

An Introduction to TouchStar Technologies:

MOBILE COMPUTING SOLUTIONS FOR FUEL LOGISTICS



● Key Company Information

- TouchStar is listed on the London Stock Exchange (AIM) since 2001.
- The company has almost four decades of experience in providing mobile computing solutions.
- 500,000 systems implemented worldwide, across 500 sites.
- The company is a hardware manufacturer, software developer and system integrator.

● A Selection of TouchStar Clients



● Software

Experience, efficiencies and savings

With almost four decades of experience, TouchStar is internationally recognised as the market leader in mobile applications for the fuel delivery market.

Developed in conjunction with some of the fuel industry giants, FuelStar facilitates a live connection between drivers, transport staff, accounts teams and customers. Sharing live data regarding vehicle position, on-board stock, delivery volumes and pricing enables, both better operational decision making and a reduction in administration.

FuelStar facilitates greater operational efficiencies and reduced costs. A typical flow of data through the FuelStar delivery process would be as follows:

Driver Log-On

The driver logs on to the system and the software is then able to automatically verify driver ID and mileage. This enhances both the security and accuracy of the data returned from the system.

Vehicle Checks

The system (optionally) prompts the driver to undertake his statutory vehicle checks prior to receiving the work schedule. The checks are completed with a signed statement by the driver which includes a location, date and time stamp. Once verified, the vehicle safety sheet is available both in the back office and locally on the device for road side check purposes. The system manages faults by exception, allowing for rapid identification and remedial action.



Software

Daily Task List

On completion of the vehicle safety checks the driver is presented with an overview of the scheduled loading and delivery tasks for that shift. The system allows easy review of location and product requirements and the driver, or back office team, can plan route and line changes effectively as a result. Delivery comments by customer and specific order are presented automatically and trigger a read receipt message to the back office. This ensures that key information is shared effectively.

Loading

Within FuelStar, the vehicle loading process is recorded by pot, location, contract and bill of laden number.

Delivery

Upon completion of the vehicle loading process, the driver is then able to select the delivery. At this stage an automated pre-delivery message can be sent, enhancing customer service levels. Vehicle navigation options facilitate the collection and population of the tank's coordinates. Should the delivery not be possible then there are a number of non-delivery codes which can be recorded against the delivery and returned to the back office. In the event that this is a result of lack of access or health and safety issues, image capture is able to provide supporting evidence should the customer query this at a later date. Paper PODs can also be generated, if required.

NEW! Mapping Console

The rationale behind the creation of our new Mapping Console is identical to our wider development philosophy... to maximise the amount of real-time information available within a single screen whilst ensuring that this data is accessible in a user-friendly format. The console operates as a powerful stand-alone module within Fuelstar, allowing the planning office to identify operational bottlenecks in real-time and to plan re-routes accordingly, without the need to reference other back-end software.

The Mapping Console matches the wealth of client and order information contained within FuelStar with GPS technology to provide accurate real-time data on the geographical positioning of vehicles and LOB (Load on Board) status.

A full historical audit trail of any time period is visible including;

- **Driver Login**
- **Trip Start**
- **Loading Location & Per-Compartment Load Quantities**
- **Delivery Location, Discharge Quantities and Compartment Offload figures**
- **Trip End**
- **Driver Log-Off**

Specific filters can be applied to assist with easy and logical interpretation of the data. These filters include;

- **sorting of vehicles by Current Total LOB, Last seen, Driver Logon**
- **excluding of vehicles with devices "logged off"**
- **identification of vehicles closest to a particular Address/Postcode/Town/POI**
- **advanced filtering of vehicles carrying specific products.**

The available information can be utilised to optimise delivery processes. For example, 'expected LOB' data can be used to re-purpose the LOB to different deliveries.

Meter Integration

For metered deliveries, once the vehicle is in position at the customer's tank it is possible for the system to pre-set the meter to a prearranged quantity. Once the delivery has taken place, details of the quantity, temperature, location, date and time are automatically recorded.



Software

Printing

The system provides weights and measures approved ticketing. The tickets can be printed from the existing printer (supplied with the meter) or using a thermal printer that will allow logos, signatures and more flexible report printing options.

Follow on Delivery

Should the customer require an additional remote delivery, FuelStar is able to consolidate the total deliveries on a single ticket.

Customer Signature

Upon completion, the customer can view full details of the delivery with the opportunity to provide an invoice. The flexibility of the system means that it is possible to collect both money and a digital signature at this juncture.

Product Allocation to Line and Pot

On returning to the truck the driver has the ability to manage the stock, including line changes. The driver will also be able to ensure that there is an up to date stock allocation per pot.

Reconciliation

All details transferred and collected throughout the day are continually transferred to the back office which means end of shift reconciliation and invoicing is handled automatically.

Bespoke Design

The business logic behind the process flow of the software as well as the screen designs and layout are all definable by customer. The core of the product grows as new customers and new technology continually add to the functionality of the software. This ensures that FuelStar customers are always able to access the most up to date technology in a cost efficient manner.



Hardware

The **TS3200-A** is a 'Tour de force' in both design and ingenuity, suitable for the most rigorous use in the most extreme conditions. The **TS3200-A** provides full protection against dust, water and oil ingress and is fully compliant with the **ATEX IECEx directive**, allowing safe use in potentially explosive environments.

BUILT TO LAST

The robust construction of the **TS3200-A** has resulted in a mobile computer that is built to last. Unique to TouchStar is the internal silicon mounted chassis, ensuring full protection of the internal electronic components within tough handheld or vehicle mounted applications. When combined with the high impact polycarbonate plastics, the **TS3200-A** provides an extremely reliable solution that is designed to last. Not only this, TouchStar provide the long term support to guarantee seamless operation, reduced downtime and a low total cost of ownership.

KEY COMPONENTS
PROTECTED BY AN INTERNAL
SILICON CHASSIS



KEY FEATURES

- IP65 Rating
- Survives 1.5m drops on to concrete
- Operates in wide temperature extremes (-20°C to +55°C)
- High impact polycarbonate rugged touchscreen
- 5M pixel camera
- 3G/4G/HSPA communication
- High-speed processor technology





Extra visibility takes Certas to the next level

The Company

Certas is the largest independent fuel and lubricant distributor in the UK, with more than 1,000 tankers working out of a network of 130 depots. Certas, which has more than 2,500 employees, also operates under the Gulf brand at over 900 retail forecourts.

The company, which has grown through several acquisitions over the last ten years, delivers in excess of 6 billion litres of fuel per year. This ranges from 500 litres of kerosene for heating domestic property up to 40,000 litres of petrol. Certas is a company that prides itself on providing innovative alternatives to traditional fuel supply arrangements. It also offers the highest standard of service to customers with tailored solutions to meet their individual energy needs.

The Challenge

Certas employs high standards of operation in order to meet the expectations of its customers, but following a number of acquisitions the company found that its drivers had come through a mixture of training procedures and found it difficult to change and adapt to the standards set by Certas.

Having been familiar with different processes in previous jobs, drivers sometimes found it difficult to improve their productivity and efficiency, most importantly when it came to paperwork compliance and also delivery standards. Certas had also relied on drivers themselves for updates on location, status and timings, meaning drivers often lost time and focus due to the amount of reporting in to their fleet managers – leading to slower deliveries and less accurate reporting.

The Solution

The challenges Certas faced, provided an opportunity to bring in TouchStar to improve several processes, most importantly ensuring compliance and boosting customer service.

TouchStar's on-board solutions enabled drivers to fill out the majority of their forms digitally, instantly reducing the amount of time spent on paperwork and cutting the chances of mistakes being made. The solution offered many additional benefits to Certas and its drivers, from a built-in satellite navigation system to detailed delivery updates and task location tracking.

● Case Study - Certas Energy

Certas quickly found that the added visibility provided by TouchStar offered an extra dimension of time management, as fleet managers would be updated when a delivery had been made, and as a result they could then better plan accordingly.

Certas Head of Logistic Services, David Hauff, commented:

“Thanks to TouchStar we are now able to have more informed conversations, plan better and offer an improved service to our customers. The solution also guarantees compliance and gives us a greater degree of accuracy in our conversations with our sales team and of course our customers.”

Working with TouchStar

Certas first brought TouchStar on board in 2014 and the solution is continuously being developed and improved. Harnessing the scope of interfaces available on the truck, within existing practices as well as back office systems has been an important step towards rolling out the system to the entire fleet.

The level of extra visibility that the solution has provided has led to an on-going process as the more insight Certas gains into its operations, the more it can work with TouchStar to adapt and change for the better.

Hauff added: “We want to grow and become even more productive with our time. The TouchStar solution will enable us to facilitate that process by taking unproductive time away from the driver, such as filling out paperwork. “TouchStar’s solution works in tandem with our existing systems and really completes the package, meaning that our customers are now informed at every stage of the delivery process. Better customer service is a key goal for us with TouchStar and I am confident that we can continue to improve.”

About TouchStar Technologies

TouchStar Technologies is a leading provider of data collection, mobile computing, access control and onboard retail solutions for a diverse range of markets including warehouse & logistics, transportation & fleet management, facilities management and fuel distribution. The company works with many of the world’s largest organisations. Its solutions help capture, move, and manage critical information, providing businesses with the means to access real-time information anytime and anywhere enabling them to make faster and smarter business decisions.





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