T-Systems Road User Services

Tolling as a Service

The road to a greener future

Imagine a world where roads are safer, traffic flows smoothly, and every journey contributes to a greener planet. This is the future we are building with our cutting-edge Global Navigation Satellite System (GNSS) tolling solutions. It's no longer just about paying for roads—it's about creating a sustainable, fair, and efficient transportation ecosystem of the highest quality that benefits everyone.

Driving a greener and fairer future

Sustainability is at the heart of what we do. Our modular, pay-as-you-drive tolling solutions improve customer convenience, enable fair polluter-pays pricing, keep traffic moving, and cut emissions – ensuring cleaner air and a healthier planet.

Tolling you can trust

With a proven track record in over 16 European countries, we deliver high-performance tolling solutions that ensure seamless travel, maximum uptime, and tailored service levels for road users and public authorities – because reliability is non-negotiable.

Built for flexibility, designed for you

Whether you need a full end-to-end tolling system or customized modules, our adaptable solutions guarantee effortless integration and peak performance – fully under your control.

T **Connecting your world.**

T-Systems Road User Services

A legacy of innovation, a vision for tomorrow

T-Systems Road User Services, with over 25 years of experience in road-charging and telematics, is transforming tolling with **T-Systems Road User Services Tolling platform (TRUST)**, its next-generation, scalable, and flexible platform. TRUST supports a broad range of stakeholders-including national toll operators, toll chargers, major infrastructure providers, and EETS providers-with fully interoperable solutions that boost efficiency and customer satisfaction. As a trusted European partner, we've led key milestones, from advancing GNSS-based tolling to launching Toll4Europe, now active in over 16 toll domains. Today, we're shaping the future of road charging in France's GNSS tolling market, offering unmatched expertise for the next era of light vehicle tolling.

With T-Systems Road User Services, we are not just keeping up with the future of tolling— **we are driving it.**

Client success in action

Pioneering seamless tolling across Europe with a single On Board Unit (OBU)

Toll4Europe revolutionizes toll collection for commercial fleets with a single device and contract covering over 16 European countries. Our smart, interoperable solution powered by TRUST, simplifies cross-border travel, ensuring compliance with EETS regulations while reducing administrative hassles. We deliver precise, secure, and efficient toll processing – helping fleet operators optimize costs and operations. Drive without borders with Toll4Europe!
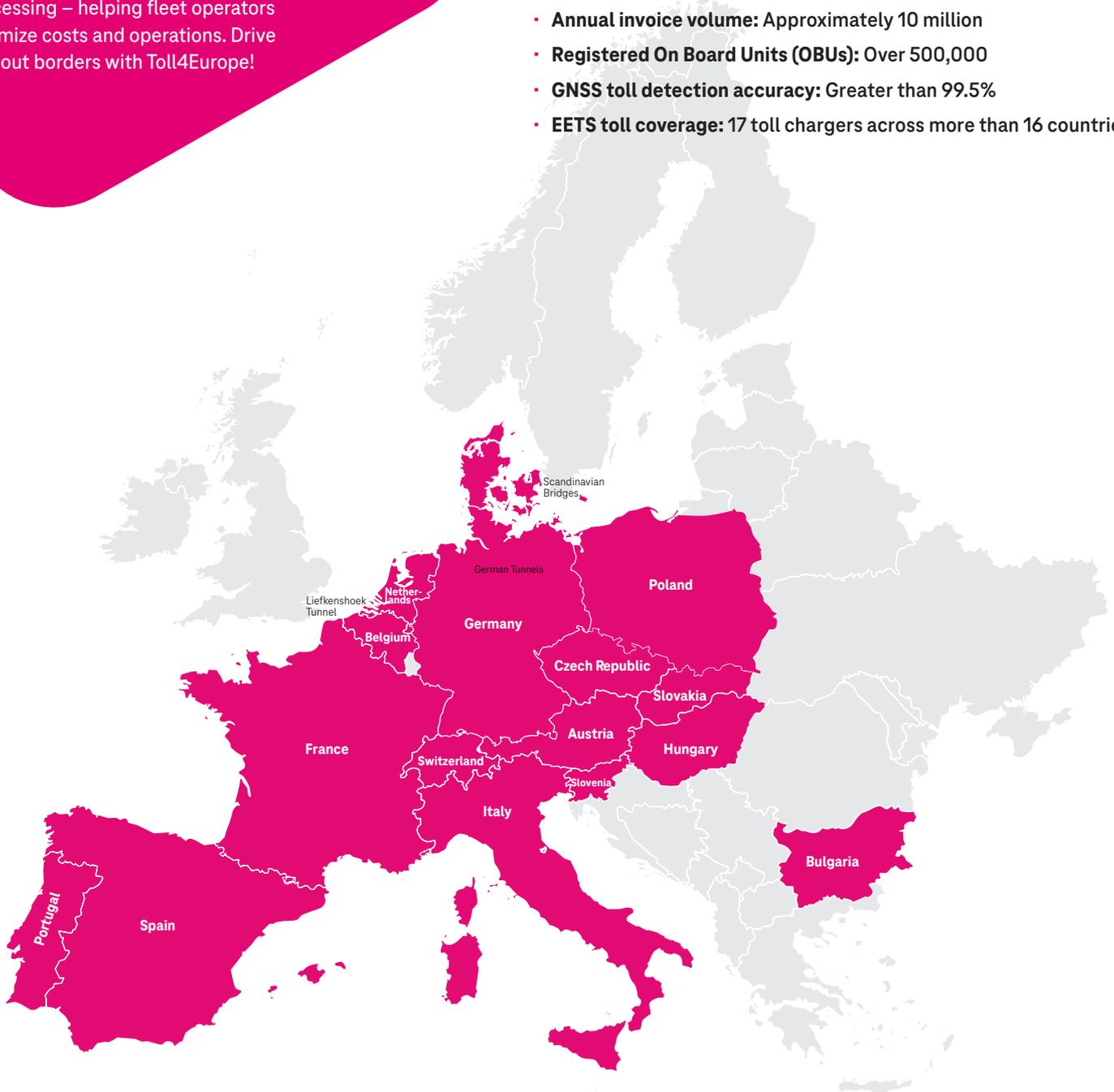
EETS Provider

TOLL 4 EUROPE

Key benefits

- Simplification of pan-European transports
- Link between toll charger, sales partners, and toll-payers
- A partner with expertise in building and operating IT systems for road tolls

Key figures

- **Monthly tolled amount:** Up to €500 million
- **Annual invoice volume:** Approximately 10 million
- **Registered On Board Units (OBUs):** Over 500,000
- **GNSS toll detection accuracy:** Greater than 99.5%
- **EETS toll coverage:** 17 toll chargers across more than 16 countries

Scandinavian Bridges
German Tunnels
Poland
Liefkenshoek Tunnel
Nether-lands
Germany
Belgium
Czech Republic
Slovakia
France
Switzerland
Austria
Hungary
Slovenia
Italy
Bulgaria
Portugal
Spain

Toll Charger

R-PASS

Key benefits

- Seamless integration with EETS providers
- Reduced administrative costs and improved efficiency
- ISO 12855 compliant back office data exchange
- Highly secured toll data processing.

Key figures

- Secure data center with 24/7 operations
- Protected network infrastructure with IT security (firewalls, IDS, WAN)
- Reliable system uptime of over 99.9%
- Scalable solutions, processing millions of transactions daily

Pionering innovation, Leading the future of GNSS tolling in France

In 2025, T-Systems Road User Services took a pioneering step into the French GNSS tolling market as the R-PASS operator, implementing an innovative satellite-based tolling system for heavy goods vehicles (HGVs) in the Alsace region. This initiative sets a new benchmark for tolling efficiency and user experience, leveraging advanced technology to pave the way for future GNSS-based road charging solutions.

T-Systems drives Belgium's kilometer tolling since 2016

Our tolling platform powers the Belgian kilometer charging system, which was awarded to a T-Systems-led consortium in 2014. The system, operating through Satellic NV, charges HGVs over 3.5 tons on Belgian roads and runs until 2031. It uses GNSS/Global System for Mobile (GSM)-based OBUs to collect tolls for all three Belgian regions, factoring in distance, road type, vehicle weight, and emission class. Covering 154,000 km, this system showcases the platform's ability to manage complex B2C, B2B, and EETS-compliant tolling solutions, making TSRS a trusted partner for European toll service providers.

Toll Service Provider

Satellic

Key benefits

- Efficient toll collection in three regions
- Reduced road infrastructure with "free-flow" GNSS tolling system
- Potential to expand with incentivized support for eco-friendly vehicles
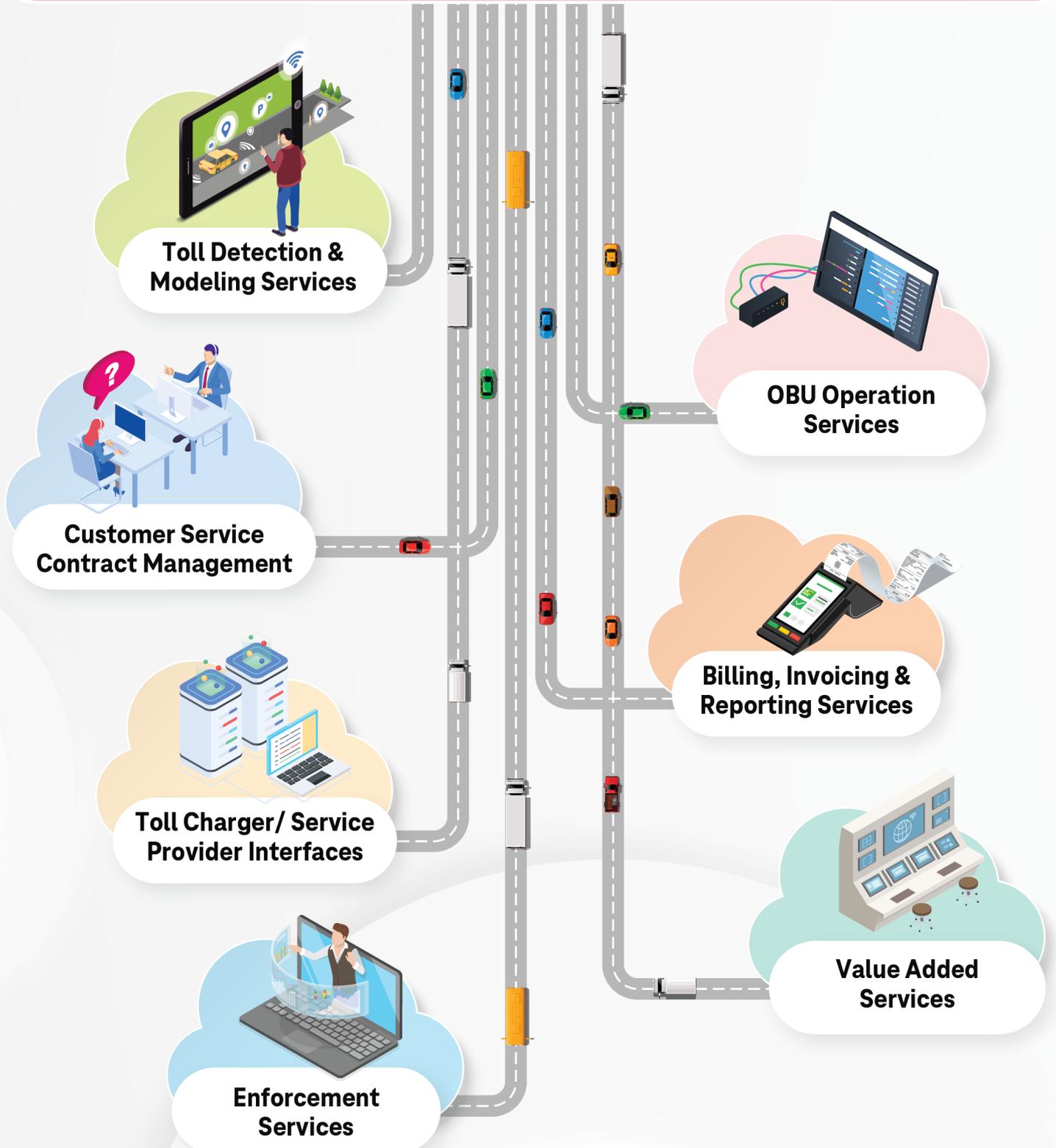
Key figures

- Covered network: Over 154,403 km
- Tolled network: Over 6,866 km
- Charge data records: 22 million/week (88 million/month in 2023)
- Annual revenue (2023): €310 million
- Daily toll: €1.21 million
- Vehicles per day (2023): 125,000–150,000 (including EETS)
- Enforcement: 39 gantries, 22 flexible sites, 30 mobile units

T-Systems Road User Services Tolling Platform (TRUST)

With 25+ years of expertise, T-Systems Road User Services delivers cutting-edge IT solutions that power toll chargers, EETS providers, and global toll service providers. **TRUST**, our modular tolling ecosystem seamlessly connects road users (B2C) and key market players (B2B), ensuring a smarter, more efficient tolling experience.

More than just a platform - TRUST powers a complete tolling ecosystem

Toll Detection & Modeling Services

Customer Service Contract Management

Toll Charger/ Service Provider Interfaces

Enforcement Services

OBU Operation Services

Billing, Invoicing & Reporting Services

Value Added Services

Drive your tolling business forward with **TRUST - our advanced, next-generation platform** that powers our Tolling as a Service (TaaS) offering.

Scalable, flexible, and designed for toll chargers and toll service providers, TaaS streamlines every step of the tolling processes - from OBU operation, toll detection and charge generation to billing, reporting, and customer care. All-in-one. End-to-end. Cost-effective.

Built on the innovative T-Systems Road User Services' modular tolling platform, TaaS leverages a multi-vendor strategy and industry-leading partnerships to ensure top performance at a competitive price. Its API-driven architecture enables effortless third-party integration, enabling clients to adapt and scale with ease.

Unlock the future of tolling with our customizable value-added services - tailored solutions designed to meet the evolving needs of modern mobility.

Future-proof tolling services

Toll Detection & Modeling Services

T-Systems Road User Services delivers high-precision toll detection using GNSS, Dedicated Short Range Communication (DSRC), and Automatic Number Plate Recognition (ANPR). OBUs, GNSS trackers, or apps match locations to toll maps, while DSRC and ANPR provide alternative seamless tolling solutions. Reliable processing ensures smart, accurate, and flexible toll detection.

OBU Operation Services

T-Systems Road User Services operates a fleet of over one million On-Board Units (OBUs) with an outage rate below 0.1%. This performance is driven by robust hardware, stable software, and automated updates. Proactive monitoring and intelligent automation ensure cost-efficient, large-scale fleet operations. We provide and support OBUs and mobile applications that integrate seamlessly with diverse tolling systems and service platforms, fully compliant with in-vehicle standards and supported by reliable logistics for maximum availability and rapid delivery.

Customer & Contract Management Services

T-Systems Road User Services provides second- and third-line support for EETS tolling, managing toll charger relationships, contracts, and master data—including user and vehicle information—through a flexible API. Clients can seamlessly integrate tolling functions or access the web-based Business Partner Portal, consistently rated best-in-class for usability and functionality.

Billing, Invoicing & Reporting Services

Our comprehensive suite streamlines tolling operations for toll chargers and service providers by integrating payment services, ERP systems, and ensuring EETS compliance. From bill processing and invoice generation to claims management, we handle it all. Flexible APIs provide seamless, real-time access to billing, invoicing, and reporting data via user-friendly portals. Data from multiple sources is consolidated into a central hub for intelligent processing and analysis. We generate standard and on-demand reports on service health, performance, and KPIs, visualized through dynamic dashboards and exportable in multiple formats—enabling continuous feedback and improvement.

Toll Charger/ Service Provider Interfaces

Our interfaces connect toll charger back-office systems with toll service providers and resellers, enabling seamless communication and data exchange across diverse domains. Built on the ISO 12855 standard, the architecture is adaptable to domain-specific requirements through configurable technology and independent adapters. Certified across nearly all EETS domains, these interfaces ensure reliable, efficient, secure, and high-performance integration.
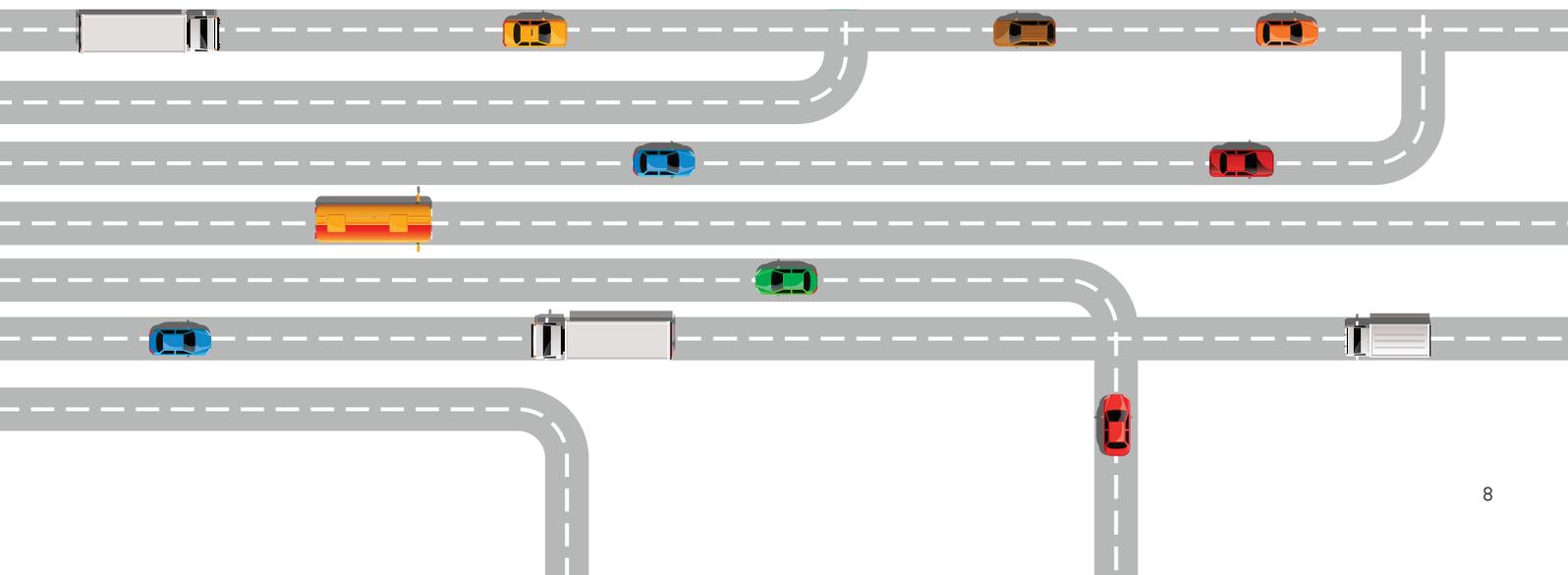
Enforcement Services

We provide a robust suite of enforcement solutions to ensure full compliance with tolling regulations. Our services integrate advanced fraud detection, continuous real-time monitoring, and automated sanctioning systems to promptly identify violations and enable swift corrective action. By leveraging intelligent technology and data analytics, we help reduce revenue loss, enhance operational efficiency, and safeguard the integrity of toll operations across all platforms.

Value-Added Services

T-Systems Road User Services delivers tailored solutions to enhance tolling through a modular platform enabling fast, flexible, and cost-effective implementation. Key features include real-time tracking, driver messaging, non-toll payments, vehicle integration, and driving style analysis. We help optimize operations, improve user experience, and unlock new business opportunities by leveraging toll-related data to generate additional services and prevent revenue loss.

End-to-end solutions with T-Systems Road User Services

More than just a platform – TRUST powers a complete tolling ecosystem.

Our next-generation tolling platform delivers an all-in-one suite designed to streamline operations, maximize efficiency, and enhance user experience. With advanced technology and seamless connectivity, TRUST scales effortlessly to meet the needs of any tolling system, ensuring excellence for toll operators and road users alike.

From eTicketing and mobile app services to enforcement solutions, TRUST provides everything needed to optimize toll collection and ensure compliance in today's rapidly evolving mobility landscape. And we're ready for the future: adaptable to light vehicle solutions, extendable to new tolling events such as LPN readings, RFID contacts, and automated driving signals. TRUST is built to anticipate tomorrow's challenges and keep your operations future-proof.

in cooperation with

1. OBU and mobile app-based solutions

We provide and support all types of OBUs and mobile applications, ensuring seamless deployment, management, and integration for effective toll collection across diverse systems and platforms.

Your trusted driver's companion

- **Seamless European tolling:** One device for all toll services across Europe
- **Proven reliability:** A trusted solution with years of successful performance
- **Plug and play:** Quick and easy installation in just a few minutes

The next generation of smart tolling

- **High-definition display:** Full-color screen for enhanced clarity and precise parameter input
- **Optimized adjustments:** New three-button system for easy weight and axle settings
- **Future-ready:** Fast and reliable communication with operated and future mobile networks

2. EETS, toll charger, or service provider solution

As an EETS-compliant platform, we facilitate smooth interoperability between toll chargers and toll service providers, enabling efficient, cross-border tolling operations while maintaining compliance with European standards.

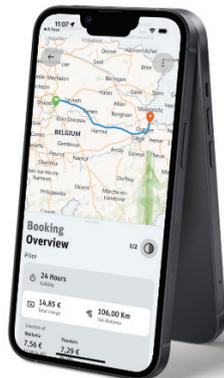in cooperation with

3. eTicketing and web solutions

Our platform offers comprehensive eTicketing services through a user-friendly web portal, enabling road users to easily select, purchase, and manage tickets. This ensures a convenient, seamless experience for both operators and customers.
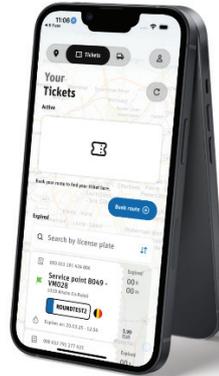
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eTicketing via App

- Fast & easy to use by end customers
- Sales channels: web, app, portal, …
- Integration with Contract Management and Billing

Pay toll & get ticket

Plan & book route

Create account & vehicle

4. Enforcement and compliance

We provide advanced enforcement solutions, including fraud detection, real-time monitoring, and automated sanctioning mechanisms, ensuring compliance with tolling regulations and minimizing revenue loss.

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5. Customer service and call center

With expertise from Belgium, Toll4Europe, and R-PASS, we ensure fast issue resolution, real-time insights, and scalable multilingual support for seamless toll management.
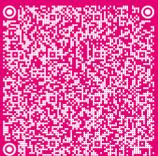
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Our tolling services are designed to optimize operations, enhance user experience, and streamline the entire tolling ecosystem, from ticketing to enforcement.