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Toll System in Slovakia

What is the project about

- 17,559 km of road networks
- Close to 200M EUR yearly
- EU’s most innovative toll system
- No. 1 in EU toll distance
Service & Support

Ladislav Straka, Managing Consultant
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Who Are We

and what do we do?

- Splunk’s First Premier Partner CZ/SK
- Main Fields
  - Cybersecurity solutions (ISO 27000)
  - ITOps optimization (ITIL®, ISO 20000)
- Complex Integration Projects
  - Utilities, Transportation, Healthcare
- System Integration Awards

Splunk enthusiasts 😊
SkyToll

Traffic Intelligence

- Road Tolling
- Traffic Management Solutions
- Intelligent Railway Protection
- Intelligent City Traffic Management

SkyToll = progressive solutions and services for Intelligent Traffic Management with benefits for both government and users.
MYTO = Toll System in Slovakia
State of the Art Satellite Toll/e-Vignette System

1st
Real EU concept of “toll system of the future"

11
Months
Built and fully operated

98.99
% Efficiency of toll collection after 1st year

17,559
Km Network of tolled roads, Largest in EU
Data Everywhere
How to gain benefits from...

Toll Charging/
Collection

Datacenter_1

Datacenter_2

Maintenance,
Repair, Innovation

Central
Monitoring/
Management

OBUs
Management

Registration,
Customer Services

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About the Project

Ideas & Motivations
Easy Ride

Who do we need to keep happy?

- Drivers
  - PoS (OBUs, tollpoint machines)
  - On-line portals (eMyto.sk, eZnamka.sk)
- Toll System Provider (SkyToll)
  - SLAs Fulfilment
  - Efficient Operations

A Challenge We Accepted
The Right Time to Collaborate

Top line management expect it

IT Operations  IT Security
How the Project Was Born
From the business users groups view

“Nice tool… and analytics too?”
– Infrastructure Team

“We have cross-dept issues… Can you solve them?”
– Service Operations Team

“I need to see my 10 SLA parameters clearly.”
– Top Line Management
Project Design
Complex and functional

Monitor and Alert
Report and Analyze
Custom Dashboards

Splunk IT Service Intelligence
Splunk Enterprise Security

External Lookups

Asset & CMDB
Employee Info
Threat Intelligence
Applications
Data Stores

Online Services
Packaged Applications
Security
Desksops
Web Services
GPS Location
Servers
Networks
Messaging
Call Detail Records
Databases
Energy Meters
Threat Intelligence
Firewall
Authentication

Online Shopping Cart
Storage
Telecoms
Custom Applications
Web Clickstreams
Databases
Energy Meters
Call Detail Records
Smartphones and Devices
Project Benefits

For every user group
Infrastructure Team
They got what they didn’t have

- IT Operations
  - Systems vs. Services
  - Real Cause Analysis
  - Anomaly Indication

- IT Security
  - Security Islands Integration
  - Relevant Alerting
Operations Manager
Appreciating business insights

- Business Metrics
  - Good KPIs
- Incident Consolidation
  - Related to Services
- Credible Reporting
  - No do-it-yourself .xlsx
- Capacity Planning
  - Relevant budgets
The CTO
Got a complete view of all operations

- Customer Views
  - Predictive SLA Score
  - “My Ten…” Dashboard
- “Discarded Tracks”
  - Win-Win
- No gaps between departments
  - Same data/dashboards for everyone
We’re like grapes... only when pressed do we give the best.

French/Moravian/Slovakian Proverb
What Benefits Skytoll Received
And users appreciates

Services not systems
Teams understands what they really provide

IT Ops & Sec Integration
Rapid incident resolution, no more gaps

Same data for everyone
Support Team working more efficiently

Managed SLA
Trend prediction
Manage factors impacting SLA

Splunk Enterprise Security™
Splunk IT Service Intelligence™
Future Plans
What’s left on our wish list?

► For IT Operations
  • Improve Anomaly Detection (toll gates, …)
  • New scenarios (combining Ops & Sec views)

► For IT Security
  • Higher Level of Risk Management
  • Preparation for new legislation (Cybersecurity Act, GDPR)

► For Business
  • “Discarded tracks” fine tuning (revenue generation for NDS & SkyToll)
  • Toll Service Car monitoring

…always considering new ideas 😊
Without Our Team
Nothing would be possible
Thank You

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