



REAL-WORLD RESULTS

## Business Snapshot

### Profile:

Regional retailer part of global network

### Locations:

Complex network of 350+ sites

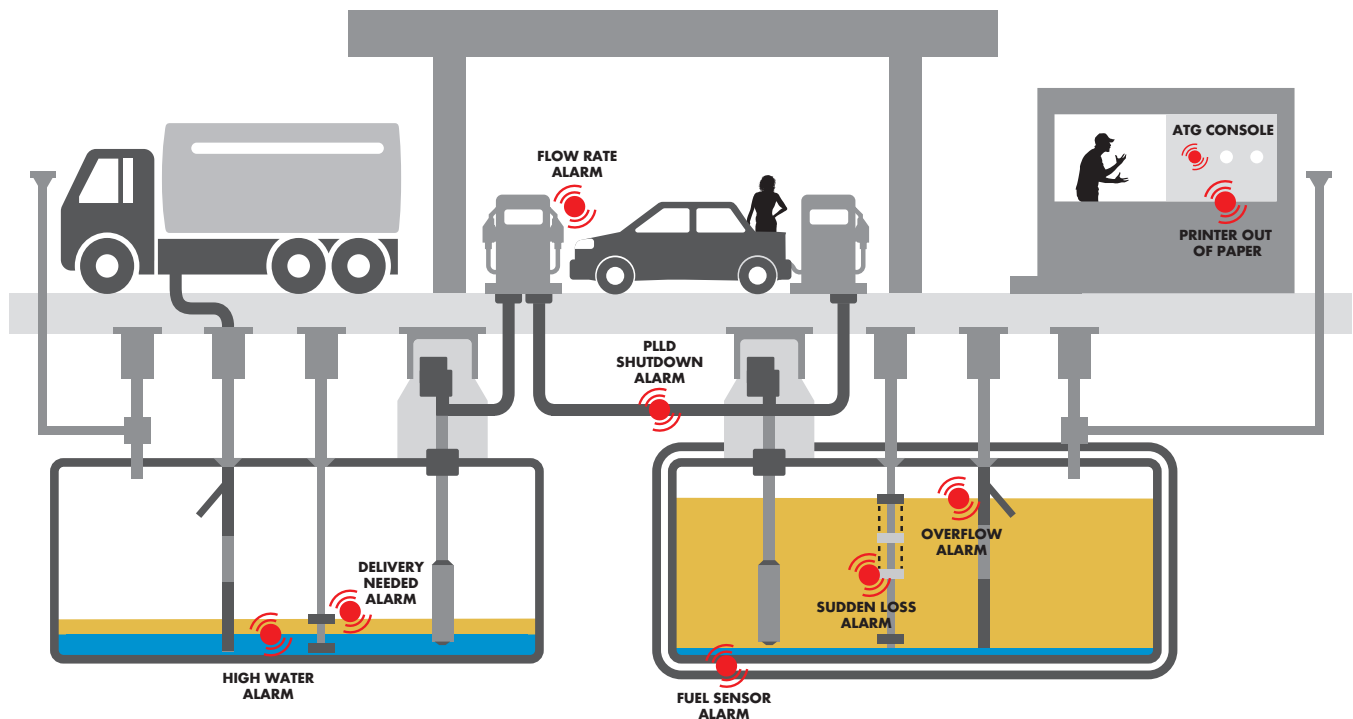
### Market:

Highly regulated

# SOUND THE ALARM!

## Global Fuel Retailer Cuts Maintenance Costs by \$900k and False ATG Alarms by 83%

For C-store leaders overseeing a complex network of sites, managing ATG alarms can be a never-ending battle. The sheer volume of daily alarms and address can be overwhelming, especially when there's no reliable way to diagnose, verify and prioritize them efficiently.



## CHALLENGE

The regional division of a large global fuel retailer had exactly this challenge, with thousands of alarms each quarter across more than 350 stores. The company was seeking to consolidate and improve its ATG management, move further into forecourt automation and minimize operating risks and costs.

Specifically, leadership was interested in optimizing their ATG investment through enhanced data trend analytics and centralized alarm management — including distinguishing among false, minor, and high-priority alarms. Ideally, a solution like this would enable the company to achieve substantial efficiencies resulting in lower maintenance costs, reduced site shutdowns, and strong overall ROI.

### SOLUTION

Familiar with Leighton O'Brien as a proven partner for SIR and UST integrity testing, the partner chose to implement iHUB's iAlert tools including alarm management. The company established clear performance targets, with measurable KPIs related to alarm analytics, cost reduction and continuous improvement.

Because iHUB is cloud-based and integrates easily with existing hardware and software, implementing the solution across the company's entire regional footprint took only a few weeks. Full integration into its existing maintenance system, site onboarding and reporting was in place within a month, and the company began seeing a positive impact almost immediately.

### IMPACT

The company took advantage of real-time monitoring, centralized alarm response and customized reporting to begin assessing performance right away. Early outcomes validated the decision to implement iHUB and showed immediate efficiency gains from improved trend analysis, AI-driven false alarm reduction and remote issues resolution.

Within six months, the company shared updates on several KPIs that illustrated a substantial business impact:

- **83%** reduction in false and repeat high-priority alarms (only 546 priority one alarms required technician dispatch instead of 3,147)
- **\$908,900** reduction in maintenance costs (dispatches avoided and remote issues resolution)
- Under **seven-minute** average escalation time for high-priority alarms requiring a response
- **393-hour** reduction in site shutdown time from reduced alarm duration, resulting in \$18,165 in saved revenue
- **92%** reduction in fuel outages; preventing 29,323 gallons or **\$102,630** of lost sales

The company plans to continue using iHUB in the region long-term. Leadership also decided to explore opportunities to expand and implement the solution in other regions, bringing its benefits to more parts of its global operations.

**"The ability to review and respond to network wide alarms in real time was not something we could do previously. Having a prioritised troubleshooting team go out to site based off LOB's alarm solution likely averted a quite significant incident."**

National Fuel Director

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