



Because
Every Drop
Counts!

CUSTOMER SUCCESS STORY

Consolidating Fleet Fueling at Scale



How a large mixed fleet operator replaced fragmented OEM telematics with a single, U.S.-supported platform from SCI — and cut administrative time in half.

Executive Summary

When a nationwide fleet operator managing more than 2,000 vehicles and pieces of heavy equipment lost consistent support for its OEM-based fuel telematics, the cost of that fragmentation showed up everywhere: slower reconciliations, longer support calls, and hours of manual work every week just to keep fuel data tied to the right projects and assets.

After deploying SCI's all-in-one fuel management platform, the operator consolidated fueling for its entire fleet under a single system with direct U.S. support. Administrative and internal process time dropped by 50%, operational efficiency doubled, and the platform now handles roughly 100,000 gallons of transactions per month with near-100% uptime — with every gallon automatically assigned to the right project, asset, or cost center.



50%

Reduction In
Administrative Time



2x

Operational
Efficiency Gain



~100%

System Uptime

Client at a Glance

The client operates a large mixed fleet spread across multiple sites and active projects. Their day-to-day fuel operation is defined less by any single number than by the mix: heavy off-road equipment consuming diesel by the tank alongside on-road vehicles fueling at a range of locations, all of which needs to be reconciled back to the projects and assets driving the cost.

- Approximately 800 pieces of heavy equipment
- Between 1,200 and 1,300 on-road vehicles
- Roughly 100,000 gallons of fuel transactions per month
- Fuel spend allocated across many concurrent projects and cost centers

The Challenge: Fragmented Telematics, No Single Point of Contact

The operator had originally standardized on an OEM-provided telematics solution to track fueling across the fleet. On paper, it was a reasonable choice: one vendor, tightly integrated with the equipment. In practice, the arrangement began to unravel as the OEM sold off portions of its business and outsourced other pieces of the operation to third parties. What had been a single relationship quickly became several. Support requests could bounce between the OEM, a spun-off business unit, and one or more outsourced providers before landing with someone who could actually resolve the issue. For a fleet running around-the-clock operations, that kind of delay is not a minor inconvenience — it is a direct hit to productivity.

Specifically, the client was dealing with:

- No single point of contact for support across the fueling stack
- Long wait times to resolve issues, often bouncing between vendors
- Fragmented tools and data spread across multiple providers
- Uncertainty about the long-term direction of the OEM's telematics product
- Administrative overhead required to keep fuel transactions tied to the right projects and assets

The Solution:

A Single, U.S.-Supported Fuel Management Platform

SCI replaced the patchwork of OEM and outsourced tools with a single fuel management platform covering the client's full fleet. Rather than layering another vendor on top of an already fragmented stack, the deployment consolidated fueling — hardware, software, reporting, and support — under one roof.

Key elements of the deployment

- All-in-one platform covering both the vehicle and heavy equipment fleets
- Automatic assignment of every fuel transaction to the correct project, asset, or cost center
- Direct U.S.-based support from SCI, with a single point of contact
- A system architecture engineered for near-continuous uptime, so operations do not stall waiting on the platform

Because the platform handles cost allocation automatically, the accounting and operations teams stopped spending time reconciling fuel data by hand. Every gallon that moves through the system already knows where it belongs.

Results

The impact was measurable across both the administrative side of the business and day-to-day fleet operations.



50% Reduction in administrative and internal process time

By eliminating multi-vendor coordination and automating the assignment of fuel to projects and assets, the client cut the time their teams spent on fuel-related administrative work in half. That is time given back to accounting, operations, and management every single week.



2x increase in operational efficiency

With reliable data flowing in real time and a single support relationship to lean on, the operation runs at roughly twice the efficiency it did under the previous fragmented setup. Issues get resolved faster, decisions get made on better information, and the fleet spends more time working and less time waiting.



Nearly 100% system uptime

Across roughly 100,000 gallons of monthly transactions, the SCI platform has delivered near-continuous availability. For a fleet of this size, that reliability is what makes the productivity gains stick.



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Why It Worked

Three characteristics of the SCI approach stood out for this client:

One platform, one relationship

Consolidating fueling under a single all-in-one platform removed the coordination tax the client had been paying across multiple vendors. Support, hardware, software, and reporting all sit with SCI.

U.S.-based support

The client has direct access to SCI's U.S. support team rather than routing tickets through outsourced tiers. That translates into faster resolutions and a support experience that understands their operation.

Built for uptime at scale

At roughly 100,000 gallons per month across more than 2,000 assets, downtime is not academic. The platform's near-100% uptime means the productivity gains show up in real operational hours, not just in reports.

Conclusion

Fleet operators who inherit a fragmented telematics stack — often through no fault of their own, as vendors get acquired, spun off, or restructured — end up paying for that fragmentation every day in administrative time, support delays, and missed operational hours.

This client's experience with SCI demonstrates what changes when fueling is consolidated onto a single, well-supported platform: administrative time cut in half, operational efficiency doubled, and 100,000 gallons a month flowing through a system that stays up and keeps the books accurate on its own.

For fleets of comparable scale and complexity, the takeaway is straightforward. The right consolidation does not just simplify the vendor list — it gives measurable time and productivity back to the business.



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Fragmented telematics shouldn't slow your fleet down. Consolidate your fueling with SCI's all-in-one platform to cut administrative time in half, boost efficiency at scale, and get the direct support you need to protect your bottom line.



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