

CASE STUDY

Aviation Fuel Supplier Introduces Digital POS Solution

Web-based Point of Sale system provides flexible card authentication and transparency in pricing



A leading aviation fuel supplier faced challenges in operating a third-party analog Point of Sale (POS) system for aviation fuel retailing. The POS product had limited functionality and could not be integrated with enterprise systems. In addition, the vendor's premium rates for generating simple reports increased cost, and slow turnaround time for system modifications affected business operations.

The aviation fuel supplier partnered with Infosys to replace the analog solution with a digital POS system. The company sought a business solution to track fuel inventory and monitor pricing, while seamlessly integrating with the ecosystem.

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Aligned with the front, mid, and back office

Infosys developed a web-based Point of Sale (iPOS) solution that offered visibility into pricing for customers and provided the company with a competitive edge in the aviation fuel industry.

The POS system addresses the requirements of diverse stakeholders, including administration and pricing departments, customers, and supply chain partners. We developed XML-based authorization gateways and interfaces to integrate the iPOS solution with external systems. Open interfaces for accessing data and generating output across the ecosystem eliminate duplication of data.

We implemented the Secure Sockets Layer (SSL) standard to safeguard data. Batches of settled transactions can be imported to accounting software such as QuickBooks. The portal is also a rewards program destination for customers, airline pilots and customer service representatives.

Our iPOS solution supports transaction management of card holders and Fixed Base Operators (FBOs). It supports a dual method of data entry: by swiping a debit / credit card or manual data entry. Transaction data flows to authorization gateways via a central server application. Authorization gateways are provided for

each card category, and customers have a choice of more than one authorization gateway provider. It enables third parties to use client gateways for in-house cards.

The portal enables third parties to authorize and settle transactions. In addition, it enables FBOs to offer preferential rates for cardholders based on purchase behavior. Cardholders can view transactions online and get hard copies of transactions via a printing module. The application complies with the Payment Card Industry Data Security Standard (PCI DSS).

Cultivating loyal customers



Our automated solution ensures instant price and tax updates and transaction settlement. Dynamic reporting and data mining help predict aviation fuel trends and optimize pricing. The flexible card authorization gateway empowers customers to negotiate transaction charges with vendors who provide the authorization service. Significantly, our modular approach facilitates further enhancements to the application and customization for business users.

The Infosys iPOS solution helps the aviation fuel supplier save approximately US\$1 million annually.

For more information, contact askus@infosys.com

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