



The Benefits of Software-as-a-Service (SaaS) and Hosted Back Office Solutions

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Chief Operating Officer
Egis Projects, Inc. USA

35+ Years in Transportation & Tolling

- MA in Urban Planning and Ph.D. in Public Administration
- 15 year as Tampa Hillsborough Expressway Authority Planning Director
- Planned & managed all THEA's ETC systems & ITS controls
- Planned & developed THEA's Reversible Express Lanes
- Planned & managed 1st ORT lanes in the State of Florida
- Planned & managed 1st AET System Conversion in Florida
- Consultant to Florida Turnpike Enterprise & Multiple FDOT Districts
- 1st Chairman of the IBTTA Interoperability Committee to develop a plan to achieve toll payment interoperability throughout North America



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EGIS: Global Mobility Provider & Operator

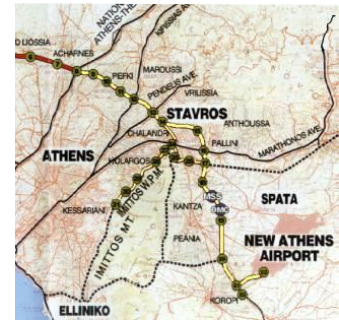


Egis Group S.A.

- Leading Worldwide Mobility Infrastructure Company
- >12,000 Employees in Over 100 Countries

Egis Projects

- 42 Motorway & Toll Operations Projects
- 6,700 Employees in 19 Countries
- >2 M Daily Transactions with >\$2 B Annual Tolls
- >2.6 M ETC Subscribers
- >1,200 Miles of Multi-Lane ETC & Traditional Tolling



EGIS: Global Mobility Provider & Operator

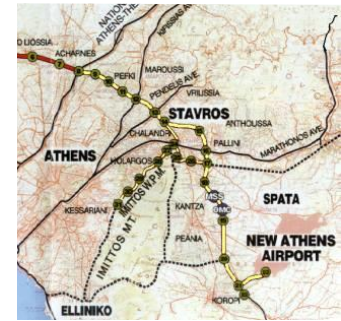


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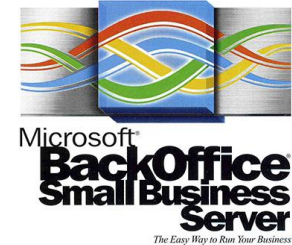
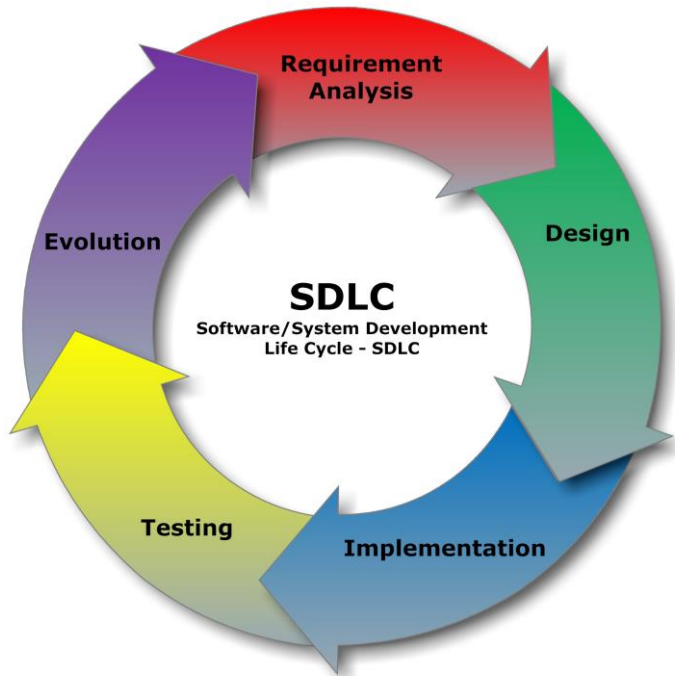
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- **Technology Agnostic**



The Benefits of SaaS and Hosted Back Office Solutions

... or why do toll agencies want to own this stuff?



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We are different!

We are concerned about our customers!

We answer to the public!

We want high quality!

We want control!

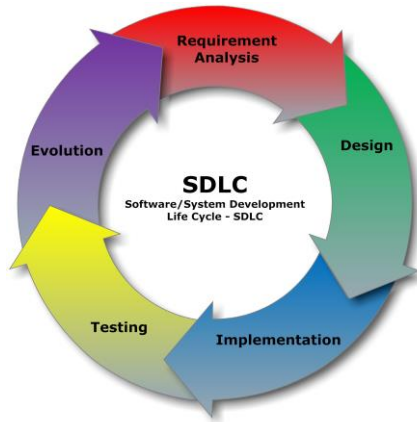


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Issues: Software Costs and Risks

- *BOS software expensive (cost and risk of the software - license, new development, customization, etc.)*



- *Internal management and outsourcing costs (agencies and GECs often do not have in-depth software development and testing experience on their staffs)*
- *On-going BOS monitoring/maintenance (24/7/365)*
- *Upgrades/changes/scalability issues (more CAPEX)*
- *10 years later – the heartburn starts all over again*

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Issues: Hardware Costs and Risks

- *Primary data center hardware expensive (servers, storage devices, OPS, supporting equipment, telecom, center facilities, cooling, UPS, generators, etc.)*
- *DR/Back-up costs (hardware/service)*
- *Data security (customer/agency)*
- *Scalability needs (adds CAPEX)*
- *Monitoring & Maintenance (on-going/on-call - preventive & reactive – 24/7/365)*
- *Device refreshes every 5 years (max for primary devices) – more CAPEX*



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Issues: Agency Back Office Management Costs

- *Toll agencies often don't operate the CSC with agency employees*
- *Often don't have technical/operations experience (senior staff or mid-mgmt)*
- *Often outsource management/technical support to consultants (does not eliminate the management responsibilities)*
- *Rely on KPIs and/or SLAs to measure vendor performance*
- *Impose penalties and/or incentives to ensure vendor performance*
- *Changing volumes/business rules need flexible options (on-going mgmt)*

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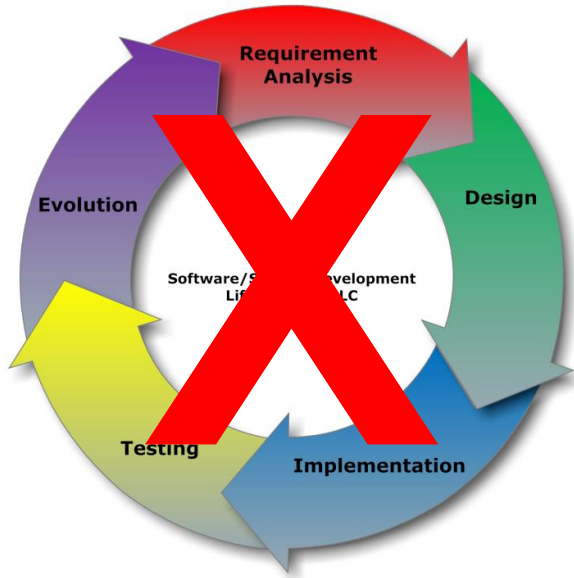
Issues: Procurement Costs

- *Outsource the writing of the requirements and the RFQ/RFP*
- *Outsource the technical evaluation*
- *Often very long/expensive process*
- *Do not always obtain desired competition*
(lack of understanding of private sector go/no-go process)
- *Sometimes results in protests and legal challenges*
(makes process longer and more expensive)

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Benefits



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Benefits: Software-as-a-Service (SaaS)

- *Flexible software lease - more predictable costs – pay-as-you-go - much lower CAPEX (flat fees and/or fixed/variable transaction fees)*
- *Agency still defines performance requirements*
- *Allows vendors to create software “product” (encourages vendor R&D)*
- *Eliminates monitoring/maintenance costs*
- *Easily scalable (accommodates changes in volumes/business processes)*
- *Version upgrades/patches included (no cost and/or low cost)*
- *Simplifies, shortens and reduces cost of procurement*
- *Increases competition – less cost & time required of proposers*

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Benefits: Hardware/DR Hosting

- *Pay only for the power you need - monthly charge – no CAPEX*
- *Complete scalability and flexibility*
- *Agency defines performance requirements – vendors meet high SLAs*
- *24/7/365 monitoring & maintenance within superior/high security facilities*
- *Multiple hosting and DRaaS approaches – dedicated facilities/networks/cloud*
- *Completely eliminates monitoring/maintenance personnel and technology costs*
- *Eliminates hardware refreshes, upgrades, device changes*
- *Simplifies, shortens and reduces cost of procurement*
- *Increases competition - lowers initial and on-going costs to proposers*

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All can be achieved with SaaS and hosted solutions + performance based operations @ lower costs!



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