FacilityCloud™
FACILITY MANAGEMENT

Facility Management Software

Convenience store facilities have issues. Things break. Equipment assets are complex and diverse. Uptime is your watchword. Your job is to understand what needs to be done, by when, and which of your vendors or technicians are uniquely qualified to do the work. Then, dispatch based on priorities to the right vendor in alignment with what else may need to be done at that facility to save on costs. Next, validate their work, approve the invoice, track the parts and budget used, and repeat. Simple enough? It is if you use FacilityCloud.

Titan FacilityCloud™ is a powerful and flexible facility management platform specifically designed to meet the high-risk, time-sensitive maintenance demands of the retail petroleum industry. The software dramatically reduces repair time and costs, offering a true best-in-class solution for managing the unique maintenance demands of facilities with fuel. The solution shares the same platform as Titan's environmental compliance and fuel analytics software to ensure tightly integrated management of your entire fuel operation in a single system.

"Using FacilityCloud, we've streamlined our maintenance program, reducing our number of dispatches by hundreds each month through localized approvals and ticket consolidation."

-Leading Fuel Retailer

Benefits

- Single maintenance platform that integrates with environmental, fuel, real-estate & legal
- Increased equipment uptime
- Reduced maintenance costs
- Higher vendor efficiency
- Fewer re-dispatches/call backs
- Utilized warranties
- Controlled spend and budget overruns
- Informed equipment maintenance decisions

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Enterprise Software

A true enterprise platform, FacilityCloud allows you to manage all your facility work orders and set specific user roles & privileges to ensure the right resources across your organization have the right visibility and control of maintenance repair requests. You can set up read-only, read-write, approval, and dispatch access at a store, regional, or central level. Allowing for unlimited users, the software unites your multiple departments on a common platform, providing each user the level of insight they need to enhance operational effectiveness.

Work Order Automation

The larger your organization, the greater complexity in the management of your facility maintenance program. Reducing this complexity and adding efficiency to your work order process can generate huge savings. FacilityCloud software harnesses, automates, and simplifies, and industry work order best practices to ensure you reduce costs and become smarter and more proactive in the management of maintenance. With flexibility to operate via central dispatch or utilize regional and local managers in work order creation and authorization, FacilityCloud will actually reduce your number of work tickets* by eliminating those that can be resolved without dispatch, while creating an environment of transparency so fewer errors or duplication of efforts occur. From order generation and approval to verification and invoicing, you'll have a better, more efficient enterprise work order process.

FacilityCloud supports the reduction of maintenance requests through its electronic manager approval workflow. In early 2016, Titan will be releasing an advanced dialogue-driven request process module that introduces triage to properly catalogue and understand all incoming requests to further reduce the volume of issues requiring dispatch. This module will support call center workflow using dialogues and incorporate best practices in dialogue-driven work order and incident management.

Technician and Vendor Management

FacilityCloud is the right tool to manage all your internal technicians and external vendors. It not only shows you each of your technician or vendor's unique capabilities, it allows you to manage and report on their success. These can be categorized by region, skill set, and availability to ensure you always dispatch the right resource for the right job at the right time, saving you time and money. This ensures faster, higher-quality work performed with fewer call backs. FacilityCloud creates a seamless, trackable electronic process that not only validates that the right qualified vendor is dispatched for the job, but that he is able to accept the work in the allotted timeframe, and perform the task to your expectation before his work is approved for payment. Once authorized, the software allows invoices to be attached by an external vendor, approved by your authorized managers, and paid by your accounting department, all mapped appropriately to your internal GL account codes. All work tickets can be dispatched, received, and accepted on any device: smart phone, tablet, laptop, or PC.

Remote Fuel System Equipment Dialogue

FacilityCloud allows you to use fuel system and equipment data to remotely prioritize, triage, and correct issues without the expense of dispatch. Titan is the OEM of the most powerful ATG and fuel system monitoring software in the industry, licensed by leading manufacturers such as Veeder-Root and OPW, and used across 30,000 fuel sites worldwide. With the ability to either poll or receive data from thousands of sites per minute, Titan can keep up with the most demanding equipment monitoring requirements. Also, the technology can connect with any manufacturer's equipment that has been certified by Titan. Most importantly, FacilityCloud provides the ability to effectively manage alarms and notifications with advanced workflow and work order management that automates much of your maintenance operations.

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TITAN
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Asset Management

The FacilityCloud platform allows visibility into your complete asset lifecycle across ordering, warehouse, truck, technician and facility. This includes the full spectrum of assets at a fuel retailer from coffee machines and hot dog rollers, to dispensers and fuel equipment. You'll have direct insight into all these assets, including where they are located and their associated costs— and be able to proactively understand when a proposed maintenance cost will exceed the value of a given asset, factoring in historical data. This ensures you make the correct equipment repair decision every time. Work order cost and part tracking additionally holds technicians accountable for parts used and work performed, as well as ensures they keep an updated inventory, incorporating an easy-to-use monthly close-out inventory reconciliation process. The solution includes warehouse and truck inventory management and inventory received from purchase orders.

Purchase-to-Pay

With built-in P2P functionality, FacilityCloud allows you to create, track, and effectively manage the entire purchase order lifecycle. Purchase orders can be generated both for payment of external vendors as part of the vendor work order process, and also for new equipment purchases that are integrated with in-house assets and inventory. Your own GL account codes are configurable through the software to make the order process more efficient for your accounting department.

Warranty Tracking

Before a vendor or technician is dispatched to repair a piece of equipment, knowing if that equipment is currently under warranty can save your company thousands of dollars each year per facility. Titan FacilityCloud software includes the ability to track warranties and tie these warranties to assets and work order tickets. This ensures no needless repairs are done at your expense that could have otherwise been recouped while the asset was under current warranty. FacilityCloud's warranty tracking functionality supports the proactive scheduling of preventative maintenance and equipment replacement while products are still under warranty.

Features

- Flexible work order creation
- Asset tracking & lifecycle management
- Integrated GL codes
- Automation of priority fuel equipment alerts into work activities
- Vendor management
- Parts & equipment tracking
- Budget tracking and management
- Warranty management
- Store permit & lease tracking
- Purchase order management
- Fuel equipment alerts and remote configuration
- Photo and document storage
- Unlimited users
- Advanced roles & privileges
- Extremely secure, PCI-compliant cloud hosted

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Budgeting

You can't effectively manage facilities without managing their respective asset and labor budgets. FacilityCloud allows you to track these budgets on an individual facility, facility group, or enterprise level. The software estimates upcoming costs for open work orders and tracks the actual cost of work performed for invoices already submitted and approved.

Reporting

FacilityCloud includes robust reporting capabilities that can utilize nearly all data points stored and tracked in the software. From work order and equipment information, including warranty, to repair efficiency and cost summaries, everything you need to build a more effective maintenance department will be at your fingertips.

Permit/Registration Notification

An important part of efficiently managing retail fuel properties is the ability to stay on top of the numerous permits and registrations required to remain in compliance and open for business. Whether managing alcohol, tobacco, dairy, lottery permits, UST registrations, or even property leases, FacilityCloud tracks all of these for you. The software reminds responsible parties prior to the expiration of important renewal dates, keeping you ahead of the curve and on top of your responsibilities each day.

Integrated Facility Inspections

The FacilityCloud platform integrates seamlessly with Titan's Advanced Facility Inspection (AFI) module. This versatile field inspection software ensures that facility inspections can be performed on any web-enabled device and critical deficiencies queued for resolution and tracking, complete with photos. Using AFI, questions can be weighted for scoring of facilities based on any criteria you chose. Each of your facilities are then ranked and graded per inspection type with central visibility so managers will know instantly what needs to be addressed at their locations to improve scores and achieve key metrics or KPIs. Titan's field inspection software is the most trusted in the industry with over 80,000 mobile inspections already performed at leading fuel retailers. AFI can be effectively used to ensure proactive compliance with the new EPA regulations, with leading brand programs such as Shell's CVP or Exxon's BIP initiatives, or to create any of your own customized surveys, audits, or inspections.

Secure Cloud Hosting

FuelCloud is hosted in a tier-four, PCI-compliant datacenter for secure, reliable access that guarantees 99.9% uptime. This means you'll always have access to your data without the worry of security or additional cost of IT resources. Best in the industry, Titan's cloud infrastructure includes the following certifications: PCI DSS Level 1 Compliance, SOC1/SSAE16/SAE 3402, SOC2, ISO 27001, FedRAMP, DIACAP, FISMA, ITAR, HIPAA, FIPS 140-2 and CSA.

Additional FacilityCloud Apps & Modules

- Operator Training Portal
- UST iPhone Inspection App
- Advanced Facility Inspection Module
- Remote ATG Configuration Module
- ATG Alarm Triage & Dispatch Module

"FacilityCloud integrates our entire organization from management to store-level employees, keeping us all on the same page and mutually focused on the things that matter most to our business."
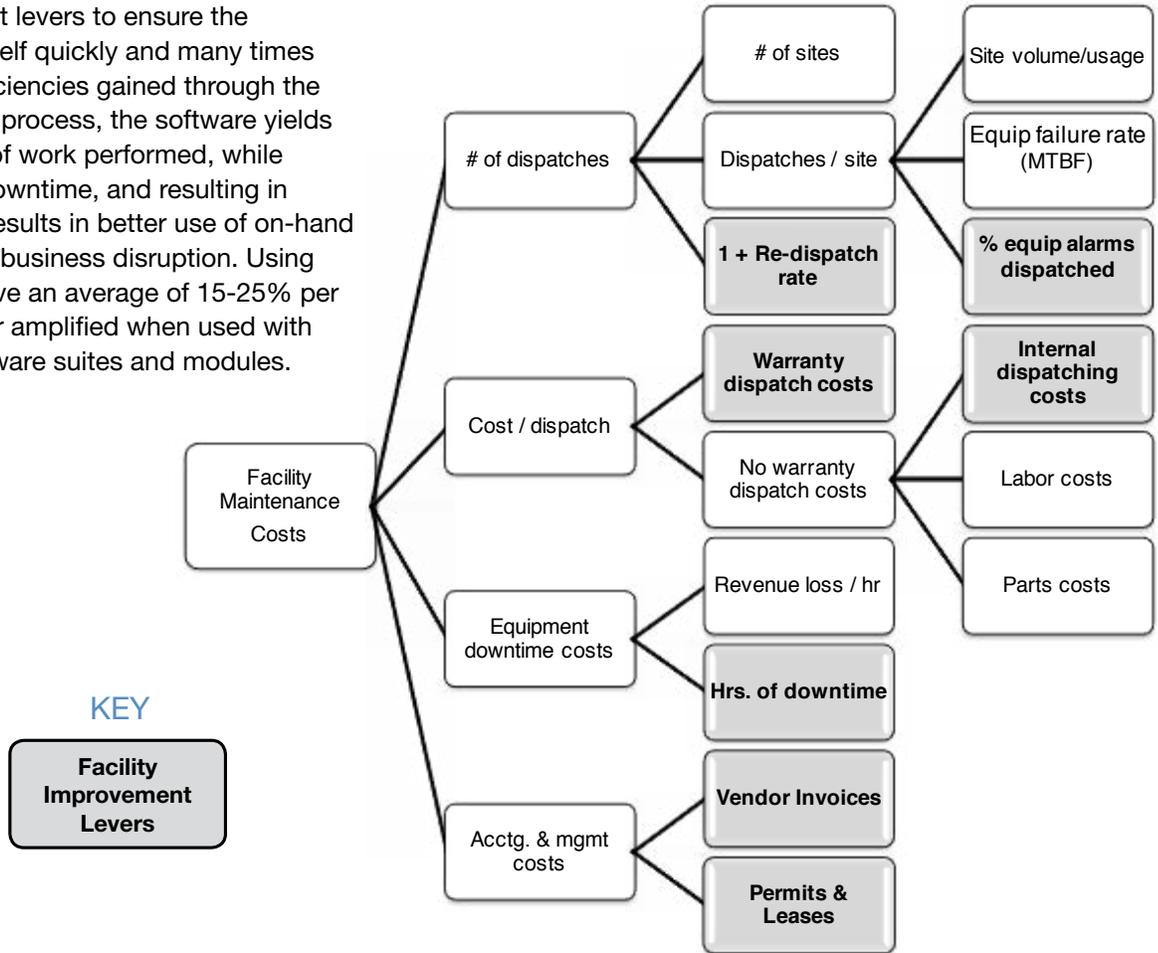
-Leading Dealer Network

FacilityCloud™

Save 15-25% of Maintenance Costs

Use of Titan's FacilityCloud platform enacts numerous improvement levers to ensure the software will pay for itself quickly and many times over. Merely in raw efficiencies gained through the right online work order process, the software yields a higher success rate of work performed, while lessening technician downtime, and resulting in fewer go-backs. This results in better use of on-hand inventory and reduced business disruption. Using FacilityCloud, you'll save an average of 15-25% per year. This ROI is further amplified when used with other Titan Cloud Software suites and modules.

```
Facility
Maintenance
Costs
    ├── # of dispatches
    │       ├── # of sites
    │       ├── Dispatches / site
    │       │       ├── Site volume/usage
    │       │       ├── Equip failure rate (MTBF)
    │       │       └── % equip alarms dispatched
    │       └── 1 + Re-dispatch rate
    ├── Cost / dispatch
    │       ├── Warranty dispatch costs
    │       └── No warranty dispatch costs
    │               ├── Internal dispatching costs
    │               ├── Labor costs
    │               └── Parts costs
    ├── Equipment downtime costs
    │       ├── Revenue loss / hr
    │       └── Hrs. of downtime
    └── Acctg. & mgmt costs
            ├── Vendor Invoices
            └── Permits & Leases
```

KEY

Facility Improvement Levers

More Information

For more information about FacilityCloud, including a no-obligation WebEx demo or free trial, please contact Titan Cloud Software today at (615) 372-6000 or ROI@titancloud.com.

Titan Software Suites

EnviroCloud
Environmental Compliance

FacilityCloud
Facility Management

FuelCloud
Fuel Analytics

CloudConnect
Industry Connectors