

MILLER MOTOR GROUP

ALDFORD, BRAISWICK, OLD FORGE AND LONDON ROAD
FILLING STATIONS SERVING THE COLCHESTER AREA



ABOUT THE COMPANY

Miller Motor Group were established in the fuel industry in 1959 and pride themselves on providing a "clean, fast and courteous service" to their customers. Since 2008 they have outsourced Wetstock Management to Gilbarco Veeder-Root and recently upgraded their service to Insite360 Advanced Variance Analysis.

OPTIMAL RISK MANAGEMENT & COMPLIANCE

Insite360's online dashboard and pro-active reporting keeps the customer in full control.

THEIR EXPECTATIONS

- Early leak detection
- APEA 'Blue Book' compliance
- Best possible calibration
- Consistent variance control
- Flow performance monitoring
- Avoiding financial loss
- Operational peace of mind



HOW HAS INSITE360 MET MILLER MOTOR GROUP EXPECTATIONS?

Our 24/7 Continuous Monitoring Service and personal Account Manager are dedicated to solving customer issues promptly

NETWORK MANAGEMENT & CONTROL



Insite360 is providing a dual level of business control; the Management Team have easy access to information via the online Dashboard, benefit from key information at-a-glance and receive automated variance reports for each site. In the background the Insite360 Analyst Team is monitoring performance 24/7 and escalating potential issues for quick resolution.

CUSTOMER SAFEGUARDS - BRAISWICK



With customer satisfaction a high priority, fuel quality is critical. When the possible presence of water in a tank was detected, an Engineer was despatched to site within 24 hours to investigate. Fortunately the tank contents were found to be un-contaminated, but the value of Alarm Management is clear - the rapid response could have prevented customers introducing water into their vehicle tanks.



PREVENTATIVE ALERT - OLD FORGE

Fuel draining back into a tank in-between dispensing can easily go unnoticed but can be indicative of a line leak. When a small drain-back was detected at Old Forge, an Engineer attended site to investigate. In this instance just the check valve required attention, but had the cause been the early stages of a line leak developing, it could have been discovered before more serious consequences arose.



MAINTENANCE EFFICIENCY & DATA CONSISTENCY

Accurate, reliable data is key to effective wetstock management. When an equipment fault caused an interruption to the data stream at Aldford, the Insite360 team were able to remotely diagnose and fix the problem. This not only ensured continued data integrity, but also prevented the added time and cost of a site visit to rectify the problem, which might otherwise have been necessary.

"Insite360 provides us with strong account management with clear communication and regular updates. We can run reports via the easy-to-use portal that help us with fuel stock protection and complying with the APEA 'Blue Book'. Miller Motor Group say they can trust Gilbarco Veeder-Root because they have "the experience with gauges and pumps" and are seen as "leaders in the forecourt services industry".

Kelvin Smith, General Manager at Miller Motor Group

Gilbarco Veeder-Root is the largest and most experienced supplier of wetstock management services in the world with more than 40,000 sites on service globally. For more information on how we can help, please call 01268 533090 (option 2) or email gilbas.sales@gilbarco.com

