

Delivering flexibility and control to global commercial fleet management

Shell and CGI worked in partnership to develop some of its mission critical components and applications for Shell's proprietary end-to-end fuel payment system that enables its customers to manage their commercial fleets across the world. The solution offers state-of-the-art online fleet management and best possible customer experience, whether for a fleet of 5 or 5,000 vehicles.

Keeping a vehicle fleet fuelled, ready to roll and cost optimised is a complex operation. With large numbers of vehicles travelling through multiple countries and retailers at all times of the day and night, fleet managers need visibility and control of fuel purchases and vehicle related expenditure.

They also need their drivers to be able to travel without delays and to re-fuel wherever and whenever it is necessary, whilst maintaining control over the way fuel is purchased so that costs do not escalate unnecessarily.

To help get the balance right, Shell partnered with CGI to develop the Shell Fleet Solutions Gateway, an innovative fuel payments solution. The gateway enables Shell's customers to manage their fleet drivers effectively when they're out on the road, allowing them to purchase fuel and other authorised goods quickly and easily; in line with the optimised plans and guidance provided by their fleet managers.

Flexibility and Security

Shell's customers manage millions of vehicles covering billions of miles each year and the requirements of different fleet managers are often very specific.

A fleet manager might need one group of drivers to be able to buy certain fuels up to a specified limit on weekdays and then further restrict purchases in particular countries or regions. This level of control is critical for enabling fleet managers to optimise driver routes, maximise fuel discounts and refuelling points while minimising the risk of fraud.

Working closely with Shell, CGI built flexibility into the gateway so that it recognises the different conditions set by fleet managers and authorises purchases for fuel and other legitimate items instantly against the criteria set.



Key benefits

- Increased flexibility and control in managing fuel and other purchases.
- A consistent global solution offering API-centric integration with multiple issuing systems.
- Autonomy for Shell's commercial fleet and retail businesses reducing time to market for new offerings.
- Supports traditional cards and mobile/ tokenised payment devices.
- Real-time transaction data to support significant cost savings.

The solution allows sophisticated restrictions and controls to be placed on fuel purchases such as; network boundaries, pace and quantity of spend and the capture of vehicle and fleet specific data. This means a fleet manager could, for instance, set the criteria to allow all drivers to make purchases exclusively in Shell service stations in certain countries and if they attempt a purchase in any other retail network or geographical location, the purchase is automatically declined and the fleet manager alerted.

The Shell Fleet Solutions Gateway offers Shell's customers a flexible and secure solution to control the way their drivers purchase fuel, saving them time and money.

Supporting global business

Another major consideration for CGI in delivering the gateway was the consistent approach needed to ensure that Shell could take on new customers or enter different regional markets, without hitting technology barriers.

The gateway authorises fuel payments in any country, and will work with any connected issuing system. CGI designed the technology so that it allows Shell to simply plug all issuing systems into a single gateway payment authoriser, which is a much more cost-effective solution than trying to adapt local payment authorising functions.

Despite the complexity of the project, CGI oversaw the timely implementation of the gateway. The solution ensures improved functionality for commercial fleet managers and enables Shell to maximise commercial fleet opportunities in new markets across the globe, while keeping costs down.



About CGI

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We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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