Remote Dispenser Diagnostics and Management Made Easy

RDM by DFS
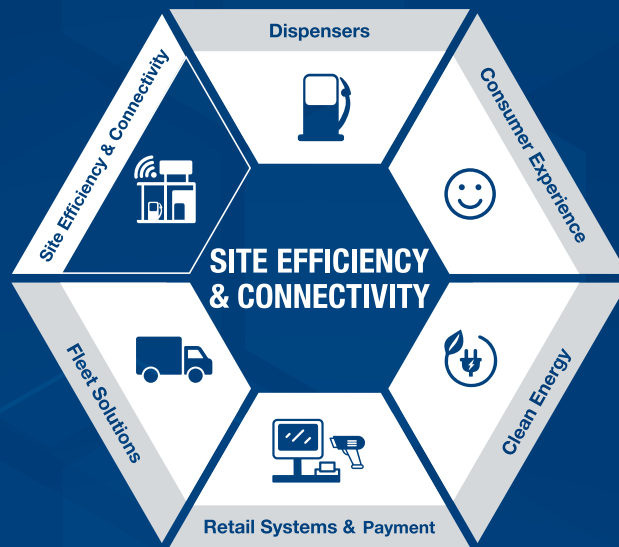

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Dispensers

Consumer Experience

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SITE EFFICIENCY & CONNECTIVITY

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Introducing the Truly Connected Dispenser

Managing assets across one or many forecourts is a challenging task. We've all fallen victim to driving onto a forecourt only to find that not all pumps are "in use", and we're now stuck in a queue to refuel. This is because retailers typically don't know when a dispenser isn't operating correctly until a customer tells them. Without proactive monitoring and real-time alerts on the health of each dispenser, service to customers can be interrupted, leading to customer dissatisfaction and a reduction in fuel sales – not to mention potential damage to customer loyalty and brand reputation. Disruption to normal forecourt operations can be easily resolved or avoided through remote management.

Introducing RDM by DFS – a remote diagnostics and management solution, which will enable retailers to invest in a truly connected dispenser. With the ability to remotely troubleshoot and fix dispenser issues, in real-time, RDM by DFS reduces maintenance costs and maximizes dispenser uptime.

Having visibility over the health of each dispenser on a service station, or stations, enables retailers to proactively prioritize maintenance activities and focus on sites that need immediate or near-term attention. By providing access to and insights on each dispenser and fueling point, RDM by DFS can help make service stations more efficient and cost effective, while ultimately delivering a reliable, frictionless customer experience.

DFS *Worldwide* Brands

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It's Time to Invest in Your Future

RDM by DFS is an optional dispenser module, which, once activated, will allow retailers to gather enhanced data while also having the capability to carry out remote monitoring, management, diagnostics, and troubleshooting via DX Monitor®.

Resolve Issues Before They Cause an Impact

- Proactively manage fueling points to ensure dispenser operations are running smoothly
- Receive updates on dispenser health, alerting you to issues before they impact your customers, or your bottom line
- Reduce your sales losses and dispenser issues

Proactive Monitoring to Minimize Downtime

- Optimize volume throughput by minimizing downtime through pioneering remote diagnostics and management technology to providing an optimal customer experience
- Reduce the time taken to identify, report , and correct an issue
- Monitor the flow rates of every fueling point and grade and receive proactive alerts when slow flow rates are detected so retailers can take action
- Manage, correct, and reboot dispensers remotely

Decrease Maintenance Costs and Boost Efficiency

- Remotely diagnose issues and use advanced troubleshooting to remotely fix a dispenser without dispatching a field technician to site
- Reduce maintenance costs and service call outs, resulting in low total cost of ownership (TCO)

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RDM
BY DFS

The Features that Make it all Possible

UL+

UL

DIESEL

Remote Diagnostics and Troubleshooting

Through our uniquely developed parallel communication channel, we use core original equipment manufacturer (OEM) data for monitoring our fuel dispensers to ensure enough granularity to be able diagnose issues remotely.

Effective and Efficient Dispenser Monitoring

By utilizing the secure encrypted data link between our web user-interface and the fuel dispenser, RDM by DFS enables retailers to make the most of remote diagnostics and advanced troubleshooting as to manage each fueling point. Once an issue is detected, further analysis, including access to dispenser log-files and troubleshooting, can be done remotely from our intuitive user-interface. If a site visit is required, all the data is there to ensure a field tech, with the right knowledge and parts, is dispatched for that all important "first time fix".

Mitigate Excessive Maintenance Costs

With RDM by DFS, in conjunction with DX Monitor®, we can do almost anything remotely that isn't considered relevant for metrology, including changing parameters in the programming, and performing a remote reset of the pump computer. By doing this, RDM by DFS can avoid 1 in every 3 calls that would otherwise require a field technician to be dispatched to site.

Optimize Throughput and the Consumer Experience

The remote fix capability of RDM by DFS significantly reduces downtime on site, to provide an optimal consumer experience and ensure all dispensers are actively trading, all while mitigating costs associated with dispatching field technicians.

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Manage Your Forecourt Enterprise

DX Monitor® enables centralized monitoring and management of fuel dispensers across your entire enterprise of forecourts. Utilizing the ability to remotely manage software and firmware at the dispenser, DX Monitor® reduces maintenance costs and maximizes fuel dispenser uptime. Having visibility over the health of each forecourt in the network enables you to proactively prioritize maintenance activities and focus on sites that need immediate or near-term attention. By providing access to and insights on each dispenser and fueling point, DX Monitor® can help make your fueling station more efficient and cost effective.

Avoid **1 in 3** callouts to site

Proactively identify **9 out of 10** issues that would otherwise persist until a customer reports them

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DX MONITOR

Resolve Issues Before They Cause an Impact

Highly Secure and Scalable Web-Based Application

Allows for secure communications with, and management of, a number of remote devices.

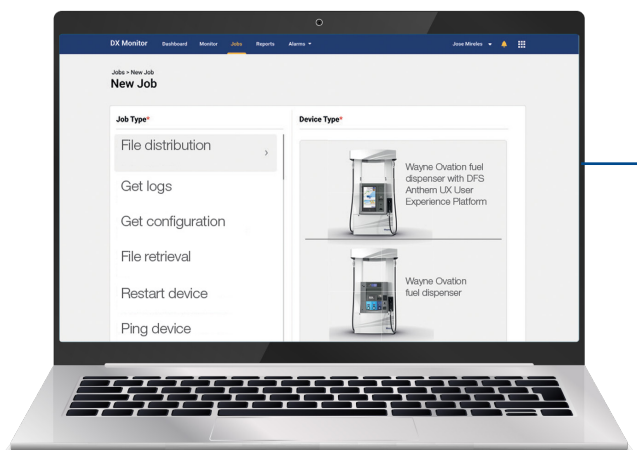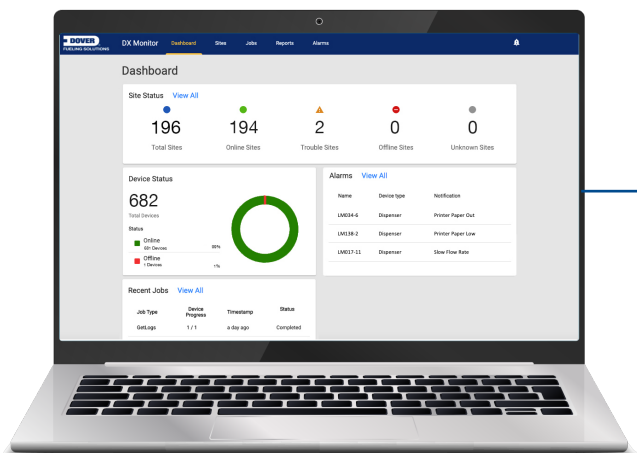## Proactive, Condition-Based Equipment State Evaluation

By preventing equipment degradation or failure and proactively mitigating issues during low-traffic times, equipment utilization is maximized and customer experience is enhanced.

Oversee Everything From the Dashboard

No matter how many sites you are monitoring with DX Monitor®, the dashboard view is your core status hub. Quickly and easily understand how many sites need attention, what alerts have been occurring, and what recent actions have been taken.

Drive Actions Through Jobs

DX Monitor® can drive a variety of actions remotely through the 'Jobs' menu, including pulling dispenser log files, restarting the device, and more. All of these actions can be done remotely, which saves time and money.

RDM by DFS

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DFS and Microsoft: Driving Digital Transformation

DX Monitor® provides real-time updates on your site, the status of your equipment and the state of your sales — all from an innovative cloud-based solution that works seamlessly with your existing forecourt systems. With DX Monitor®, you'll stay on top of maintenance issues, flow rates, and much more, from virtually anywhere. All of this is possible because DX Monitor® runs on Microsoft Azure. Because of the Azure's intelligent cloud-based technology, customers can access their site and equipment data remotely at any time, and perform updates or upgrades to existing site software from afar, instantly reducing costs by eliminating the need to scheudle a site technician. In addition, customers can be assured that they are benfiting from the security and confidentiality they have come to expect from Microsoft products.