

# Easy Ride

## How to Collect Tolls While Keeping Drivers Happy

Ladislav Straka | Managing Consultant @ Service & Support

Peter Polakovič | CTO @ SkyToll

Pavel Sekanina | CEO @ PAYWELL

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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

[straka@sands.cz](mailto:straka@sands.cz)



# 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

Peter Polakovič, CTO

[peter.polakovic@skytoll.sk](mailto:peter.polakovic@skytoll.sk)

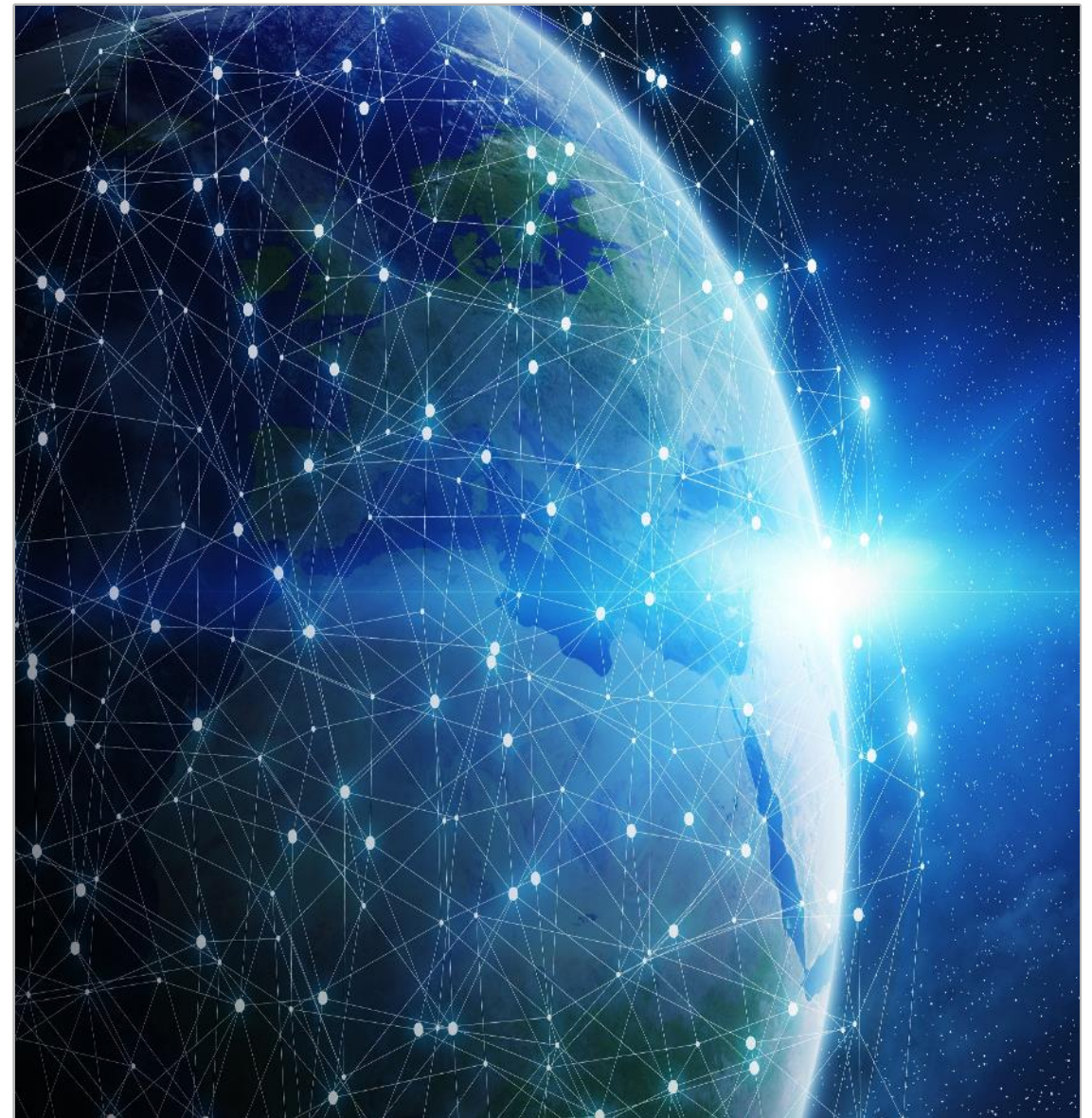


# SkyToll

## 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.**



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# State of the Art Satellite Toll/e-Vignette System



**Months**  
Built and fully  
operated

%

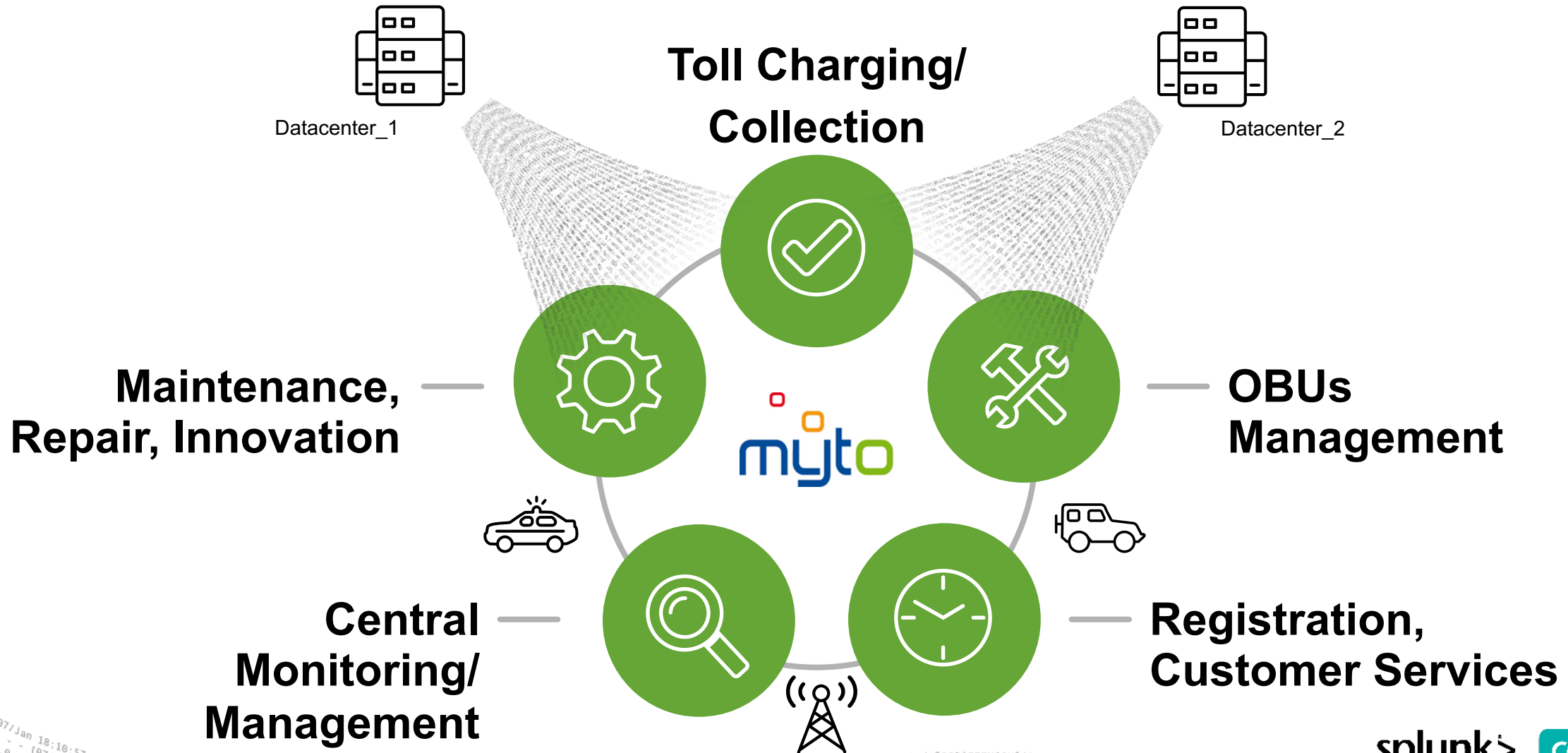
Efficiency of  
toll collection  
after 1st year

**Km**

Network of tolled roads,  
Largest in EU

# Data Everywhere

How to gain benefits from...



# About the Project

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Ideas & Motivations





# The Right Time to Collaborate

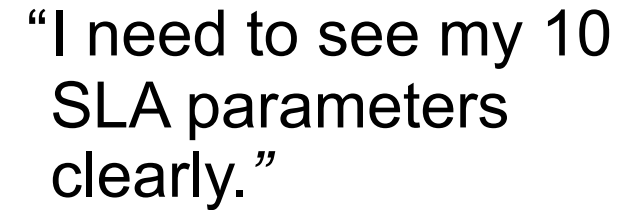
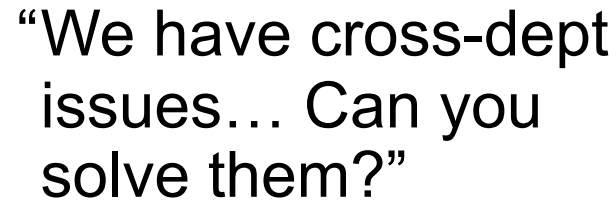
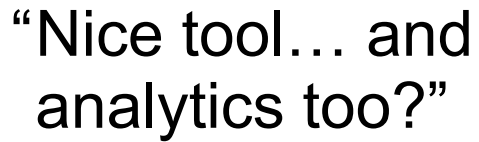
Top line management expect it

IT Operations

IT Security



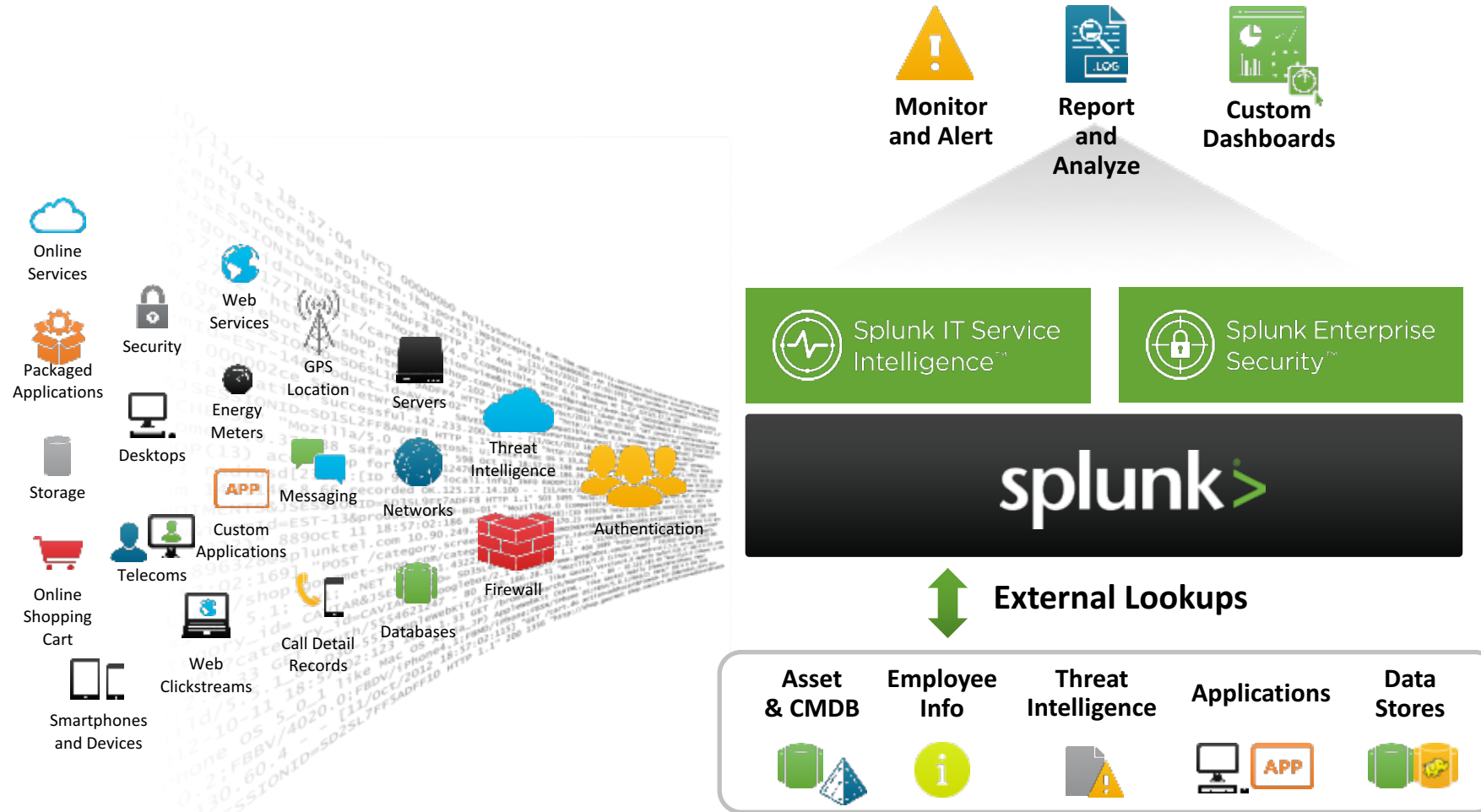
## From the business users groups view





# Project Design

## Complex and functional



# Project Benefits

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For every user group

# Infrastructure Team

They got what they didn't have



## ► IT Operations

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

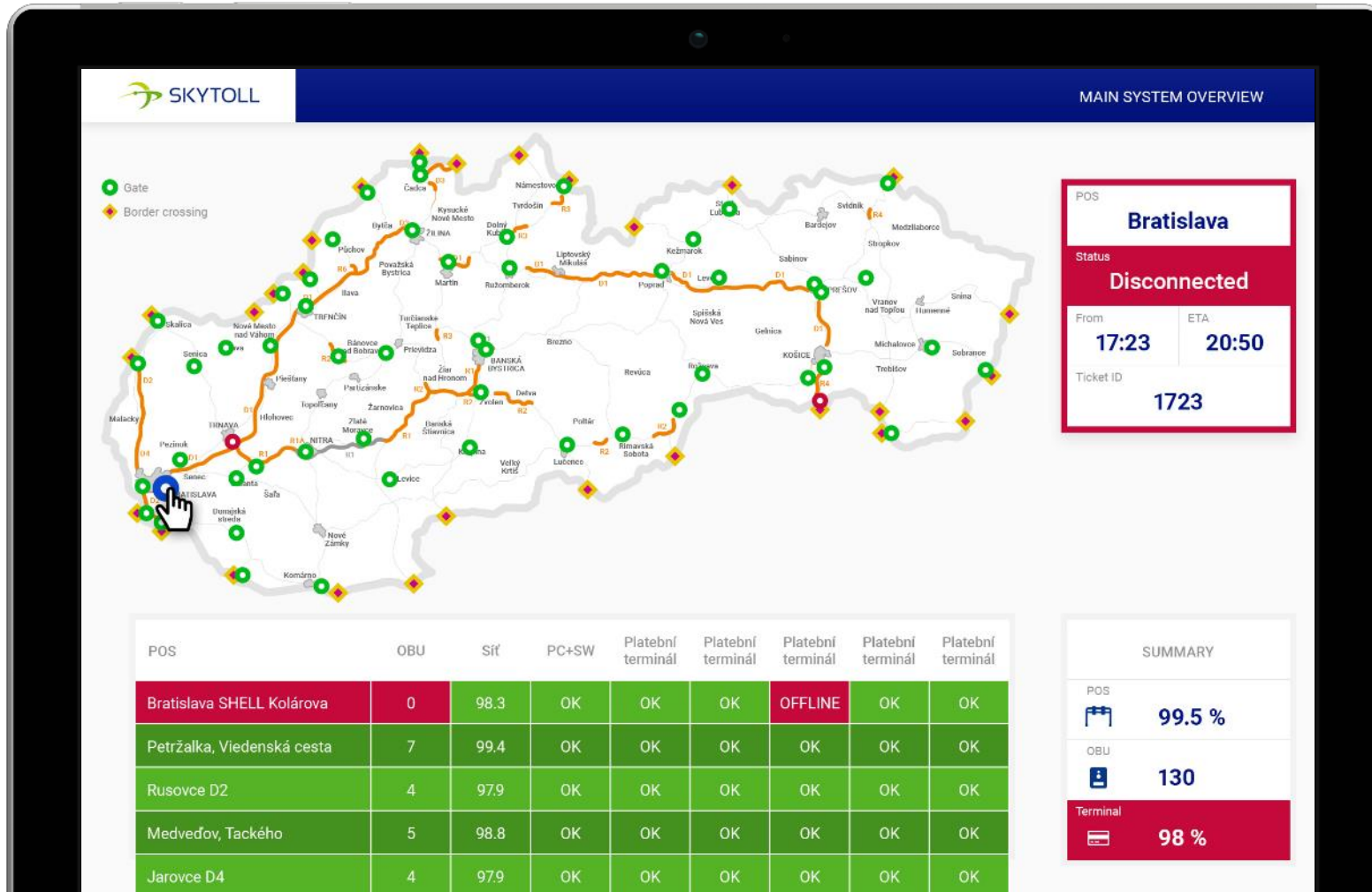
## ► IT Security

- 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





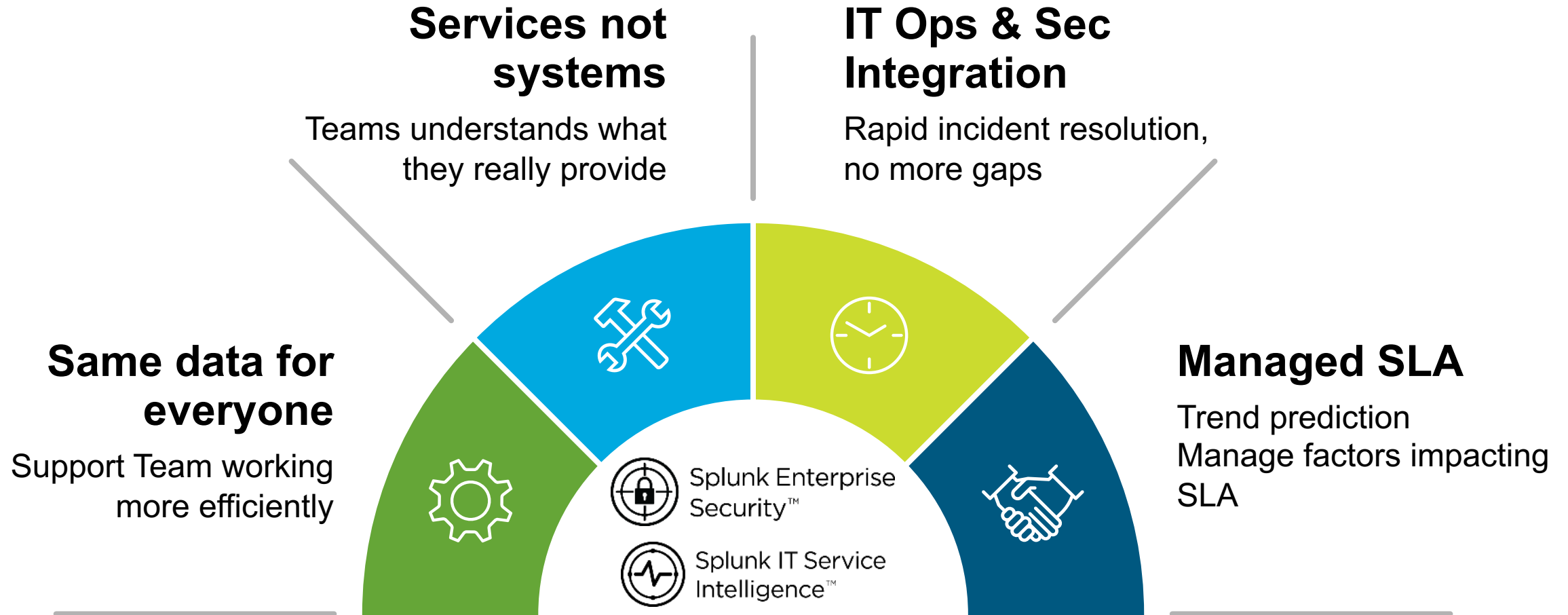
**We're like grapes...  
only when pressed  
do we give the best.**

French/Moravian/Slovakian Proverb



# What Benefits Skytoll Received

And users appreciate



## What's left on our wish list?

- Improve Anomaly Detection (toll gates, ...)
- New scenarios (combining Ops & Sec views)

- Higher Level of Risk Management
- Preparation for new legislation (Cybersecurity Act, GDPR)

- “Discarded tracks” fine tuning (revenue generation for NDS & SkyToll)
- Toll Service Car monitoring

...always considering new ideas 😊





# Thank You

Ladislav Straka, [straka@sands.cz](mailto:straka@sands.cz)

Peter Polakovič, [peter.polakovic@skytoll.sk](mailto:peter.polakovic@skytoll.sk)

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