

Commercial Back Office (CBO)

Multi-concession management and interoperable backoffice with latest generation CRM.

Solution designed to manage multi-concession and interoperable remote collection toll operations able to increase customer engagement and attract new customers. It includes latest generation CRM, with a 360 degree view of your customers, and a transactions processing platform that safely and quickly handles large volumes of information.



4,000,000
users



360,000
recharges per day



1,800,000
transits per day



24,000 TAG
sales per month

FUNCTIONALITIES

- > Customer and TAG management.
- > Transits management.
- > Fast balance updating.
- > Dual payment methods (prepaid and postpaid).
- > Online and batch collection management.
- > Invoicing.

ANTI-FRAUD MEASURES

- > Access to information by roles.
- > Complete traceability of the TAG and stock control.
- > Change logs.
- > Credit cards management and encryption.
- > Transits validation and auditing.

The system architecture is distributed on two specialized and independent platforms: customer relationship management (CRM) business solution, and transits management. Both are completely integrated and ready to support large volumes of information. In addition, it improves critical processing and response times, such as the updating of balances and lists, providing tolerances for faults to prevent loss of information and subsequent recovery, facilitating elastic demand management. Based on Wintel technologies, with the use of virtualization technics, which provides security, robustness and easy scalability with moderate hardware and licensing costs.



LATEST GENERATION CRM WITH 360 DEGREE VIEW

- > Ready to urban environment locations.
- > Stop & go conditions.
- > Lane changes.
- > Multiple TAGs per vehicle.



- > Attracting new clients
- > Marketing and personalized campaign capacity
- > Invoicing
- > Promotions and discounts

