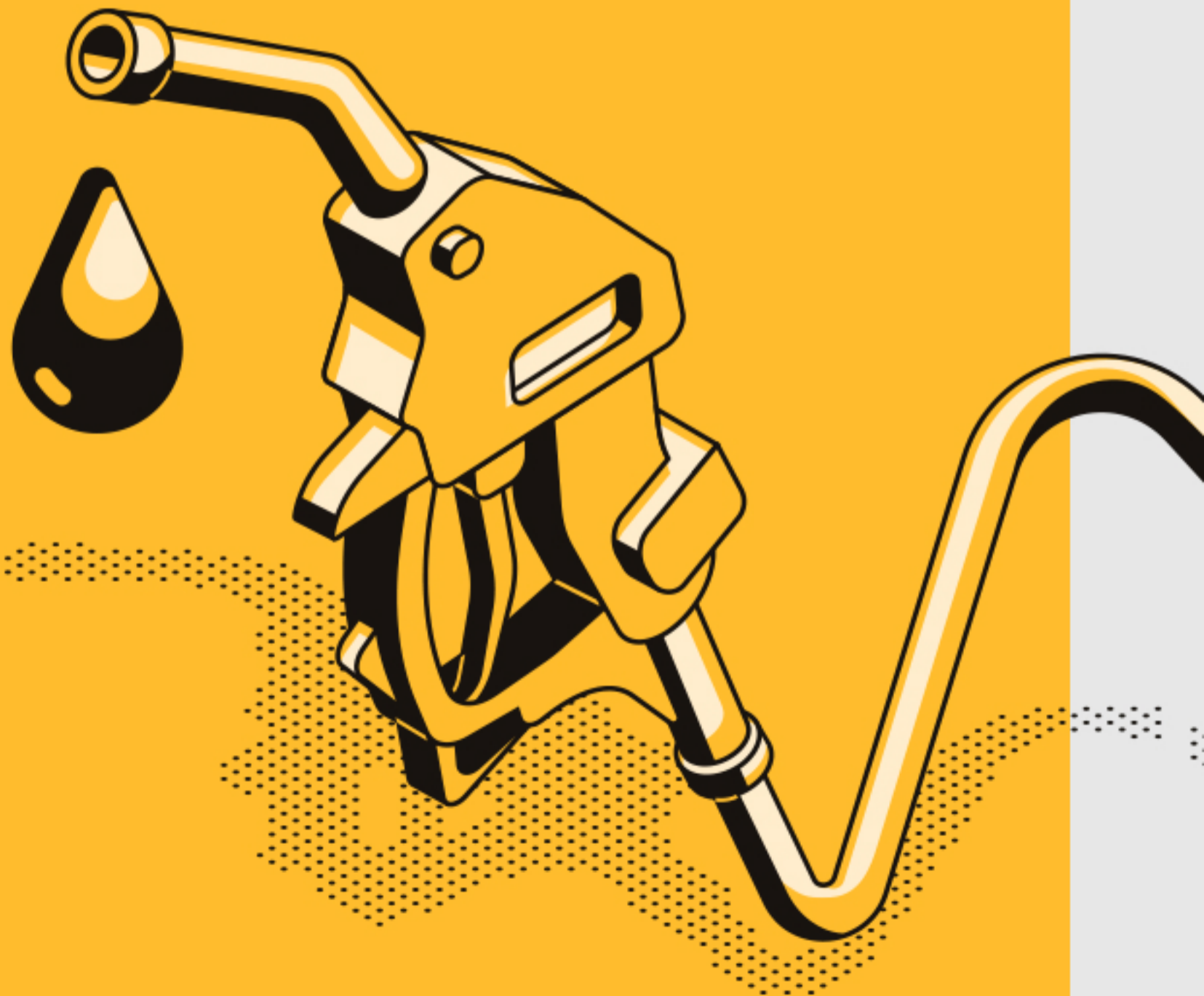




Learn how this South African retail fuel company improved its overall **efficiency & revenue by Implementing Automation**



About Our Client

Since inception in 2008, Global Oil has rapidly grown to over **80 retail sites across 8 provinces- Global Oil has raised** the bar in fuel retailing and convenience stores in South Africa.

Global Oil is a fuel retail group that operates across South Africa. In a market previously dominated by major refining oil brands, Global Oil has now **progressed into the largest 100% black-owned** and proudly South African retail brand across the country



Situation Analysis


Our Client Global Oil wanted automation implemented to the new system so that it would require less manual engagement.

For which, when they approached us, HyTechPro with their updated and hi-tech technologies that save time, money and resources, offered them a solution that fulfilled their requirement.



The Challenge

Our client Global oil was facing the following challenges:



Due to the high level of manual interventions within the existing system, there were increased levels of inconsistency arising through the manual capture process. This could have potentially resulted in greater errors, data duplication, miskeying of information and an increase in the turnaround time to complete tasks.

The issue with data ownership and system ownership.

The issue with data security.

Dependency on existing software vendor was very high.

The existing system was not easily configurable. System changes were difficult and delayed with the existing vendor.

Technology upgrades were difficult as the system was not owned by Global Oil.

Access permission was not defined on the basis of roles/profiles, resulting in increased security risks and diminished audit capabilities.

The Requirement

Our client Global Oil wanted to implement automation to the new system so that less manual engagement would be required. In order to accomplish it, the following works had to be performed:



Replacement of the manual excel process with the new application. Hence minimizing manual intervention.



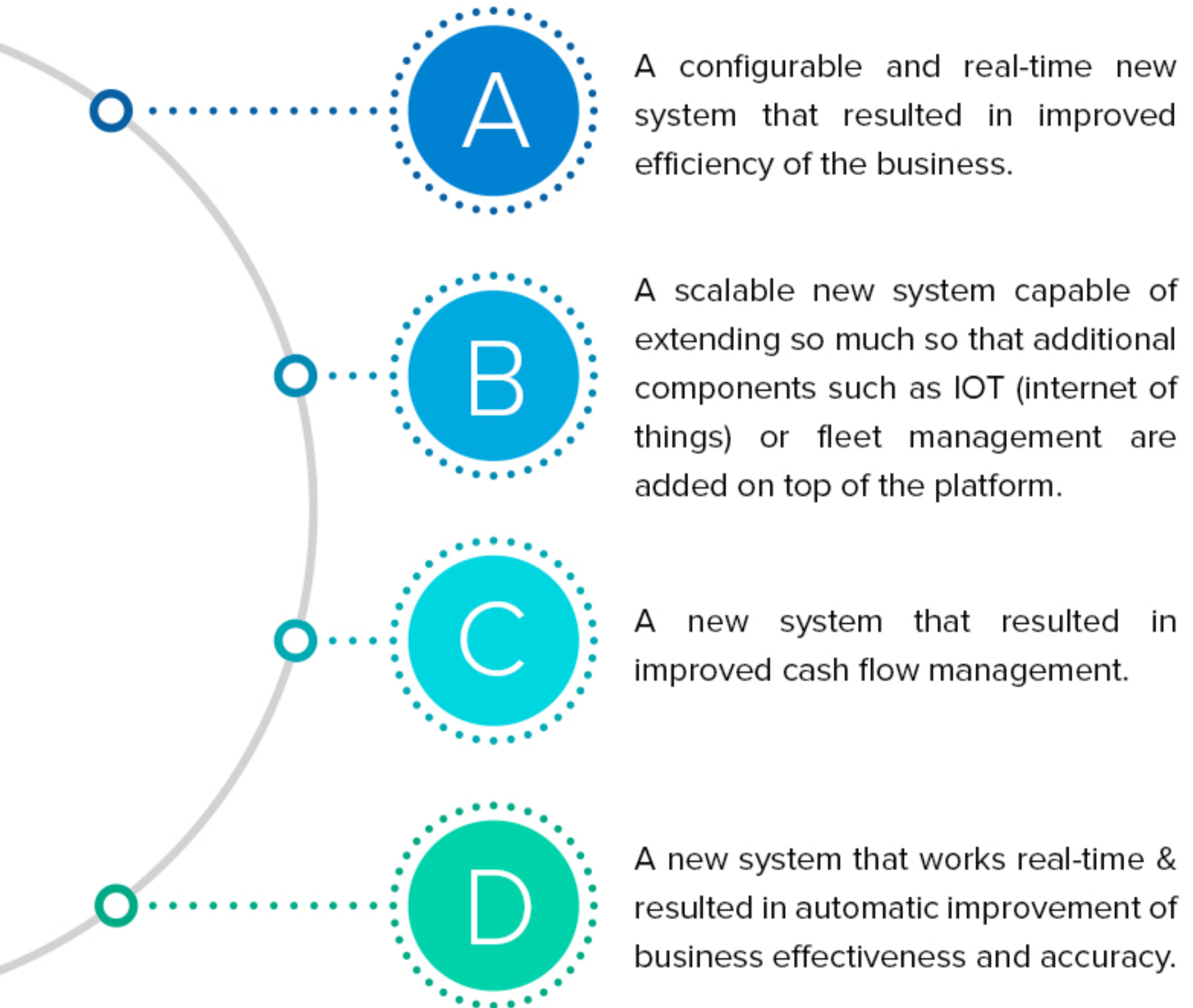
Replacement of PC with tablets for the filling station supervisor/staff and integration of the same with Global App through API



Interaction with 3rd party application SAGE with Global APP through API

The Solution Offered

The solution we offered has been listed below.



Technologies Deployed

In order to suit the requirement of Global Oil, the following technologies were deployed:

- Salesforce Sales Cloud
- .Net
- API
- Salesforce Lightning

The Result

The solution that we offered provided the following benefits:

- Reduction in the Chances of errors, data duplication, miskeying of information and turnaround time to complete tasks.
- Improvement of business effectiveness and accuracy.
- Improved user experience & user engagement.
- Improvement in revenue generation.

As an impact of these practiced solutions, the user engagement and business deals of our client Global Oil increased drastically. This project received 100% satisfaction from our client's end!



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