

eFlow is the barrier-free tolling system on the M50 that uses overhead cameras and detectors automatically record electronic tag or vehicle number plate so that motorists can pass through the toll point at normal driving speed, thereby avoiding toll queuing. eFlow is operated on behalf of the National Roads Authority by BetEire Flow, a consortium made up of the French toll operator Sanef and French tolling system designer CS (<http://uk.c-s.fr>). CS engaged Carra to implement their free-flow tolling technologies and supporting back office systems.

Customer's Challenge

IT and communication services to support a 24-hour motorway tolling system including the server and communications infrastructure for automatic number plate recognition image processing and storage, motorist billing and receipt of payments via Payzone, www.eflow.ie and by telephone.

Carra's Services

The initial setup and ongoing support and 24-hour maintenance of the ICT systems and services used by the customer contact centre including network communications, CCTV surveillance systems, automatic number plate recognition installation and Microsoft Windows server platforms including Exchange email, Active Directory, website administration, backups, disaster recovery and the relevant compliances with policies and legislation (e.g. Data Protection) as mandated by the Irish National Roads Authority.

Benefits to our customer

Office hours ICT maintenance and system administration services as well as 24-hour call-out for corrective maintenance from the same organisation that provides the support and maintenance of the roadside equipment installed on gantries on the M50.

Our expertise

Carra has a proven track record in providing reliable tolling maintenance services and solutions incorporating the best and most appropriate technology and methodologies helping them to minimise the costs of operating tolling systems by delivering impeccable customer service and managed quality. Hardware and software maintenance services for a fault tolerant high capacity imaging environment and the underlying communications infrastructure connecting to the roadside equipment (ANPR camera systems, beacon tag readers and radars).



www.eflow.ie

Customer's challenge:

Optimised maintenance services of the backend systems supporting the roadside equipment as well as the image processing, billing, and customer contact centre and surveillance.

Carra's services:

Installation and maintenance of server equipment and software on a 24-hour basis.

Customer's benefits:

Minimised cost of operation and maintenance and access to fully trained, certified, equipped and experienced tolling backoffice experts.

Carra's Expertise:

ANPR image processing and high-capacity storage, CCTV systems, Web server technology and enterprise Microsoft Windows server infrastructure.

