

How Titan Cloud Helped Jacksons Streamline Maintenance, Automate Compliance and Maximize Uptime



400 STORES
across eight states and
the Pacific Northwest

With more than 400 fuel and convenience retail locations across eight states, Jacksons has grown into one of the largest operators in the Western U.S. But that growth brought new challenges, especially around environmental compliance and maintenance. As the company expanded, its internal systems struggled to keep up with the pace of growth.

Founded in 1975 by John Jackson, who remains the company's CEO today, Jacksons Food Stores started out with a single location in Caldwell, Idaho. Over the years, the business has expanded aggressively, nearly doubling in size in the last ten years. They now operate more than 400 stores across eight states and the Pacific Northwest. The company's retail brands include Jacksons and ExtraMile (in partnership with Chevron), and most locations are branded under Shell or Chevron.



CHALLENGES

- Manual compliance and maintenance processes slowed operations
- Outdated tracking methods couldn't keep pace with rapid expansion
- Manual ATG polling and release detection were slow and risked missing data



SOLUTIONS

- Environmental compliance
- ATG alarm monitoring and managed services
- Maintenance work order management



RESULTS

- Cut compliance data collection time by 50%
- Eliminated manual test date tracking
- Reduced ATG alarm-related downtime by 75%
- Added 2160 gallons sold / \$648 profit per ATG incident through increased uptime

When growth outpaces the tools

Undertaking such rapid growth, Jacksons faced significant operational challenges, particularly with compliance and maintenance. Manual processes that once worked for a smaller footprint became bottlenecks. Compliance data was tracked in spreadsheets. Facility records, tank status, inspection schedules, and release detection were managed through a patchwork of basic tools, none of which could keep pace with Jacksons' rapid expansion.

Monthly ATG polling and release detection reviews were also being performed manually, taking up unnecessary time and increasing the risk of missed data. As inspection frequency increased and state regulations became more rigorous, Jacksons needed a solution that would scale with its footprint—and eliminate the inefficiencies of a disconnected, manual system.

"When we were managing fewer stores, spreadsheets worked well enough," said Andrew Marvin, Environmental Compliance Manager at Jacksons. "But as we grew, we were burning

hundreds of hours a month just trying to stay compliant. It wasn't sustainable."

And in high-regulation states like California, the pressure only increased. With frequent inspections, stricter requirements, and a larger footprint to cover, Jacksons needed to evaluate how it handled compliance and maintenance without adding headcount.

Rather than continuing to add headcount, Jacksons chose to invest in technology that could scale with them and their efforts. Titan Cloud offered the automation, visibility, and integration needed to modernize workflows, without forcing a complete overhaul of what was already working.

"We looked at the problem and realized we had two options: hire more people or automate," said Marvin. "Titan Cloud gave us a way to scale smarter without adding headcount, and more importantly, it helped the team stop wasting time chasing data and start focusing on keeping sites running and compliant."

Seamless integration, streamlined scalability

Jacksons implemented Titan Cloud's environmental compliance module and managed services API for ATG alarm monitoring, replacing spreadsheets and manual polling processes that ate up countless hours across their hundreds of sites. Streamlining operations, the Titan Cloud platform automatically collects and organizes release detection data from every Jacksons site, tracks testing and permit schedules, and monitors ATG alarms. This level of detail has been critical in high-regulation states like California, where 24/7/365 alarm monitoring is essential to stay compliant.

Jacksons also continues to use Titan Cloud for maintenance work order management through API integration. This set up enables

the company to reduce duplication and touchpoints while having the flexibility to allow each system to do what it does best.

"Operators like Jacksons are managing more complexity with fewer resources," said Suvro Khan, Senior Vice President of Customer Success at Titan Cloud. "Our unified platform gives operators the tools to scale faster, reduce downtime, and stay ahead of compliance while giving their teams more time to focus on execution and customer experience."



"Titan Cloud has enabled us to scale compliance management in step with Jacksons' aggressive growth. Our lean team can not only meet rising demand, but exceed it—boosting efficiency, streamlining processes, and keeping pace with expansion without adding headcount."

Andrew Marvin, Environmental Compliance Manager at Jacksons



With Titan Cloud, Jacksons now:

- **AUTOMATICALLY PULLS ATG** release detection data and generates reports
- **TRACKS** all testing and permit dates in the platform
- **MONITORS AND DISPATCHES** for ATG alarms, reducing the risk of missed alerts
- **LEVERAGES OUR API** to minimize manual touchpoints with their existing maintenance platform

Specifically, Jacksons saw strong productivity gains after centralizing release detection.



Collecting release detection data across **365 locations** took **182.5 hours** each month, adding to roughly **2190 hours per year**.



Tracking permit and testing dates in spreadsheets was eliminated, saving another **4,380 hours annually**



ATG alarm response time dropped from **4 hours to just 1**, significantly reducing site-level downtime

With Titan Cloud in place, Jacksons completely transformed how it manages risk, prepares for inspections, and supports Store operations.

Additional outcomes included:



Inspection prep time that used to take hours now takes **15–20 minutes**



A **two-person compliance team** now manages over **400 sites**



Improved regulatory performance has led to **fewer violations** and faster inspection turnaround

Marvin added, “We’ve had inspections where we were fully prepared in under 20-minutes. That used to take hours, sometimes days, across multiple teams.”



Titan Cloud's Managed Services helped Jacksons achieve:



3 MORE HOURS
of uptime per ATG alarm incident



2,160
ADDITIONAL GALLONS
sold from increased uptime



\$648
ADDITIONAL PROFIT
per incident (based on
\$0.30 margin per gallon)

In the face of increased inspection frequency, tighter regulatory enforcement, and insurance-driven tank system upgrades on the horizon, Jacksons sees technology as critical to long-term success, enabling them to stay ahead of industry shifts while maintaining lean staffing and operational excellence. A company looking to continue in growth mode, Jacksons knows that efficiencies add up to meaningful impact that supports aggressive growth—without needing to increase headcount or risk non-compliance.

“The biggest long-term value of Titan is our ability to manage hundreds of sites with just two people — and we’re not tapped out.” Marvin said. “Titan gives us room to keep growing.”

Extending value through a trusted partner ecosystem



A key reason Jacksons was able to scale so effectively was Titan Cloud's ability to integrate with existing systems and trusted partners through open APIs. Rather than forcing operators to replace what already works, Titan Cloud connects with providers that strengthen operations and extend value.

For Jacksons, that included Scale Computing™, which provided the secure, reliable connectivity needed to run Titan Cloud's platform across hundreds of locations. With Scale Computing's

managed network and security services, Jacksons ensured constant connectivity for ATG alarm monitoring and compliance reporting, built-in protection for sensitive data, and a dependable network foundation to keep workflows running smoothly.

Together, Titan Cloud and Scale Computing gave Jacksons the resilient infrastructure to maintain compliance, minimize downtime, and keep stores operating reliably across their network.

ABOUT TITAN CLOUD

Titan Cloud provides the industry-leading Fuel Asset Optimization software platform to help customers simplify their operations by gaining complete control and visibility over fuel, supply and logistics, maintenance, and compliance.



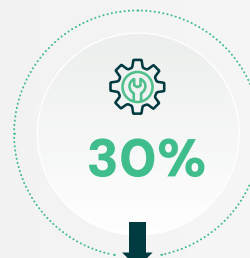
TRUSTED

by 700+ global customers in c-store, wholesale distribution, and commercial fleet



REDUCTION

in remediation costs with early detection



DECREASE

in consolidated maintenance costs



INCREASE

in average fuel sales per site

As businesses manage against unpredictable demand, increased volatility, and rising costs, leaders across industries are turning to Titan Cloud technology to gain unprecedented connectivity, visibility, and control into their fuel assets and operations.

Learn more at titancloud.com

Call 1-615-372-6000 or email ROI@titancloud.com