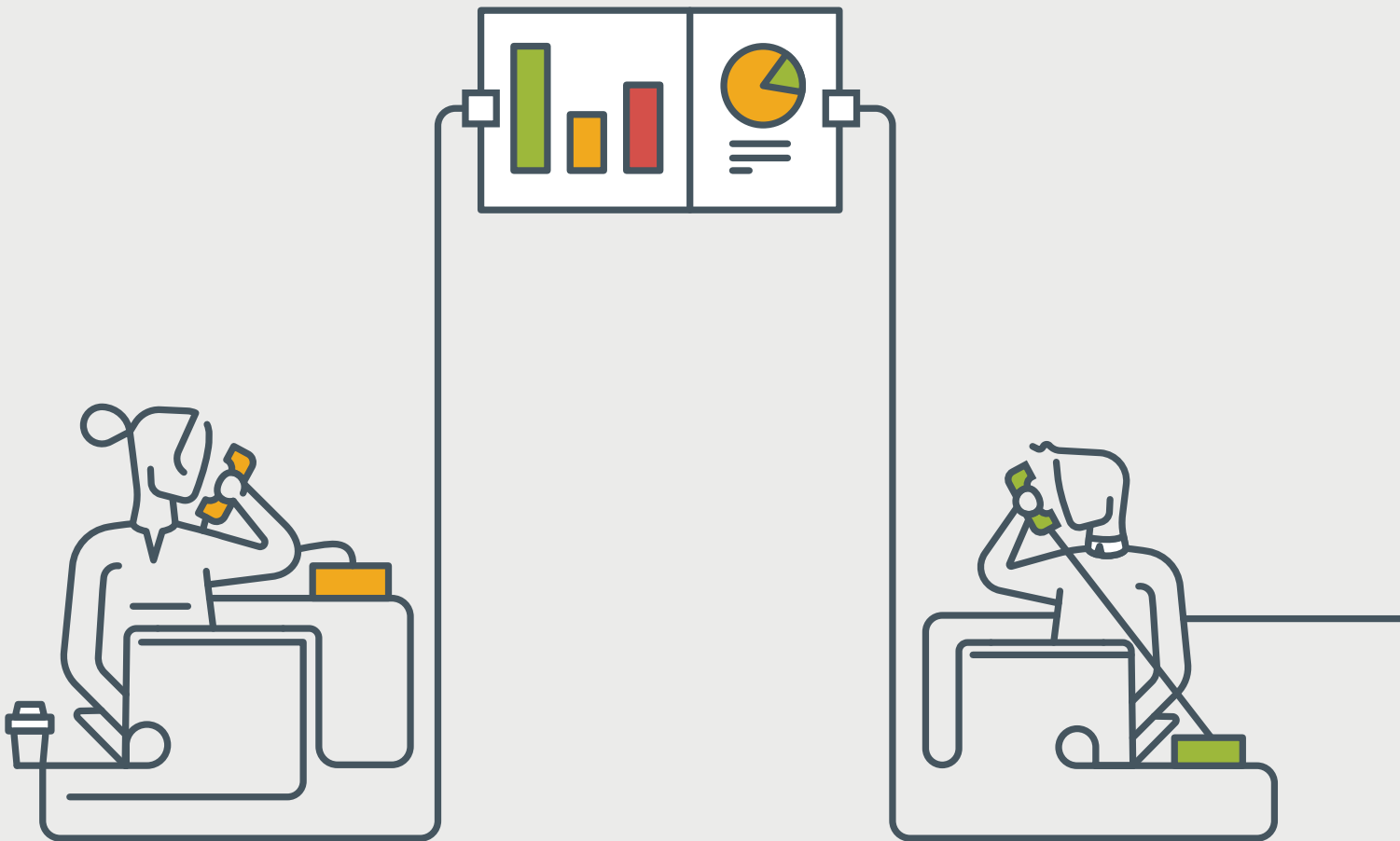


Signalhorn®

Highlight and Signalhorn: Delivering for Global Petroleum company's European Petrol/Gas Stations



What was the problem we were helping to solve?

Prior to partnering with Highlight, Signalhorn's global petroleum customer was having severe issues with visibility of its North European network covering 3000+ petrol/gas stations. They needed a clear view of where service disruption may be affecting their internal petrol/gas station customers.

The global petroleum customer required the view to be intuitive as they wished to avoid the cost and time of training on complex tools, and Signalhorn needed a solution that would work with minimal customisation.

A timely solution was vital.

Why did they choose Highlight?

Highlight encompassed all the technologies comprising the connectivity services at each station location: Internet Connection, SD-WAN device, Switch and Wireless APs. This enabled all the technology components to be covered within the single Highlight portal.

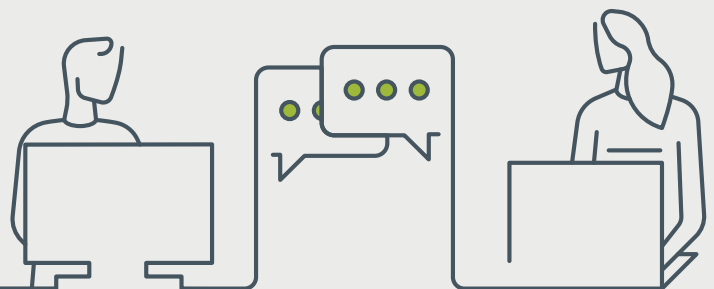
Further, the global petroleum customer was able to segment each region and country so that its regional support teams could see only the locations and services for which they are responsible.

In addition, the Highlight solution incorporated everything that the customer needed 'off the shelf'. This enabled Highlight to be designed and deployed, with visibility delivered to the customer within one month.



What was the solution we deployed?

Highlight was deployed quickly and integrated in both the partner's and its customer's processes with ease.



What were the advantages / benefits that they enjoyed by deploying our solution?

Signalhorn and its customer now have clear transparency on service availability and performance, which enables Signalhorn to deliver a better managed service to the customer. And the petroleum organisation is finally on the front foot in managing

service delivery of over 15,000 individual technology components comprising the connectivity services across the 3000+ geographically diverse station locations.

Customer quotes:



Michael Biederer, VP Operations and Customer Care at SignalHorn says, “Highlight has an impressive cloud-based portal. The easy to understand graphical display means our customers do not need an engineering background to understand how everything is performing. And our operations team gain a holistic view to ensure we are meeting our customers’ requirements.”

The initial focus of the partnership is to deliver real-time visibility of the services Signalhorn delivers to one its petrol/gas station retail customers. The customer has 3500 locations across the UK, Germany, Switzerland, France, Austria, Luxemburg,

“With such a large global operation, our petrol/gas station customer wants an enterprise-wide view of how all their communications and services are performing. This includes the senior management team who want a clear top-level view across everything. The country managers want to know that all station forecourts in each country are operating effectively, as do their on-site managers. In the company’s HQ, the point of sales head and the customer services manager need more detailed visibility and confidence that any communication issues are identified and dealt with swiftly.”

Michael concludes, “Highlight’s portal has virtually all the elements we needed off the shelf. We will now be working closely with Highlight’s experienced development team to further refine the portal to meet our specific requirements.”