

PLATFORMS TO HELP FUEL BUSINESS

From fuel management to procurement, *Convenience World* explores several business solutions for P&C retailers.

By Nicholas Rider.

Managing fuel with Titan Cloud

Titan Cloud has been working with Australian P&C retailers for more than 25 years, and according to Chris Cooper, President of International, is trusted by major brands and regulators across the region.

He says the company helps Australian retailers in three key ways:

Protecting margins with fuel analytics

“Slow flow rates, nozzle-down events, unexplained variance, and meter anomalies can quietly erode profitability. Titan Cloud gives operators real-time monitoring and fuel analytics to identify issues earlier and act faster. With digital tank charts and automated variance analysis, teams can quickly spot flow rate issues, nozzle-down events, inventory variance, and potential fuel theft or delivery discrepancies.

“The impact can be significant. For example, Titan Cloud helped an Australian fuel retailer [improve variance rates by 64 per cent](#), reduce BOL [bill of lading] reconciliation investigations by 50 per cent, and increase delivery acceptance rates to 99 per cent through digital tank chart technology, near real-time anomaly detection, and remote visibility.”

Allowing for proactive decision-making

“With fuel supply increasingly becoming an issue and both CAPEX and OPEX spends being examined more granularly, our customers want to act with the future in mind. Through a single platform, and therefore a single source of truth, Titan Cloud helps operators forecast fuel usage, centralise maintenance, manage work orders (encompassing assets, vendors and contractors) efficiently, and track performance and costs in real time. Ultimately, stronger visibility across every site means more efficient decision-making and smoother operations.”

Strengthening regulatory compliance and detecting issues earlier

“Titan Cloud’s statistical inventory reconciliation analysis helps retailers meet Australian regulatory requirements while detecting loss trends as low as 18.2lt per day. Backed by a local team, it delivers clear, audit-ready monthly reporting and helps reduce fuel losses, optimise maintenance, and improve profitability.

“Titan Cloud also provides advanced tank and line integrity testing technologies, now delivered across Australia through its partnership with Nqpetro, enabling earlier detection of leaks, water ingress, and equipment faults.”

Infinity’s ‘unified’ commerce platform

Promoted as being more than just a POS, Infinity powered by Triquestra is a unified commerce platform with more than 30 years of experience, according to Head of Sales and Customer Relationships Victoria Crossfield.

“It delivers all essential fuel features out of the box, supporting forecourt operations, wet and dry stock management, loyalty, and complex pricing and promotions,” she said.

“Infinity connects inventory and customer data across all channels, enabling seamless, personalised experiences whether customers shop in-store, at the pump, or online.”

For those considering a platform such as Triquestra, Ms Crossfield advises the following:

Prioritise a single, unified platform over point solutions. A single commerce platform gives you a leaner and more flexible architecture to deliver greater agility, increased efficiency, and more control. By centralising data, third parties can connect directly. Errors reduce, and the result is a single source of truth – consistent, reliable data across every touchpoint that your teams and partners can act on with confidence.

Don’t underestimate the value of owning your customer data. “One of the biggest lessons for our customer, [New Zealand independent retail fuel network] GAS, was how easy it is to cede your most valuable asset – customer relationships – to a third party. Ensure any platform you choose gives you direct ownership of customer data across all touchpoints, from the pump to the convenience store.”

Choose a partner with proven fuel-sector depth. Not all implementation partners are created equal when it comes to your fuel-specific requirements. Triquestra’s partnerships with leading fuel retailers have delivered award-winning, world-first customer experiences, driving faster ROI, reducing risk, and enabling rapid deployment of new services.

Think beyond POS. Plan for mobility and loyalty from day one. The forecourt is no longer just a place to fill up. Retailers who build a mobile experience into their platform from the outset are best positioned to compete. As Infinity’s fuel capabilities show, recognising customers at the pump, enabling app-based payment, and personalising promotions are increasingly table stakes.

Octane delivers network oversight

Octane Systems General Manager ANZ Tristan Gerrish says P&C retailers are operating in a “far more complex and faster-moving environment than they were even a few years ago”.

“Pricing pressure is intense, margins are tight, supply is less predictable, and decisions need to be made quickly and with confidence,” he said. “The challenge for many businesses is that the systems running pricing, stock, site operations, and financials were never designed to handle this level of complexity or change.”

According to Mr Gerrish, Octane exists to solve this problem. “Octane is an integrated business management solution built specifically for downstream fuel and gas distributors and retailers,” he said.

“With more than 20 years of deep fuel industry experience, we’ve built a platform that unifies pricing, inventory management, customer management, business intelligence, logistics, compliance and financial reporting into one connected environment – giving retailers a single, unified view of what’s happening across their network at any point in time.”



Today, the company's cloud-based platform powers retailers across Australia, New Zealand, and Canada, which Mr Gerrish says is giving retailers faster reporting, stronger oversight, and better decision-making across pricing, distribution, and site performance.

"Importantly, Octane goes beyond software alone. We operate through a true single vendor model that covers the platform, hosting, data security, and support," he said.

"That means retailers aren't left coordinating multiple providers or managing technical complexity themselves. Our team works closely with each customer to understand how their business operates and ensure they're getting maximum value from the system as their needs evolve."

Adding to this, Mr Gerrish says Octane is designed to support growth by reducing operational complexity as site numbers increase, allowing retailers to expand without losing visibility, control, or speed.

"Built for multi-market operations, diverse product lines, and high-volume environments, we work alongside retailers as they scale to enable customers scale confidently and future-proof operations with agility, scalability, and compliance," he said.

"Our configurable approach ensures each retailer can tailor the system to match their operational model, supported by industry experts who understand the realities of fuel and convenience retail and are invested in their customers' long-term success."

Oboloo offers 'centralised hub' for suppliers

Oboloo's procurement software platform can help P&C retailers gain tighter control over procurement, reduce costs, and improve supplier visibility across often complex, multi-site operations, according to co-founder James Lancaster.

"For retailers managing fuel, retail, and foodservice supply chains, Oboloo provides a centralised hub for all supplier and

contract information – making it easier to track pricing, terms, and performance in one place," he said.

"This increased visibility helps prevent cost leakage, identify savings opportunities, and support more informed buying decisions. The platform also streamlines sourcing and supplier management, enabling retailers to quickly onboard suppliers, run sourcing events, and compare quotes.

"In addition, Oboloo supports compliance and risk management, helping ensure suppliers meet regulatory and operational standards.

"Ultimately, by digitising and simplifying procurement processes, Oboloo allows P&C retailers to operate more efficiently, stay competitive, and protect margins in a challenging economic landscape."

For those looking for a procurement platform, Mr Lancaster advises them to start by focusing on visibility and control.

"If you can't clearly see what you're spending, with whom, and under what terms across all sites, it becomes almost impossible to manage costs effectively," he said.

"It's also important to look for a platform that's simple and quick to adopt. Store managers and operational teams need to use it daily, so ease of use is critical. Overly complex systems often fail to gain traction at site level.

Another key consideration, says Mr Lancaster, is the ability to standardise sourcing and purchasing processes.

"Retailers should prioritise solutions that centralise supplier and contract management, allowing head office to set preferred suppliers and pricing while giving sites the flexibility to operate efficiently within those controls," he said.

Finally, says Mr Lancaster, retailers should choose a platform that can scale with your business.

"As retailers expand their network or diversify their offering – for example, foodservice and EV charging), procurement complexity increases, so having a solution that grows with you is essential," he said.