



*“ We were very impressed with Acumera through the entire setup process, especially with the transition and Acumera interface,” Case said. “The only regret I have is that we didn’t do this sooner. ”*

Dave Case of Bravo Fuel



# Bravo Fuel Case Study

## The Challenge

**Bravo Fuel, a regional convenience store operator and Valero dealer, was looking for a way to improve network security and reliability, without dramatically increasing its costs.**

In addition, the Bravo Fuel team needed a better system for resolving technology and connectivity issues at its remote locations in the mountains. Sending technicians out to remote locations was both expensive and time consuming.

The company was also in the process of upgrading its infrastructure to an IP-based POS system and redesigning its network architecture so it would be better equipped for future technology updates in its stores.

When Bravo engaged Acumera’s experts to consult on network design, they quickly realized Acumera could help relieve several key pain points related to their network infrastructure, while simultaneously providing Bravo with the flexibility and control they wanted when designing their network.



## The Solution

Since Bravo Fuel had not put a lot of focus on its network in the past, the first step was to clean up the network configuration, which had accumulated scores of extra cables over the years. Bravo could then get rid of unnecessary cabling and set out to design a more organized and functional network that would fulfill the requirements of its current operations. This process also made it easy to make updates to support future operations.

Next, the Acumera team worked with Bravo Fuel to set up the **C-Store Connections Package** and **Valero Processor Connections** at all Bravo locations, providing the framework needed for improved security, backup connectivity, and remote network monitoring and management.

“ Our team was pleased to find out that we could get reliable connectivity and failover for critical functions, such as credit card processing, as well as device-level security, store-wide monitoring and security, fuel automation and PCI support from Acumera...all for about the same price we were paying another vendor for processing alone. ”

Dave Case of Bravo Fuel

## The Results

Now, Bravo Fuel is able to troubleshoot a majority of its network and IT-related issues remotely thanks to the **AcuVigil™ Dashboard**, Acumera's cloud-based monitoring and alert service that provides realtime network status information at the company, store and device level.

Easy-to-follow network diagrams on the **AcuVigil™ Dashboard** enable Bravo to fix device outages over the phone, rather than spending valuable time and money sending technicians out to its remote locations.

Acumera also monitors the broadband Wide Area Network (WAN) connection at the stores, and works directly with individual stores and network carriers to fix connection issues.

Bravo Fuel also processes payment cards through Valero Processor Connections at all locations, and operations are running smoothly and efficiently.

