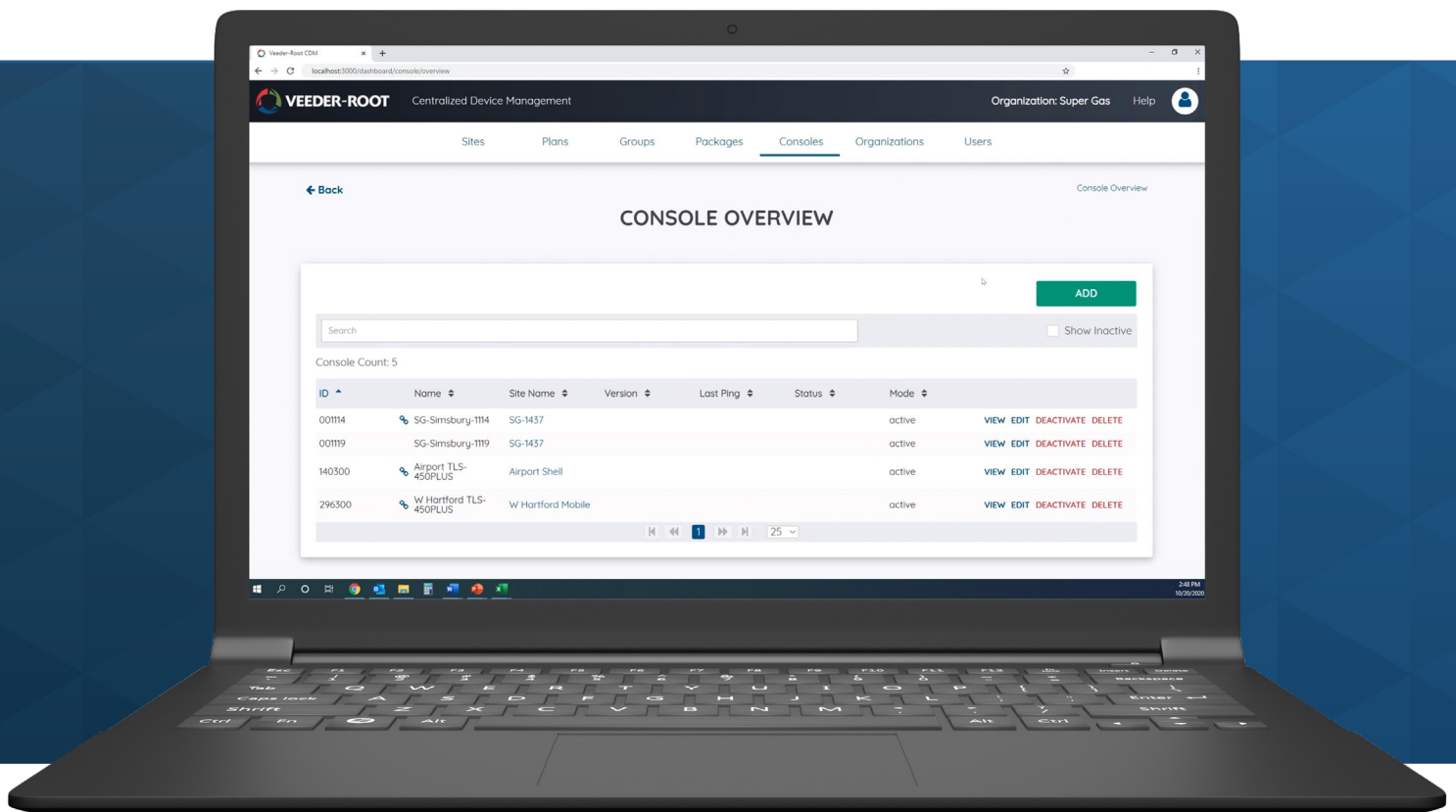# VEEDER-ROOT

MAKING A COSTLY & TIME INTENSIVE PROCESS
SIMPLE, SEAMLESS & CENTRALIZED

▶ Learn how **Centralized Device Management (CDM)** from Veeder-Root transformed the software implementation process for a large multi-site network

CENTRALIZED DEVICE MANAGEMENT

SHRINKING A TIMELINE & BUDGET

AN EFFICIENT SOLUTION
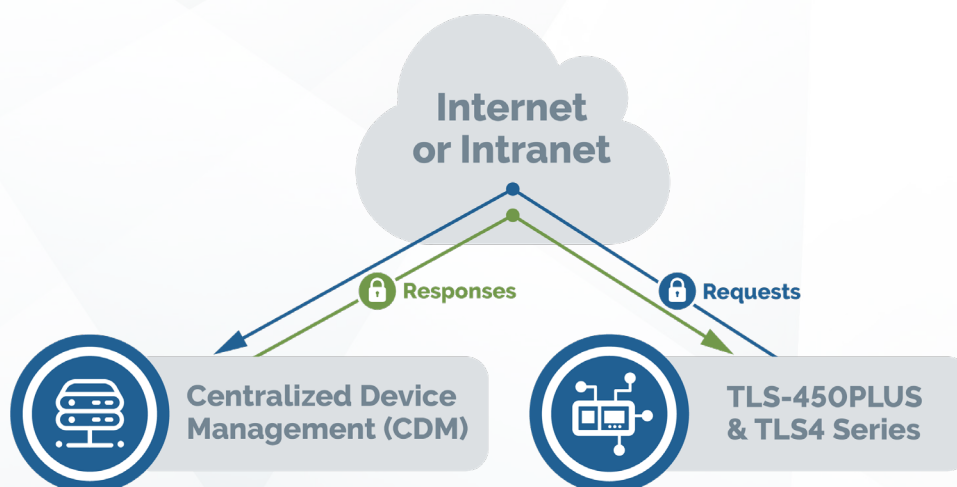## FOR A SERVICE PROVIDER

How CDM helped a service provider tackle a massive undertaking, at a fraction of the time and cost.

The network level software upgrade process usually involves site visits for every console, one by one. This approach is not only outdated and inconvenient, it is a hindrance to productivity that comes at an unnecessary cost. Remote software upgrades are available that eliminate the site visit and costs associated, but each console needs to be updated individually. At approximately 5 minutes per console, that could take more than 100 hours to remotely update a network of 1,200 consoles, which is still extremely time consuming, error prone and costly.

When the service provider's implementation team was tasked with upgrading all sites of a large network hypermarket with hundreds of TLS-450PLUS Automatic Tank Gauges (ATGs) across their retail fueling and dedicated fleet fueling operation, the process would have been incredibly involved—before the Veeder-Root Central Device Management platform was available.

THERE'S A BETTER WAY WITH CDM

▶ **CDM is a server-based ATG software package that allows you to remotely manage your entire network of sites.** It ensures your TLS-450PLUS and TLS4 Series consoles are always up to date with the latest features and security updates. Software upgrades and backups can be performed across your console network on your schedule. Ensure you never lose important console data with the CDM Backup feature.

Internet or Intranet

🔒 Responses

🔒 Requests

Centralized Device Management (CDM)

TLS-450PLUS & TLS4 Series

A SERVICE PROVIDER
READY FOR AN IMPROVED PROCESS

"Prior to CDM, the upgrade process involved scheduling Authorized Service Contractors (ASCs) to perform the upgrade during a site visit. This approach is challenging logistically—and expensive to the customer."

— Service Provider Implementation Manager

What could an installation of this magnitude have looked like? Imagine an implementation team setting up nearly a thousand site visits and contracting enough ASCs to do the job; and that's only one facet of this massive undertaking. Upon each site visit, ATG software would be manually updated one by one.

"It's a slow process, and as a result, the estimated timeline to complete the site visits would range from six to eight weeks."

— Service Provider Implementation Manager

Such a lengthy timeline not only poses challenges for overall project management; it is very costly. Given the timeline and number of site visits to complete the software upgrades, the cost would have been approximately $270,000. Add on another $8,000 for internal project management and the costs continue to climb.

CDM has dramatically reduced the timeline and the budget. Hundreds of site visits and fees were eliminated. The timeline shrank from eight weeks to just minutes.

> *In the ever-evolving, technological world that we live in, it has never been more important to be able to quickly and easily keep console software up-to-date with the latest features and security updates available in a cost-effective way. CDM takes it to the next level by not just keeping a single console up-to-date; it takes care of your entire network at once.*
>
> *— Tyson Reid, Global Product Manager*

The identities of the large network hypermarket and the service provider were withheld for privacy and security reasons.

KEY
TAKEAWAYS

▶ **Updating a network of consoles is a time-consuming, logistically-challenging, and expensive endeavor.**

CDM simplifies the process and reduces both time and the associated costs to:

- Ensure your ATG consoles are always up to date with the latest features and security updates.
- Perform software upgrades and backups across your console network on your schedule.
- Back up console data and settings, ensuring you never lose important records.
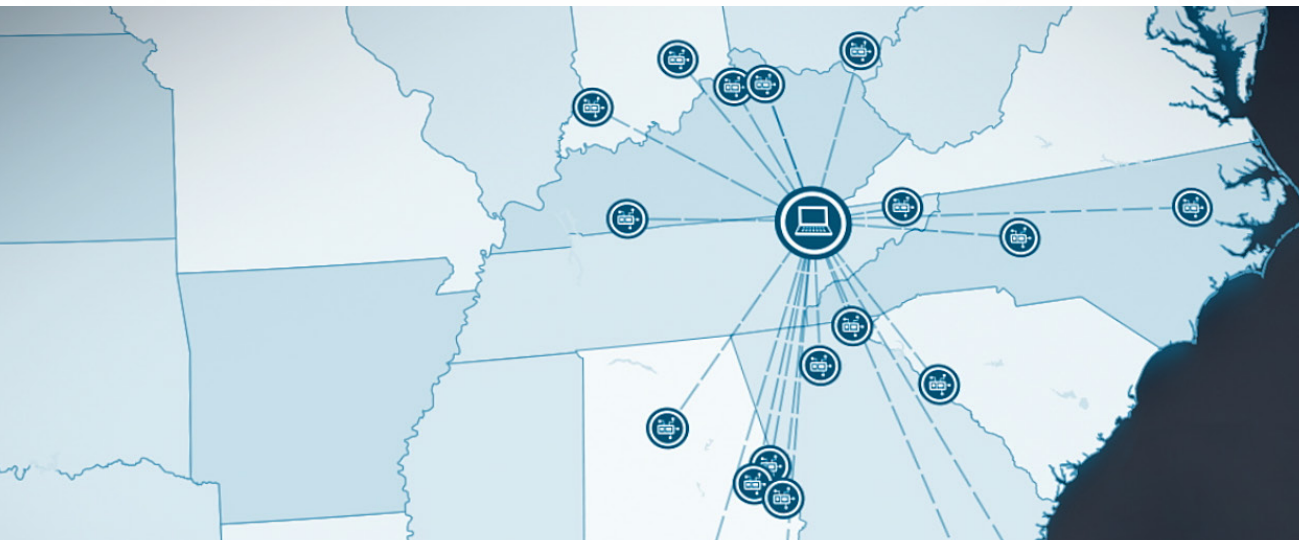
✓ **KEEP BETTER CONTROL** OF YOUR NETWORK

✓ **PROTECT YOUR SITE DATA** TO ENSURE PROPER COMPLIANCE

✓ **EASILY TROUBLESHOOT** SITE ISSUES

FIND OUT WHAT CDM CAN DO FOR YOUR NETWORK

▶ For more information on CDM, visit **www.veeder.com/us/cdm**

VEEDER-ROOT