Project name: Tiger

Wincor Nixdorf Portugal has designed a complete IT solution for Galp Energia that integrates not only the NAMOS software application into the service station network of Portugal's largest oil company but also its 1,320 POS and 980 back-office systems.

The development phase of the mammoth project is now being finalized. By the end of the year, the first four pilot systems will go into operation at stations across Portugal. The entire rollout in Portugal and Spain is to be completed by 2010.

Much thought and planning have gone into the project – and for good reason: Galp Energia is not only Portugal's largest mineral oil company but also the largest service station operator in the country. Together with its franchise partners, it operates about 1,000 stations in Portugal and Spain.

When the company first thought about modernizing its systems in 2004, it encountered problems with the introduction of new systems intended to replace older ones and improve customer service. This led to the launch of the "Tiger Program," which, among other things, aimed to install new hardware and software for the company's retail operations.

Expertise in delivering service station solutions

Galp Energia sought a solution that would fully integrate various service station processes into its existing SAP environment. Another requirement, says Miguel Pereira, Retail Director at the company, was to have "an open architecture and a single contact for the Iberian Peninsula," especially following the company's acquisition of the Agip and Esso service stations networks in Spain and their integration into one common network. In short, the company sought a common, standardized platform for the front-office and self-service operations in its growing network of service stations.

A long history of working with two local vendors is the main reason why the Portuguese mineral oil company had not considered Wincor Nixdorf previously. "Changing suppliers and logistics is always complicated," Pereira says. But as the project became more concrete, the company's interest in Wincor Nixdorf began to grow, thanks in large part to the IT solution provider's reputation for delivering front-office solutions to service stations. In fact, rival service station operator Total is already using the NAMOS solution.

The NAMOS software is the heart of Wincor Nixdorf's "i-SERVICE STATION" solution, which is specially designed for service stations and convenience store operations and is meanwhile deployed by numerous companies worldwide. The solution, which uses a component-based open, multilayer architecture, can be deployed in station networks country-wide

Galp Energia Group

- **Headquarters:** Lisbon
- **Operations:** produces, transports, refines, distributes, and sells crude oil, natural gas, and oil products.
- **Service stations:** approximately 1,030 in Portugal and Spain

▸ **www.galpenergia.com**

regardless of the type of service station. It was designed with low total cost of ownership, robustness and resistance in mind – all qualities required in demanding service station and convenience store environments. In addition, the solution enables a quick and easy integration of functional enhancements and scores points through the use of its POS systems equipped with intuitive, easy to use software.

Galp Energia chose Wincor Nixdorf not because of price. "There were definitely lower-priced offers," Pereira notes. But none met all the requirements as thoroughly as Wincor Nixdorf's. "In the end, the technical perspective and understanding of all our needs tipped the scales in favor of Wincor Nixdorf," he says.

Electronic funds transfer

There was plenty to do, according to Nuno Figueiredo Pires, director of the software division at Wincor Nixdorf Portugal. "We had to implement an electronic funds transfer solution that included both bank and customer cards," he recalls. "In addition, we needed to establish an interface between NAMOS and Galp's central computer system and, last but not least, to integrate its 'Via Verde' filling service into the solution." The filling service enables cars to be identified at the fuel pump by RFID. At the pumps, customers enter their PIN and can start filling. The amount is debited automatically to their account.

Before rolling out the new technology, Galp Energia tested a prototype NAMOS solution in its own lab. In a next step, the electronic fund transfer components were added for ATM integration in Portugal and Spain. Initially, the transfer process for bank and customer cards ran on two separate servers. During this process, the central payment solution was converted into a decentralized operation. Today, the POS system in the service station functions as a server and is directly connected with the central server for both customer and bank cards. "This change was a real challenge for architecting the payment process," Pires says.

Flexibility was essential. Wincor Nixdorf had less than a month to develop the solution. By mid-March, tests were underway with the prototype. Meanwhile, the company has deployed pilot systems at four service stations in Portugal. The rollout will begin following the successful pilots.

The rollout, like the development phase, has been planned in detail, with an assessment of local conditions, a compilation of all requirements and an installation schedule. Such preparation is necessary not only because the hardware will be manufactured by the Wincor Nixdorf production facility in Singapore, which has a five-week lead time, but also because of Galp Energia's tight planning. By early 2010, the company aims to have the new technology installed in all its service stations. Because of this tight scheduling, the new and old systems must operate in parallel.

Mutual trust is necessary

"We believe we have a common future with Wincor Nixdorf," Pereira says. "After all, a project that modernizes an entire IT network requires mutual trust." Galp Energia expects fast, simple and transparent processes from the Wincor Nixdorf solution, as well as improved operational and commercial management for the company. "With this solution, we aim to unify our business processes in service stations and reduce costs significantly," he adds. "In this way, we will be able to focus more on customer service and the use of innovative technologies." ■