results

Scalability Benchmarks

50,000,000 Accounts

100,000 billable items per second

1,175 invoices per second

32% decrease in errors
when A/R and billing are integrated so open items are generated at the same time as the bill
(Source: SAP Performance Benchmarking)

TxDOT Tolling Solution is being built on proven, industry leading technology that is already in use by industries to handle massive scale and transaction frequency (>75K transactions / second)

Major European Motorway Network

625 Million
Billable items per year

Major Tech Company

Over **1.3 Billion** customer accounts managed

500,000 new accounts added every day

Over **1,000** purchase transactions per second - 24x7x365

Major Telco

100 million
subscribers in 5 months following launch

16 million
Daily Transactions

40,000
account activations/hour

Talent to Scale

5,000+ people have SAP skillsets in Austin area

10,000 SAP and IBM employees in Texas

70 skilled, diverse professionals on TxDOT Tolling Project Team

THE BEST RUN **SAP**