

Titan Cloud Improves BOL Reconciliation, Reduces Investigations for Retail Fuel Company in Growth Mode

Following the 2019 acquisition of a market leading fuel business, a prominent retailer grew to more than 500 petrol forecourts and c-stores across Australia. Before the acquisition, the retailer had been working with Leighton O'Brien (acquired by Titan Cloud in 2024) for Statistical Inventory analysis (SIR) compliance. They were seeking a more advanced, high-definition solution to provide strapping charts to their network and enhance leak loss detection capabilities.

A key objective was to improve the accuracy of Automatic Tank Gauges to optimize leak detection and Bill of Lading (BOL) reconciliation. Furthermore, the retailer aimed to elevate the overall forecourt experience for their customers.

Integrating Titan Cloud's frictionless fueling software suite, the retailer gained the ability to detect and fix any errors in the raw data and adjust it to the new chart.



CHALLENGES

- Improve tank gauge accuracy
- Streamline BOL reconciliation
- Elevate customer forecourt experience



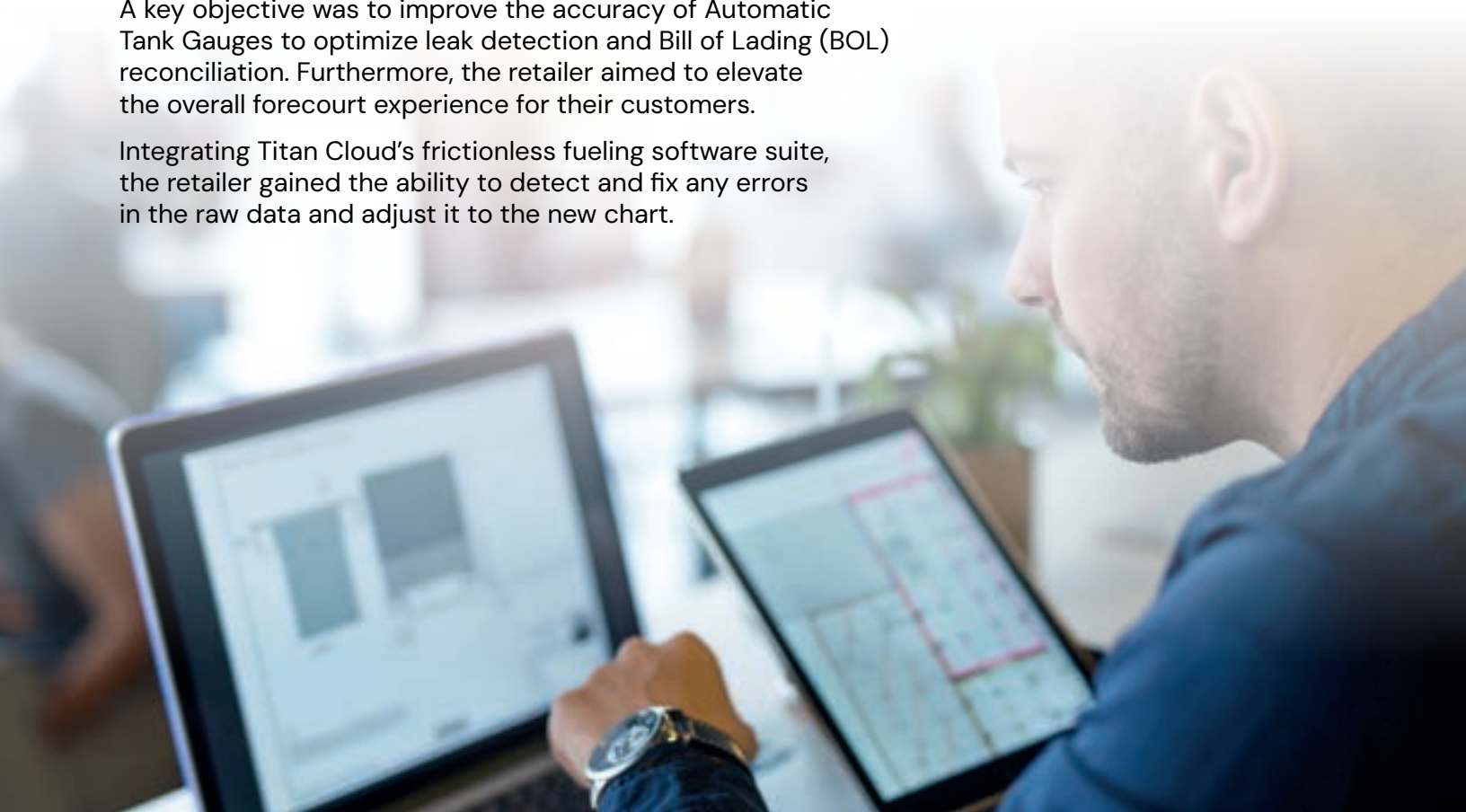
SOLUTIONS

- Fine grain tank chart technology
- Near real-time anomaly detection
- Remote visibility / Digital connectivity
- Automated invoice reconciliation



RESULTS

- Improved variance rates by 64%
- Reduced BOL reconciliation investigations by 50%
- Boosted delivery acceptance rate to 99%



A solution for growth

Since 2004, the global c-store leader had worked with Titan Cloud for compliance reporting and standard SIR services. A positive experience with excellent results led to a good relationship with the head office Fuels and Maintenance teams. Following a series of acquisitions in 2019, and in need of a high

definition wetstock management solution, the company made the decision to work with Titan Cloud.

Over four months in 2020, Titan Cloud worked with the retailer to integrate our platform, onboard their team, and measure success.

Inaccuracies = Investigations

In the retail fuel space, manual inventory variance tracking systems leave the door open for discrepancies and delays. In addition to financial implications, fuel management issues that go undetected can negatively impact multiple points along the supply chain, resulting in lost revenue and hours of lost time across teams.

In the fuel business, variance errors cost revenue and are also a significant efficiency drain for operators. The time and effort needed to investigate mismatched invoices often leads to extended downtime and diverted resources.

Before implementing the Titan Cloud platform, the retail fuel operator's network was challenged by inaccurate ATG readings, which in turn were increasing the amount of unmatched BOL reconciliations. By the time they began working with Titan Cloud, the company had been reporting **an average of 490 unmatched BOL delivery investigations per month**.

The quickly growing fuel retailer was feeling that pain. Over their more than 500 fueling sites, the numbers were adding up:

- They were navigating an average of 5,000 investigations per year across their locations.
- Delays from investigations caused them to automatically reconcile only approximately 94% of their fuel deliveries.
- Regulator audits had become onerous.

Automation = Accuracy

With Titan Cloud's wetstock management solution:

- The manual work traditionally required to understand inventory variance was replaced by AI-based automation.
- Data-driven ATG technology introduced micro-level measurement accuracy that far surpassed the capabilities of traditional tank charts.
- Fuel loss investigation became controlled by algorithm, increasing accuracy significantly and improving BOL reconciliation.

Titan Cloud's technology was able to provide the fuel retailer with the most granular fuel inventory data possible due to our fine-grained tank chart technology, resulting in pinpoint accuracy.

"Once we had established a high-definition data feed, we could restructure employee training to focus on how alarms function and

how we recommend the alarm management is completed," said the company's National Fuels Leader. "If they have a water alarm going off, for example, they can use the system to test the tank. It saves the employee time and in the bigger picture, reduces the amount of training we need to execute company wide."





Being able to access data analytics via platform also enabled the company's retail operators to diagnose inventory issues without spending excess time on the forecourt or putting themselves in harm's way should something go wrong. This was especially important for the expansive retailer, which ran several sites in remote parts of the country.

With digital connectivity, operators could quickly identify issues using Titan Cloud software and diagnose them remotely.

Numbers tell the story

By integrating the Titan Cloud platform, the fuel retailer could rely on unparalleled accuracy, data-driven algorithms, and real-time measurement capabilities to make critical business decisions. Maintaining synergy between inventory accuracy, delivery reconciliation, and investigations became automated and centralized, saving time and money.

Using Titan Cloud, the global operator was able to:

- Reduce inventory variances on their established ATGs by 64% across their network
- Boost accepted deliveries to 99%
- Drop average investigations per month by 14%

"We value the ability we now have to quickly consolidate deliveries," the National Fuels Leader explained. "We're now able to reduce operational time across the board."

ABOUT TITAN CLOUD

Titan Cloud provides the industry-leading Fuel Asset Optimization software platform to help customers simplify their operations by gaining complete control and visibility over fuel, supply and logistics, maintenance, and compliance.



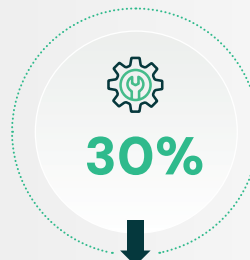
TRUSTED

by 700+ global customers in c-store, wholesale distribution, and commercial fleet



REDUCTION

in remediation costs with early detection



DECREASE

in consolidated maintenance costs



INCREASE

in average fuel sales per site

As businesses manage against unpredictable demand, increased volatility, and rising costs, leaders across industries are turning to Titan Cloud technology to gain unprecedented connectivity, visibility, and control into their fuel assets and operations.

Learn more at titancloud.com

Call 1-615-372-6000 or email ROI@titancloud.com