

HEXAWARE

Transforming Operations with Toll Management Platform Solutions

Driving Efficiency and Compliance
Through Azure-Based Innovation

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a key player in the transportation sector, managing digital platforms that simplify toll payments and tax compliance for vehicle owners and rental companies.

With a wide-reaching network, they ensure that drivers and businesses stay on track with seamless solutions for tolls and taxes, supporting smooth operations across diverse markets.



Challenge

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The client faced significant hurdles in managing their Toll Management Platform Solutions and later their IRS Vehicle Tax Filing platform. Key challenges included maintaining SLA compliance, handling a high volume of support tickets, and efficiently enhancing platform features to meet user demands.

Initially, the client sought a reliable partner to oversee their toll management operations, with expectations of scalability and robust support. The complexity of manual processes and the need for real-time updates further compounded the challenge, risking user dissatisfaction and operational delays.



Solution

Client

Challenge

Solution

Benefits

Summary

Hexaware stepped in with a comprehensive approach, leveraging Application Management Services to manage both the Toll Management Platform Solutions and the IRS Vehicle Tax Filing platform. The solution was built on cutting-edge Azure-based Solutions for Toll Management, incorporating:

- Enhanced onboarding app with short page flows and bulk vehicle import on Azure App Services.
- Mobile-compatible site for rental firms to scan vehicle plates via OCR and barcode readers.
- Redesigned onboarding websites for premium automotive customers.
- OCR scanning with Azure Computer Vision for VIN-to-VRC mapping, cutting vehicle entry screens.
- SMS notifications for surety increases and card renewals via Azure Service Bus and Function App.

The solution prioritized automation to minimize manual tasks, tailored to streamline onboarding and improve scalability. Hexaware's team collaborated with the client's IT stakeholders in a managed T&M model, ensuring alignment with business needs.



Benefits

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Benefits

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The implementation of Hexaware's solution delivered immediate, measurable impacts:

- 43% drop in support tickets, reducing workload.
- 97% SLA compliance over 2 years, ensuring reliability.
- High customer experience rating with 6/7 CSAT score.
- Over 90 new features were delivered across platforms.

In the long term, the client achieved improved operational efficiency, reduced manual intervention, and significant cost savings through recurring task automation, positioning them for sustained growth and user satisfaction.



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When operational challenges hindered the client’s Toll Management Platform Solutions and IRS Vehicle Tax Filing platform, Hexaware swiftly intervened with a robust solution.

Utilizing Azure-based technologies for Toll Management and advanced automation, we reduced support tickets by 43%, achieved 97% SLA compliance, and significantly enhanced the customer experience. The result? A streamlined, efficient platform that drives operational excellence and keeps the client ahead of the competition.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>

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