Titan Cloud

Professional Services
A personalized approach to compliance and asset management solutions to optimize your business

Edge Profile Review – Gap Analysis

From time to time, your dashboard can get a bit messy with the amount of data that is in your system. Titan's Professional Services team has the expertise to review your dashboard for open and/or non-compliant matters. Our team will identify gaps that may prevent you from staying in compliance by reviewing all your facilities that are supported in the EDGE for the following:

- Current ATG Release Detection setup
- Proper Release Detection values
- Current periodic reporting dates
- Missing or invalid test dates
- Current UST testing dates
- Missing or invalid test dates

24/7 Call Center Services

Why incur the costs and challenges of an onsite call center? Titan can remotely monitor your fixed assets, diagnose, troubleshoot issues, and dispatch repair to your preferred vendors if necessary.

Titan's Call Center representatives are prior field technicians, regulators, and environmental experts who have the proper certifications and training with fueling components.

With 24/7/365 support, your facility alarms and maintenance are handled according to your predetermined specifications (SLA), and all Titan Call Center representatives are trained to adhere to your specific response protocols.

- 24/7/365 support
- Customized SLAs
- Work order management system
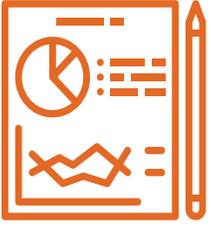
Managed Testing and Maintenance Dispatch

Even with the best software, keeping up with ever-changing regulatory requirements can be time consuming. Titan's Professional Services team can manage your testing schedules for you.

We will establish protocols and deliver an automated schedule for maintenance, testing, and inspection deficiencies to keep your facility compliant. This may include:

- Track recurring testing due dates via the EDGE
- Schedule required testing with the customer's preferred tester
- Notify site personnel of scheduled testing date and associated requirements
- Obtain test results from contractor, ensure passing results on all components and upload documents to the EDGE
- Coordinate test failure repairs with preferred maintenance provider
- Schedule and ensure completion of post-repair testing

Alarm and Release Detection Management Services

Over 2,000 triggers can set off an alarm. Is your staff equipped to handle every single one? Titan's team of experts work around the clock to make sure each alarm is managed with the appropriate response.

- Trained staff responds to every single alarm notification
- Access the Alarm Trends Report to analyze and predict future issues
- Receive instant notifications on your ATG status for 24-hour peace of mind

Why Titan?

Titan's industry-leading software platform helps fuel retailers save time, generate more fuel revenue, and manage sites efficiently. But there are some things that still require a human touch. That's why our Professional Services team is here to help you get the most out of your software investment.

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