

## Case Reference: Petroleum Company

### About the partner and customer

The partner is a leader in global communications and connectivity, supporting multiple end customers' international operations.

The customer is a global petroleum company who are renowned as the leading global supplier of jet fuels, with operations located at over 900 airports in 60 different countries.

### Business Challenge: So much to do, so little time

Refuelling is a critical factor in aircraft turnaround time; detailed ticketing and reporting needs to be swift.

To transform from a paper-based to a digital process, petroleum company introduced a tablet-based data capture solution, Skypad, enabling adoption of an automated, mobile, cloud-based solution

Project objectives:

- Ensure globally coordinated solution roll-out in the shortest possible time
- Use the specialist skills of an experienced and reliable partner for both the logistics and the technical requirements of the project
- Implement a comprehensive, transparent, and tracked global logistics service including delivery to every location in each of 15 countries
- Provide swift and seamless transactions for the complexity of in-country import regulations and bureaucracy.

In addition to global fulfilment and logistics skills, the petroleum company also required technical services; seeking one provider for the end-to-end solution.

### The Viadex Solution: End-to-end service for technical requirements and global logistics

Viadex provides a global logistic strategic solution offering a combined breadth of coverage and depth of expertise to overcome complexity and adversity in any country a customer needs to operate in.

Our teams created a detailed statement of work in consultation with petroleum company and the mobile device and printer equipment vendors.

The statement of work covered the technical and logistics services required, outlining the tablet and printer configuration, asset tagging and delivery schedule roll-out. The locations covered were Canada, Malaysia, Oman, Pakistan, the Philippines, Singapore, UAE and eight EU countries.

### Results: Swift, seamless, and sorted

- **Where it's needed, when it's needed** — The Viadex Global Logistics team undertook the exporter and importer of record functions, organising licenses and permits for every country. At every stage of the project, we kept the petroleum company informed on progress and ETAs.
- **Every detail covered** — The Viadex Project Management team held daily project calls with all stakeholders to provide updates on builds and deliveries. This transparency gave the petroleum company confidence that the project was in safe hands; professionals with experience of tackling every detail no matter how vague and almost decipherable regulations may sometimes seem in some of the farther-flung territories.
- **Ready for take-off** — The project was a success and Viadex delivered on-time, within budget and ready to empower ground crews around the world.

**The digitalisation of the previously manual process now allows the petroleum company to reduce the time taken to refuel an aircraft by 16 minutes. Given the number of aircraft involved, this amounts to an average time saving of 13.3 hours per day, per airport.**

For more specific information or to obtain a quote please contact us at: [SPOC@Viadex.com](mailto:SPOC@Viadex.com)



AUDIT



DESIGN



DEPLOY



OPTIMISE

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## About Global Partner Services

Viadex Global Partner Services provide the expertise and resources to enable you to deliver global growth for your customers. This empowers them to view the world as one market, with one business partner. All managed by a team of subject matter experts with a combined 100 years of hands-on global IT logistics and international trading experience.

### Global knowledge, local expertise

Borders, tariffs, trading regulations, import license requirements, fine print, and hidden clauses are changing and increasing in complexity every day. Managing these issues, to deliver IT projects around the world for your geo-dispersed customers requires special skills, qualified resources, and in-country contacts that may not always be present in your organisation.

### Deliver added value, globally

As a Viadex Global Channel Partner you can rely on our hands on experience and support for issues that arise, ensuring smooth and simplified global growth for your customers.

### Boldly go

Viadex GPS will enable you to add value to your global services through a full turn-key IOR/EOR Service with country-by-country global logistics expertise to serve your customers' requirements confidently in 190 countries. You can also benefit from our shipping service or freight desk and a range of Viadex Flexible Partner Options. With Viadex Global Partner Services in your portfolio you can allay your customers' fears about the potential complexity of global expansion, accelerate their global growth, and become a valued strategic partner.



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## End-to-end global logistics to over 190 countries

### Consultancy

### Delivery

Product classification

Compliance and risk assessment

Payment flow compliance and incoterm

Detailed documentation made simple

Export/Import permits and licences

Payment of taxes

Customs clearance

Collection, delivery and last mile diligence

For more specific information or to obtain a quote please contact us at: [SPOC@Viadex.com](mailto:SPOC@Viadex.com)

