



Customer Profile

Gaining Access To Informational Data and Labor Savings

Barry Swedeen, Information Services Manager for Accel Stores, remembers the company's decision to replace their DOS-based system with something more flexible. "We were stuck with the limited reporting from our existing systems provider, with little flexibility in generating information from our data. Our accounting system was SQL-based and we wanted something to convert our daily store reporting into a SQL format where we could access the operational data in a more meaningful format."

Reporting Flexibility With Preservation of Historical Data

"FuelLogix provided us a way to gain the flexibility we wanted, while preserving our historical data. They interfaced into our existing system and extracted what we call our SA file, which contained the store level data. We then imported the data into the Agility system for processing."

"Had it not been for the sale of the company to Circle K, we were looking to replace our store level systems with Agility once FuelLogix completed the development of the GEMCON interface for the VeriFone Ruby. As it was, we were able to replace Pinnacle Retail Manager, which resulted in labor savings in the auditing processes and more flexibility in ad hoc reporting, queries, and alerts."

"With Agility and iFlex, we now have the capability of pulling valuable information from our data. This resulted in both labor savings and more productive processes and allows all disciplines within the company access to information."

87% productivity savings for our accounts payable audit clerk to process invoices

Converting the Data

"The process started with FuelLogix converting our data. The initial conversion was completed overnight, which included one year of historical data. They then began working on the anomalies within the data and customizing procedures to ensure future conversions were accurate. Once those were in place, we imported our then-current data files and moved to the migration and training processes."

Training

"Training was scheduled over a two days period. We trained a total of five individuals, including me. The other four people handled accounts payable; fuel deliveries; cash, credit, and money orders; and vendor invoices and revenue. "

"The training was setup in such a way as each individual had one-on-one guidance and instruction to address their specific responsibilities. No one person was in training longer than two hours, which was tremendous because it had little impact on our then current workload and responsibilities."

Productivity Enhancements

"The most impressive productivity improvement was realized by our auditing person. Prior to installing Agility, it took our accounts payable auditor about two hours per day to verify store invoices. It now take about 15 minutes; that's a productivity savings of about 87%. That is particularly impressive when you consider it once took most of Monday to process the daily reports from Friday, Saturday, and Sunday; work that was reduced to less than an hour."

"We also experienced productivity some savings with our fuel auditor, but not to the extent of our accounts payable labor savings. Previously, we edited fuel invoices in Pinnacle's Fuel Smart and Retail Manager programs. Because of a limitation in the Pinnacle program in handling the blending of ethanol, we still need to edit in the Fuel Smart program, but no longer have to use the Retail Manager program."



Improved Reporting

"We've experienced improvements in how people from different disciplines in the company access information. As an example, we previously had to fax reports to our operations manager. Now reports can be accessed in the field from any laptop or store computer; plus the added benefit of being able to create ad hoc reports to research specific situations."

"The company president uses Agility and iFlex to review store and operations performance. He can access information from the stores, the office, his home, or while vacationing or attending conferences."

"Each user sets up their own queries. It requires some understanding of SQL commands; most times we can look at existing queries and figure out what's required to get a new report. It is certainly more flexible than our previous reporting system and provides more value with regards to meaningful information."

Alerts

"The alert capability is also another benefit of Agility. We setup an alert for 12:30pm that notifies us as to which stores have not yet completed their daily report. A second alert notifies us at 3:30pm of any remaining sites not reporting, which allows us to contact the store manager before they leave to see why their reports haven't been submitted. The flexibility within the alerting system allows us to setup just about anything we want to receive notification."

Swedeen concluded, "We've had a good experience with Agility and iFlex. It allowed us to convert our DOS-base data and provided labor savings through more productive accounting and operational processes."

About Barry Swedeen

Barry is the Information Services Manager. He has served Accel for 10 years and worked with FuelLogix during the initial setup of Agility and iFlex.



About Accel Stores

Accel Stores is an 8-store chain, which recently sold to Circle K (Alimentation Couche-Tard). Throughout their successful history, Accel Stores provided their customers with alternatives for the acceptable purchases of fuel and convenience store items. Their mission included creating and cultivating an environment of top quality facilities, located in convenient places, staffed with motivated, friendly people, providing outstanding customer service of which their customers Raved!