

Planned, proactive maintenance: the next step in smarter site operations

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Every fuel and convenience retailer knows this truth: when a site goes down, customers don't wait around. Whether it's a dispenser fault, a carwash out of order, or an EV charger offline, every minute lost costs revenue and reputation.

Planned, proactive maintenance is quickly becoming the standard for smarter site operations, giving operators the visibility and control to address issues before they disrupt service and impact revenue. Operational reliability drives customer trust and profitability. That's why site performance and uptime have become central to every retailer's strategy.

Most retailers now manage a mix of manned and unmanned locations. Manned sites rely on staff to spot and report issues, while unmanned sites depend entirely on connected systems to detect and resolve problems remotely. In both cases, visibility and quick response make all the difference. Yet many operations still rely on manual tracking or multiple contractor portals – creating blind spots, delays, and extra costs. A unified approach to maintenance can close those gaps.

What's coming from Titan Cloud

Titan Cloud recently announced plans to acquire Urgent and Techniche EV, two leading maintenance solutions from Techniche Limited. When the acquisition closes, these solutions will become part of Titan's larger Energy Asset Optimization platform, strengthening how operators manage everything from fuel assets to site equipment and EV infrastructure.

These additions will help operators gain deeper visibility into their assets, streamline maintenance workflows, and bring all maintenance and contractor management into one connected view.

As Titan Cloud CEO Brett Garrett shared, "Urgent strengthens our maintenance capabilities, while Techniche EV advances our long-term vision of an energy-agnostic platform powered by data science and AI."



Smarter maintenance for every site

With Urgent and Techniche EV soon joining Titan's platform, operators will be able to manage maintenance across their full network – manned or unmanned – with greater control and confidence. Here's how these capabilities will support that vision:

1. Complete Asset Visibility:

Operators will gain instant insight into the health and history of every site asset – from dispensers and tank gauges to HVAC systems, car washes, and coffee machines.

- View live status, uptime, and repair trends across your entire network.
- Identify high-cost or recurring issues to guide smarter asset replacement decisions.
- Import or upload asset data in bulk for faster setup and easier management.

2. Proactive, Planned Maintenance:

Instead of waiting for equipment to fail, maintenance can now be planned in advance.

- Automatically schedule recurring inspections, warranty checks, and service tasks.
- Track overdue or failed inspections and the follow-up work needed to close them.
- Reduce unplanned downtime by addressing issues before they disrupt operations.

3. Smarter Warranty Tracking:

Managing warranties manually leads to missed claims and unnecessary costs. Titan's upcoming maintenance capabilities will eliminate that.

- Link every asset to its warranty details and approved service providers.
- Automatically route covered repairs to warranty vendors, saving large operators up to £500,000 annually.
- Monitor spend on misuse, vandalism, or out-of-scope repairs for a clearer financial picture.

4. Real-Time Contractor Management:

Keeping track of multiple service providers across different regions can be one of the toughest parts of maintenance.

- See who's on site, what they're working on, and whether jobs are being completed within SLA.
- Measure contractor performance, response times, and first-time fix rates.
- Use insights to renegotiate contracts and focus service levels on your most revenue-critical equipment.

5. Simplified Compliance & Reporting:

Many operators already use digital tools for compliance, but they're often separated from maintenance and testing systems. That disconnect makes it hard to see the full picture or confirm that every task is complete.

- Schedule inspections and link them directly to maintenance and testing needs.
- Keep all records, photos, and reports in one place for quick access when needed.
- Maintain a clear audit trail across every site and asset without switching between systems or tracking down missing files.

Maintenance has moved from a behind-the-scenes function to a key measure of operational strength. When sites run smoothly, customers notice and return. Staying ahead of repairs keeps operations reliable, protects revenue, and saves time and cost over the long term.

Integrating Urgent and Techniche EV into Titan Cloud brings maintenance into full view – alongside fuel, logistics, compliance, and EV operations – giving operators the data to maximise uptime, efficiency, and site revenue.

See what's next at UNITI Expo 2026

Learn how Titan Cloud's expanded Energy Asset Optimization platform can bring new efficiency and innovation into your operations.

Connect with our team on-site at Booth 5D34

at UNITI Expo 2026, May 19–21 in Stuttgart, Germany.

Contact Us to schedule a conversation or request a demo.

