

Seamless Integration in Forecourt & Convenience Retailing

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Mobility Hubs will come in many forms



New combinations of services implies multiple partners



But don't sign your partnership contract yet...



Multi-Brand is normal in the fuel & convenience sector



Customers expect a frictionless experience



Co-ordinating so many services will be complex

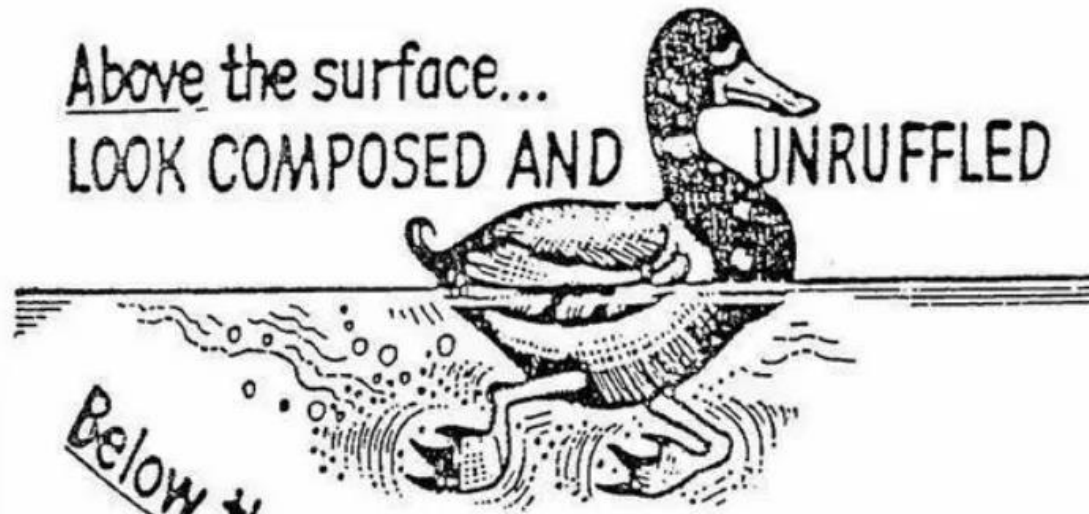


Something to avoid?

BE LIKE A DUCK :

Above the surface...

LOOK COMPOSED AND UNRUFFLED

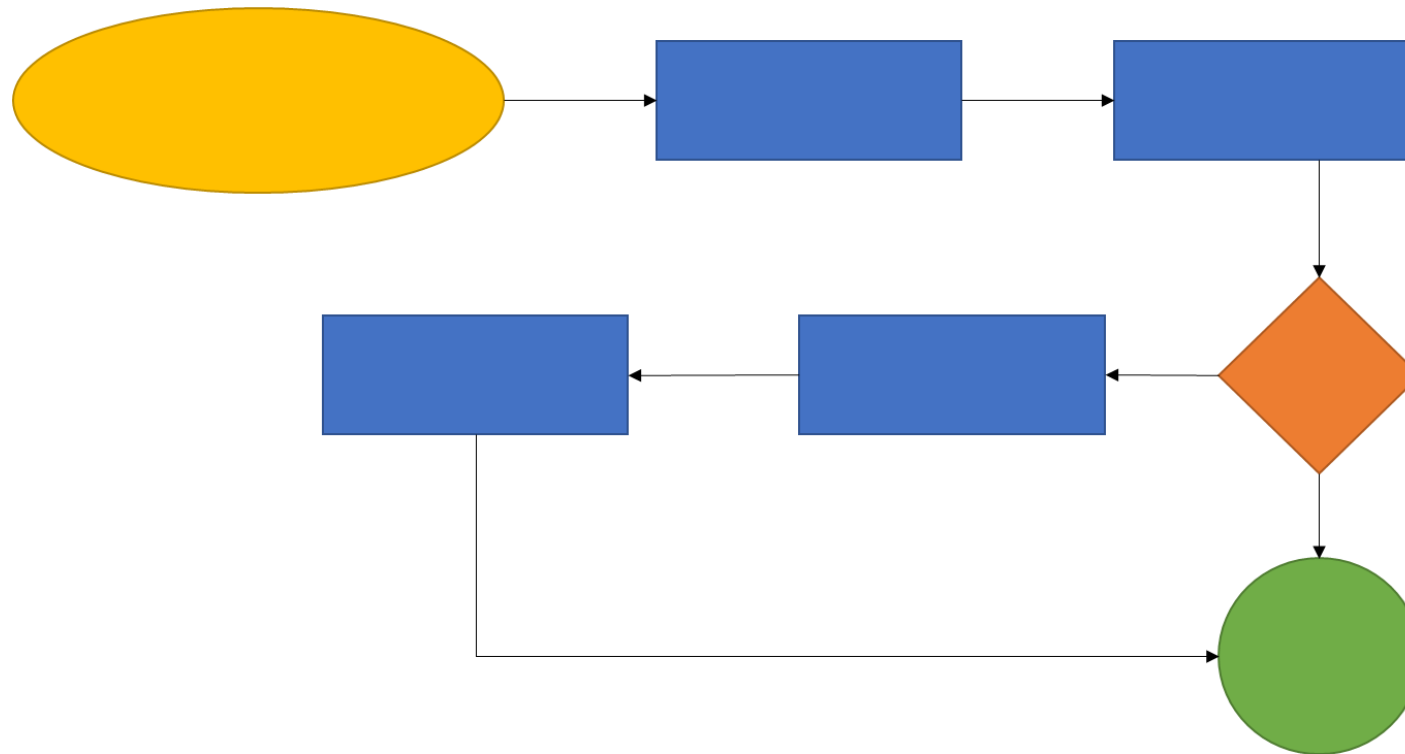


Below the surface PADDLE LIKE HELL!

Saying “just join the systems up” is not the answer



“People, Process then Technology”



Can we sign now?



Whose customer am I?



Two approaches to process (& technology)



“Use ours”

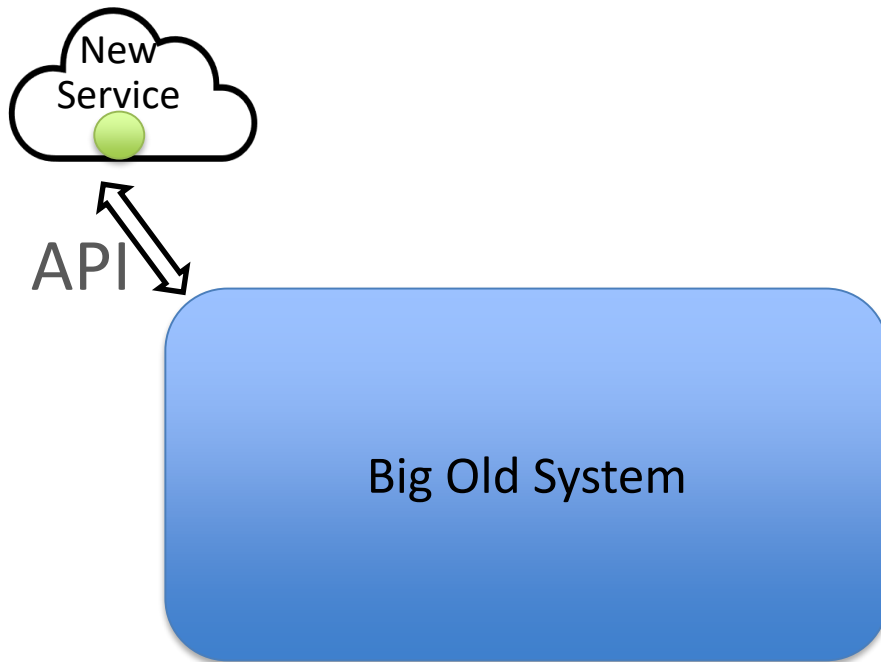


Collaborate & share

API's a 'new' technique to join processes

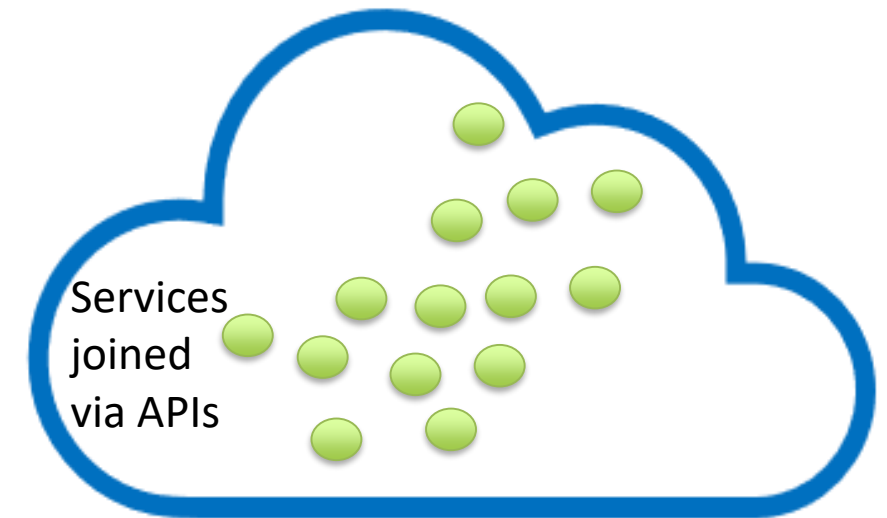
Examples

Add/offer an extra process



Or

Break an old system up into individual processes



Defines an end-to-end process which delivers a recognisable business outcome.



Defines one message & response(s).
Used to call an individual
microservice



Data Dictionary contains uniquely defined objects and elements used in one or many APIs



OK, now agree the commercials and you can sign the contract!



The Standards industry can help



STANDARD FORECOURT PROTOCOL
PART 3-19
<p>EPS POS Interface</p> <p>VERSION 1.02 - 12 December 2017</p>

IFSF

IFSF is a community dedicated to enabling technology standards for the benefit of retailers of automotive fuel and energy.

IFSF's objective is to ensure harmonisation of equipment interconnectivity and communication standards

IFSF's approach is to collaborate with other standards organisations and relevant institutions to achieve common standards for interoperability of forecourt and convenience devices and services. IFSF depends on support from retailers, suppliers and other industry stakeholders who contribute to, and benefit from, shared standards.

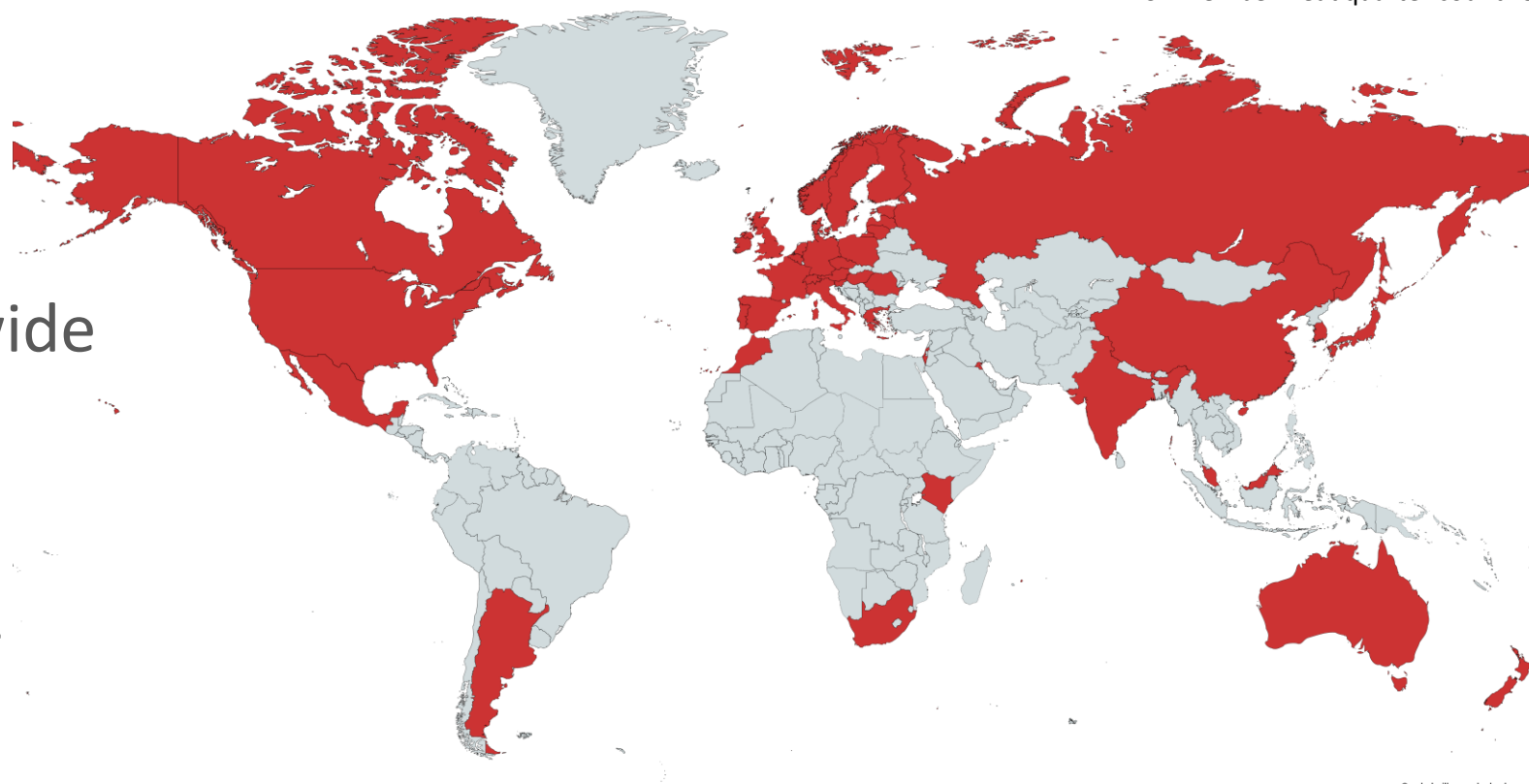


IFSF Global Membership & Alliances

*IFSF Member Headquarter countries

- 144 Members worldwide

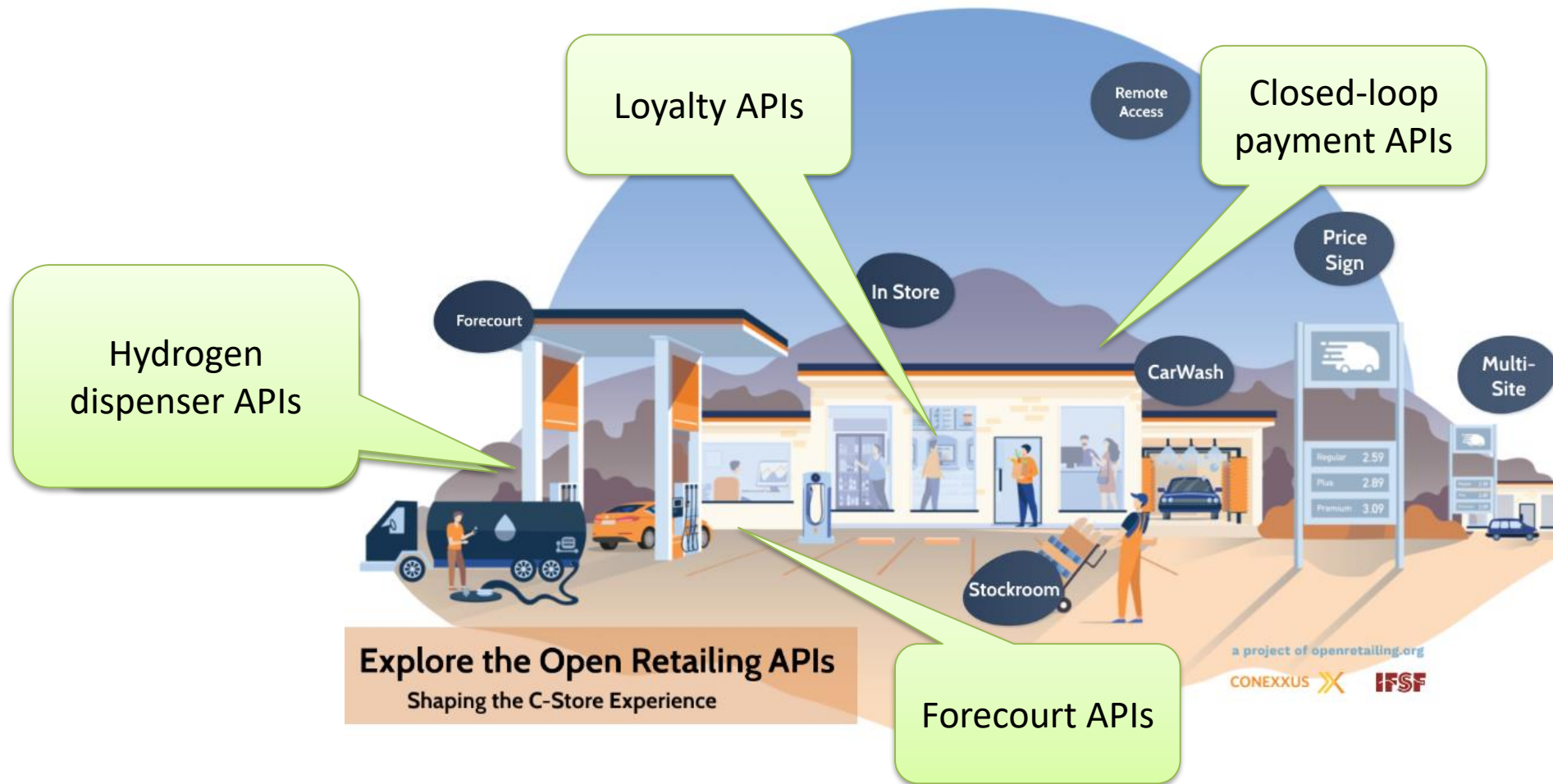
IFSF works closely with other standards bodies in order to 'not re-invent the wheel'



Created with mapchart.net



IFSF recent work group activity



Thank you

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IFSF 2022 Annual Conference:

Prague – 15-16 November 2022

