

Tolling Has Become a Revenue Strategy. Most Back-Office Systems Haven't Caught Up.

Mobolutions | Tolling Revenue Architecture

A Modern Industry. A Legacy Problem.

Tolling used to be simple. A vehicle passes, a toll is charged. But the industry has moved on and most back-office systems haven't. Today's tolling authorities are running account-based programs, dynamic pricing, fleet accounts, interagency revenue sharing, and MaaS integrations, layered onto systems never designed for them. **The gap shows up in four compounding ways as a financial control problem:**



Revenue leakage at the source

1 – 2% of toll revenue goes unrecovered driven by unreadable plates, missed trip reconstructions, and usage events that never make it through mediation into billing.



Violation workflows that erode collections

Manual notice cycles, batched DMV lookups, and staff-dependent escalation mean enforcement deteriorates under volume.



Dynamic pricing that can't actually flex

When rate changes require IT releases, dynamic pricing becomes structurally impossible. The promise of demand management goes undelivered.



Interoperability that takes years, not weeks

Multi-agency settlement and cross-jurisdiction revenue sharing depend on real-time reconciliation that most back-office systems aren't built to support. Revenue sits unallocated. Disputes compound.

Unaddressed, these gaps widen as transaction volumes grow.

Leakage scales with transaction volume. Enforcement costs rise as violation backlogs compound. Commercial programs stall before they generate returns.

The Diagnosis

The revenue architecture is broken. Revenue leaks at every handoff between pieces that were never designed to connect.

Most tolling back-office programs are scoped as technology replacements: migrate the accounts, replicate the logic, go live.



The Monetization Gap

Assessment is where every Mobolutions engagement begins:

a complimentary 2–3 week exercise that quantifies the distance between your program ambitions and your current execution capability — revenue at risk, programs blocked, ROI unrealized.

The Solution

This is not a back-office replacement. Mobolutions rebuilds the monetization engine, closing the gap between transaction and recognized revenue across the full lifecycle. TollingIgnite is a truly omnichannel revenue engine running across mobile, web, IVR, agent, MaaS platforms, and government agency integrations. It covers both the Operational Back Office (OBO) and Customer Back Office (CBO), built on enterprise-grade ERP, billing, integration, and AI platforms, and accelerated by preconfigured solutions, reference architecture templates, data migration toolkits, and fit-gap methodology. The platform covers:



Operational Back Office (OBO)

- **Usage mediation and trip reconstruction.** 100% of events captured, validated, and enriched before billing.
- **Dynamic pricing and demand management.** Rate changes configured by operations teams without IT releases.



Revenue Assurance & Control

- **Revenue assurance engine.** Embedded controls from mediation through collections. Prevention, not detection.
- **Migration continuity.** The Data Migration Factory ensures live receivables, active disputes, transponder inventory, and customer records are preserved through cutover without interruption to tolling operations.



Customer Back Office (CBO)

- **Account-based billing and fleet hierarchies.** 100% of events captured, validated, and enriched before billing.
- **Violation and enforcement workflows.** Automated notice cycles, DMV lookups, escalation, and write-off rules.
- **Interagency revenue sharing and settlement.** Real-time reconciliation across multi-jurisdiction agreements.
- **Customer & Agent Experience.** A unified omnichannel experience across self-service portal, Agent Portal, IVR, mobile, and MaaS integrations, one control layer across every customer touchpoint.

The result: 30 – 40% faster deployment using Mobolutions TollingIgnite accelerators. 1 – 2% reduction in revenue leakage. 90 – 95% of events processed without manual intervention. A platform designed to grow from core tolling through dynamic pricing, EV incentives, and MaaS.

How We Engage

Most firms arrive after the blueprint is drawn and implement what they're handed. Mobolutions shows up before that moment when there's still time to ensure the platform being built supports the programs you intend to run, not just the transaction volumes you handle today.



Discover

Quantify the monetization gap in financial terms – revenue at risk, programs blocked, ROI unrealized – before any solution is proposed.



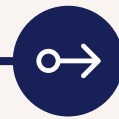
Design

Translate the gap into a revenue architecture built for the programs ahead, not retrofitted to the ones you already have.



Build

Deploy the platform that closes the gap and enforces accuracy from first transaction to final ledger, using TollingIgnite accelerators.



Run

Govern the platform post-launch with defined SLAs, financial controls, and the discipline public sector accountability requires.



Optimize

Return to the same diagnostic lens. Identify new gaps and build the next layer of capability before it becomes urgent.

Why Mobolutions



We own the full lifecycle

Most vendors own billing, or transactions, or payments. Mobolutions owns the complete end-to-end lifecycle: from event capture through OCR, account resolution, invoice, cash, enforcement, and settlement. No handoff risk between systems. No revenue blind spots between vendors.



Financial-grade controls are built in

Ours is embedded from the start: credit duplication detection, tax reconciliation, dispute timing validation, and enforcement controls at every layer. For public sector accountability, this is not optional.



No Retrofit. No Workarounds. No Gaps.

This platform was built for tolling from day one, and designed to expand into broader mobility monetization without rebuilding the core.

Start with the Monetization Gap Assessment

Complimentary. Two to three weeks. No program commitment required. We quantify your revenue at risk and propose a phased path forward, before any solution is on the table.

Designed to Monetize. Engineered to Evolve.

www.mobolutions.com/monetize