



COMPANY CASESTUDY

Transforming Toll Software Efficiency

Client Profile:

A national tolling software solutions provider that delivers efficient and reliable software to transportation authorities across the country.

Challenges Faced

The client, a leader in toll software solutions, faced significant performance issues due to aging data centers. Processing their daily workload of 150,000 IOPS took over eight hours, creating inefficiencies and hindering client service. Additionally, one of their clients was losing \$20,000 daily due to missed image captures of vehicles.

Solutions Implemented

Total Communications partnered with the client to assess their needs and implement a comprehensive data center modernization strategy.

The solution included:

- **Server and Switch Upgrades:** Replacing outdated hardware with high-performance servers and switches capable of handling increased IOPS and data throughput.
- **Network Optimization:** Configuring and optimizing the network for improved data flow and reduced latency.
- **Storage Solutions:** Implementing efficient storage systems for faster data access and retrieval.
- **Security Enhancements:** Upgrading security measures to protect sensitive data and ensure regulatory compliance.

Results and Impact

- **Reduced Processing Time:** IOPS processing time dropped from eight hours to just seven minutes, a 98.75% improvement.
- **Enhanced Client Service:** Faster processing enabled more efficient and reliable service delivery.
- **\$20,000 Daily Savings:** The client regained the ability to capture images from all 10,000 previously missed vehicles, leading to significant revenue recovery.
- **Improved Accuracy:** Reduced data loss and errors due to a more stable and reliable data center.
- **Increased Scalability:** The upgraded infrastructure provides the capacity to handle future growth and expanding workloads.

This modernization effort transformed the client's operational efficiency, enhancing both service reliability and revenue generatio.