

# Case Study



## Global FleetNet in Action

### CCS: A Major Fuel Card Business in the Czech Republic

Geographic Focus: Czech Republic and Slovakia

Purchased by FleetCor in 2006, CCS is the leading fuel card issuer in the Czech Republic. The company has more than 34,000 customers and issues over 300,000 cards, which are accepted at over 3,500 merchants and 5,100 sites. Its network includes filling stations, repair shops, auto parts retailers, tire stores, car washes, hotels, and restaurants. CCS also provides loyalty programs as well as GPS and fleet logistics services.

**Václav Řehoř,**  
CFO

“Our fuel card system was outdated and inflexible, which limited our ability to launch new product offerings for our commercial cardholders.”

### CCS Confronts Major Challenges

CCS used a legacy, in-house card processing system called Petro Card Management System, or P-CMS. Adopted in the early 1990s, P-CMS ran on a proprietary platform which the software manufacturer stopped supporting. As it suffered under the weight of numerous bolt-on applications added over the years, it grew less and less reliable, making it increasingly more difficult for CCS to act nimbly in the marketplace. Additional risks included possible loss or theft of customer data, as well as the danger of relying on a limited number of employees to understand the system's database and support needs.

### FleetCor Entrusts Its Own Business to Global FleetNet

Given CCS's need to modernize its fuel card programs and compete more effectively, FleetCor decided to move CCS onto its Global FleetNet (GFN) platform. Purpose-built to service the B2B fuel card market, GFN would allow CCS to expand its fuel card offerings by launching new programs supported by sophisticated pricing and advanced customer reporting. Its modular design was able to integrate easily with other CCS systems. In addition, FleetCor introduced redundant Tier IV data centers and its security practice was fully compliant with PCI DSS, SSAE 16, and ISO 27001, addressing CCS's data privacy and protection concerns.

FleetCor followed a phased approach when migrating CCS customers and merchants to Global FleetNet:

- **Phase 1:** FleetCor piloted the GFN system with a subset of CCS customers
- **Phase 2:** FleetCor migrated the remaining CCS customers to GFN
- **Phase 3:** FleetCor migrated all CCS merchants to GFN
- **Phase 4:** 100% of CCS revenue was operational on Global FleetNet

Hana Ševčíková,  
COO

“The GFN system is so easy to use. We’ve been able to reduce our training time from several months to just a few weeks!”

## FleetCor Entrusts Its Own Business to Global FleetNet (continued)

CCS top management, IT staff, and internal users actively participated with the FleetCor GFN team on all phases of the migration. This included specifying GFN features, analyzing workflows and outputs, setting requirements for software customization, and determining how GFN would interact with preexisting CCS systems, such as its accounting software and CRM system. Before going live, the base data set-up and migrated data were verified, with the delivered functionality tested by CCS users. Apart from minor issues, the migration had no impact on the customer experience of current CCS cardholders. Once the migration was completed, P-CMS was turned off.

## CSS Achieves Business Goals and is Prepared for the Future

Through the migration and implementation of Global FleetNet, CCS is benefiting from a dramatically faster fuel card processing system. Uptime is now at 99.99%–100% for authorizations—even as the system handles 30,000 authorization requests per day.

CCS is in the process of launching a new discount card in the first half of 2011, with a flexible acceptance network and pricing scheme, enabling CCS to target new customer segments and increase revenue. Not previously possible under the legacy P-CMS system, CCS also has the ability to apply special discounts for selected merchants or a group of merchants through “My Network.”

With streamlined processes and greater automation, multiple stakeholders are performing more efficiently. For example, having replaced the manual reconciliation process between its legacy fuel card system and its accounting platform with direct file uploads from GFN, CCS has eliminated audit problems and excess headcount in accounting. Billing runs, which used to take five hours under the P-CMS system, are now completed in less than an hour. And the time it takes to complete the statementing process has fallen from 16 hours to just six hours with GFN.

Now that CCS has retired its legacy system, the IT group has recouped the time it used to spend supporting a fuel card system that was out of date. Plus, CCS has eliminated the risk of its business operations grinding to a halt for relying on IT staff with the specialized knowledge needed to support a proprietary fuel card system.

FleetCor was able to complete the migration successfully with minimal customer impact, providing CCS with the ability to grow its fuel card portfolio and meet the needs of its customers today and into the future.