

Who we are

CAI is a global services firm with over 9,000 associates worldwide and a yearly revenue of \$1.3 billion+. We have over 40 years of excellence in uniting talent and technology to power the possible for our clients, colleagues, and communities. As a privately held company, we have the freedom and focus to do what's right — whatever it takes.

30+

Years serving
transportation and
tolling industries

2,900+

Client applications
maintained

15

Year average tenure
with our top 25 clients

We have supported local and state government transportation, tolling, and transit agencies and authorities in their efforts to modernize, improve, and evolve their technology applications and infrastructure. From application development and cloud migration to image review and back-office support, CAI is your trusted partner to support evolving organizational and community needs.

Interested in learning more?

Scan the QR code or visit
[www.cai.io/industries/
transportation-and-tolling](http://www.cai.io/industries/transportation-and-tolling)



What our clients say

**“They are our provider
of choice, due to their
consistent performance.”**

**“Appreciate their
approach to project
management.”**

**“Responsiveness is
exceptional.”**

Transportation and Tolling services

Technology services

- Application Modernization
- Application Support
- Cybersecurity
- Managed Maintenance Services
- Tolling Back Office Support

Enterprise Service Management

- Infrastructure
- IT Service Management
- Service Desk

Business services

- Business Process Outsourcing
- Business Process Improvement
- Strategy and Consulting
- Strategic IT Assessments

Staffing services

- Contingent Workforce Solutions
- Image Review
- Neurodiverse Solutions

Our partners

- AWS
- Microsoft
- Esri
- GFT
- KCI
- ServiceNow[®]
- Pega Systems

Client success



A Northeast state DOT relied on a costly-to-maintain, decades-old system to issue over 400,000 OS/OW truck permits annually. CAI partnered with the DOT to modernize the Automated Permit Routing and Analysis System (APRAS) — with a new user-friendly frontend featuring map-based routing powered by Esri geospatial tools. Result: a more efficient, scalable, permitting process.



400,000+ permits/year
processed for 1,500 hauling
partners



36.5M permitted miles /
year



10% reduction in
application denial rate



A Mid-Atlantic state transportation department faced challenges managing hundreds of critical applications due to legacy systems and limited resources. By modernizing processes, implementing best practices, and streamlining operations, CAI helped the department improve performance, reduce costs, and refocus internal resources on strategic initiatives.



250+ applications supported across
multiple departments



250+ maintenance releases delivered
annually



900+ support tickets managed monthly



99%+ SLA compliance for ticket response
and resolution



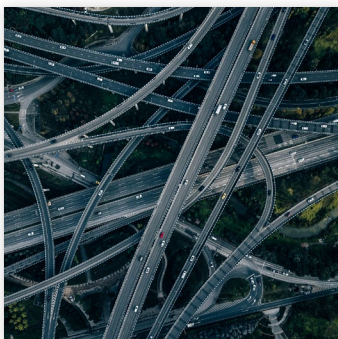
A California transportation authority partnered with CAI to automate its manual, time-consuming accounts payable process as part of a broader digital transformation strategy. Leveraging UiPath and Microsoft Azure AI, CAI developed a custom AI-powered solution that significantly reduced processing time, improved accuracy, and freed up staff for higher-value work.



64% decrease in invoice processing time



95% accuracy in AI documentation extraction



CAI partnered with a Northeast state DOT to centralize and modernize its IT infrastructure using a four-pillar approach: methodologies, management, metrics, and modernization. This structured transformation improved efficiency, reduced costs, and enhanced service delivery without disrupting operations.



60% reduction in Tier 3
service desk escalations



\$11.7M saved in
infrastructure costs over
4 years



95% customer
satisfaction (positive
survey feedback)

About CAI

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Our tailor-made solutions create lasting results across the public and commercial sectors, and we are trailblazers in bringing neurodiversity to the enterprise.

Learn how CAI powers the possible at www.cai.io