

Gallagher **Data Centre** Features and Benefits

Leading the industry into the future

Fuel dispensers are one of the most valuable assets on the forecourt. Keeping them in top operational condition is critical. Customer complaints are typically emotional and scant on detail resulting in nearly 40% of callouts ending with a "No Faults Found" outcome.

All too common are unnecessary callouts caused by a lack of factual diagnostic information or historical data.

Data Centre solves these issues by providing an exciting opportunity to pioneer a completely new approach to the existing service model.

Features

Benefits

Fault Management

Validation Service

Self Diagnosis

Auto Alerts

Auto alerts via emails provide valuable diagnostics that help the agent arrive with the right tools and parts.

Using this information, the Gallagher help desk can validate the service callout, help to reduce site visits and shorten the discovery time on site.



This is an automated email to let you know that at 2018/03/28 19:00 AEDT there was a new POS Comms Error logged on Onga Valley - Unit 1-2.

For more information and detailed analysis about the issue, it's impact and potential solutions [Click Here >](#)

If you wish to unsubscribe from alert emails from this site, please un-select the subscription ticks as appropriate [here >](#)

Please do not directly reply to this email - use the contact email address listed below.

Dispenser Name : Unit 1-2

Fuel Point Name : Pump 1

Contact Info:

Phone: +64 6 327 0327

Email: datacentre.support@gallagher.com

Business Operations

Live Deliveries

Dynamic Status

Historical Deliveries

Full Audit Trail

Data Centre provides visual tools that show live data from each dispenser.

It can display information regarding customer (presets), service issues, and hose deliveries.

This information can easily be viewed by authorised users on their laptop, phone, or any other internet enabled device.

The screenshot displays the Gallagher Data Centre software interface for Unit 3/4. It features a navigation bar with 'Live', 'Diagnostics', and 'History' tabs. The main content area is divided into several sections:

- Error 2 open issues:** A list of active issues for Pump 4 (Diesel) and Pump 3 (Diesel), both showing 'Low Flow Rate'.
- Deliveries Table:** A table showing recent fuel deliveries with columns for Date, Fuel Type, Price, and Volume.
- System Errors:** A list of error types such as 'Power On', 'Low Flow Rate', and 'Price Change'.
- Transaction Log:** A detailed view of a specific transaction, including 'Grade Price', 'User Input', 'Flow Input', and 'Total (\$)'.



The facts about Gallagher Data Centre.

Features

Benefits

Reconciling Information

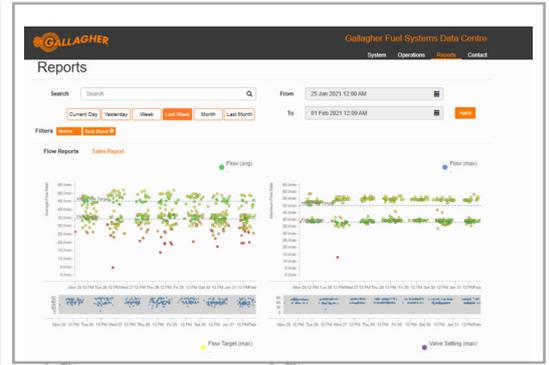
Asset Use Totals

Price Change Validation

Flow Rate Analysis

Create custom sales reports by filtering totals for grades, volumes, dates, deliveries, or dispensers.

This reporting is also available for multiple sites. Price change events for grades are recorded and can be used for audits. These reports can reveal possible causes of hose, dispenser, pricing, or tank issues.



Security

Data Integrity

Secure Access

Controlled Hierarchy

Data Centre is a secure, web-based service where we have used internationally trusted cloud service providers as our platform.

Different groups can have specified users with password protection.

Access to features, data and tools for these groups is easily controlled.



Remote Resolution

Remote Reset

Upload Firmware

Reconfigure

The powerful "Remote Reset" function can resolve certain issues remotely and avoid a callout altogether.

It can allow selected hoses to continue to operate. System firmware and configuration files are able to be uploaded remotely.

