



## Florida's Performance Based Back Office Adventure

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# Agenda

Item 1

Background / History of SunPass Call Center

Item 2

The Birth of the Centralized Customer Service System (CCSS)

Item 3

Key Procurement Decisions

Item 4

What Remains: the Retained Functionality Layer

Item 5

Where are we Today?

# Background

*The start of SunPass*

- April 24, 1999 – SunPass ETC Begins
  - Turnpike takes over back office system maintenance
  - Initially hiring contractor staff
  - Turnpike contracts out call center operations
  - System enhancements developed and programmed internally



# Background

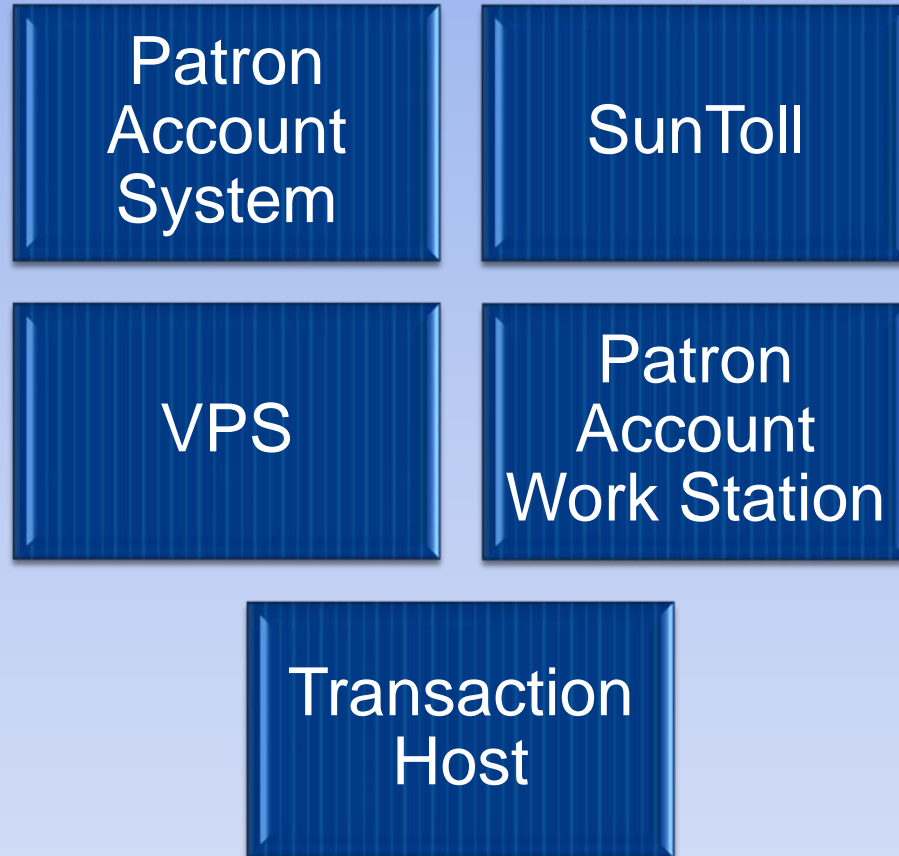
*Added Functionality for SunPass*

- Significant SunPass upgrades
  - Host-based Account Balance
  - All Electronic Tolling & Toll-by-Plate Invoices
  - Airport Parking
  - Legacy lane system upgrade and Uniform Financial Message (UFM)
  - Money Services & E-Commerce
  - Interoperability with Georgia & North Carolina



# Background

## *SunPass Architecture*



Interactive Voice Response

Credit Card Gateway

FDLE Interface

Image Review

MCommerce

Transponder Inventory

Banking interface

Web/Mobile App

# Back Office Staffing Needs



- **Hardware**
- **Software**
- **Licensing**
- **Security and Privacy**  
PCI Compliance
- **Compatibility with New Lane Systems**

- **Programmers**
- **Business Analysts**
- **Project Managers**
- **Hardware Specialists**
- **Database Administrators**
- **Storage/SANS Specialists**
- **Security Experts**

- **Call Center Representatives (CSRs)**
- **Managers**
- **Walk-up Counter Staff**
- **Mail clerks**
- **Image Review Staff**

# Birth of the CCSS

*The need for a new back office system*

- Account Volumes
- Interoperability
- Provide one-call resolution to questions by tolling customers in the state.
- Enhance customer service functionality
- Reduce the cost of electronic toll collection



# Birth of the CCSS

*The need for a new back office system*



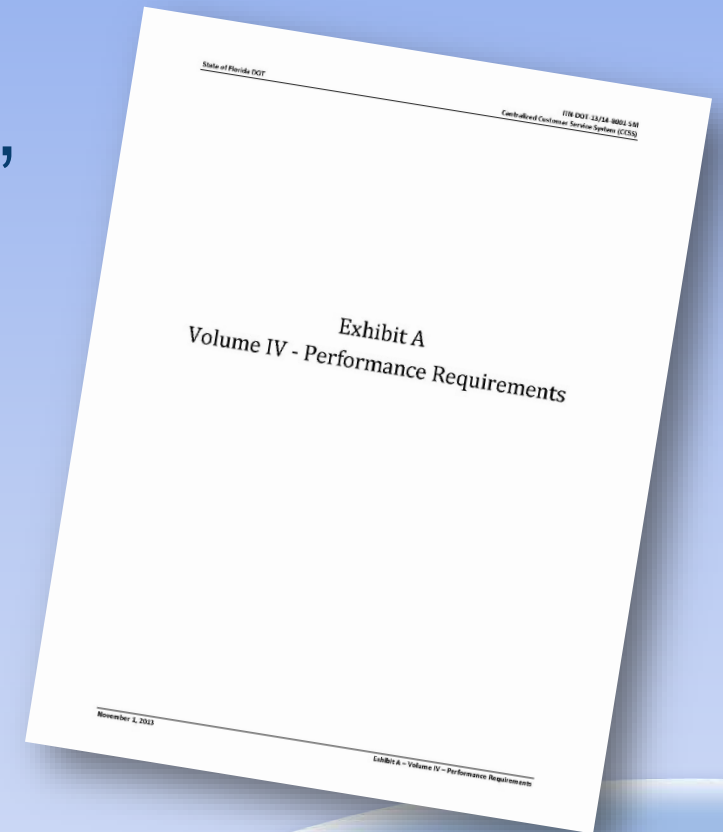
- Alternatives Assessed:
  - Internal development with purchasing of best-of-breed for all applications
  - Separate system and operations procured
  - Software as a Service (SAS)
  - Performance-based contract with both system and operations procured



# Birth of the CCSS

## *Performance Measures*

- Procurement did not specify size, make, model or software for CCSS system
- Performance-based contract
  - 99.98% Availability
    - Critical Transaction Processing Subsystems
    - Customer Service Subsystems
    - Revenue/Payment Subsystems
    - Critical 3rd Party Interfaces
  - 99.95% Availability
    - Less Critical Subsystems



# Birth of the CCSS

## *CCSS Functions*

- Process transactions from participating agencies
- Interact with interoperable partners
- Maintain pre-paid and post-paid accounts
- Perform customer relationship management (CRM)
- Obtain registered owner of vehicle (ROV) information
- Send invoices for post-paid transactions
- Process payments & customer disputes
- Escalate unpaid transactions
- Distribute transponders & track inventory



# What Remains at the Agency?

*Retained Functionality Layer*

Some functions remain with the agency after contracting the services for a new back office

- Agency Transaction Host – System of Record
- Image Review
- Express Lane Trip Building
- Financial Reporting

# Where are we today?

## CCSS Status

- Software Detailed Design Document (SDDD), Business Rules Document (BRD) & Requirements Traceability Matrix (RTM) Delivered
- Data Migration Strategy developed & first Wave Completed
- Financial, Operational and System Reports Review Completed
- Software Test Phase Initiated
- Go-Live Anticipated for Summer, 2017



# Questions?

