

SYDNEY BACK OFFICE SYSTEM — AUSTRALIA



In 1999, Roads and Maritime Services (formerly known as Roads and Traffic Authority of NSW) awarded Q-Free together with AbiGroup (now Lendlease) a contract to supply tolling system for the Sydney Harbour Bridge and Tunnel. The system when live in 2001.

Q-Free delivered a comprehensive commercial back office which provides:

- transaction and information services;
- account and pass management;
- tag distribution management;
- interfaces to RMS's operational and enforcement back offices;
- interfaces to other toll road operators and tag/pass issuers, according to the standards defined in the Tollroad Owners Memorandum of Understanding for Electronic Toll Collection;
- an interface for Web-based customer self-service functions;
- other interfaces, such as to rental car and fleet customer gateways, and banking systems; and
- a disaster recovery system.

Q-Free has also supplied 3 million DSRC tags to RMS.

