

MENZIES CASE STUDY

Fuels360 puts every corner of their operation on one dashboard, so every team member - from new hire to manager - works with confidence and clarity.

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“It’s not just about audit compliance; it’s about knowing the readiness of your fuel equipment to perform and fuel aircraft.”

Chris Lones
General Manager, PBI

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BACKGROUND

Menzies Aviation PBI has been a Fuels360 customer since 2016, making them the platform's first adopters. Through multiple acquisitions - from Skytanking USA to ASIG to Menzies - every record was fully maintained with only the company name changing. Over that decade, their use of Fuels360 evolved from a QC and inspection tool into an indispensable platform that runs their entire operation.

SOLUTIONS

Multi-Domain Operational Support

What began as a quality control and inspection tool has grown into the operational backbone of Menzies' fueling operation. Today, Fuels360 powers all of their mission critical processes including eTicket processing, manpower, scheduling, into-plane maintenance, flight dispatch, fuel facility maintenance, and inventory management. Everything their team needs is available on a single dashboard view for the entire operation.

Flight Dispatch & Fueler Communication

With Fuels360's eTicket and Flight Dispatch module, supervisors can assign fuelers and communicate with them in real-time. Management has a live view of every flight being fueled, ensuring accountability and on-time performance. The ease of use in research on past flights fueled has been a game changer for their team, allowing them to inform leadership and get answers fast.

Automated Fuel Accounting

Fuels360's integration with Menzies' fuel accounting system has transformed what was a heavily manual process. Data that once required manual entry is now automatically populated from eTicket records. Accounting staff simply verify for meter skips and perform a final review, representing a considerable time savings across the operation.

Digital Inventory & Receipt Management

Tank inventory, individual receipts, gallons received, BOL numbers, fuel owner details, and Certificates of Analysis are all digitally captured and fully searchable. What was once a box of papers in a storeroom is now an organized, instantly accessible digital archive.

Discrepancy Tracking & Alerts Management

The system ensures bulletproof continuity in their records. The advanced workflows guide their staff in equipment inspections, and alerts management in real-time to address discrepancies that directly impact the safety of the operation. The challenges the maintenance team had with constantly staying on top of what the fleet's open items are evaporated. Corrective actions and maintenance notes to the ramp on what's being addressed has become fully automated and integrated with live inspections from the field. It's been revolutionary to how they run their operation.

KEY IMPACT

Operational Visibility & Ease of Use

Fuels360 delivers a comprehensive set of tools that enable total visibility into ensuring the operation is safe and compliant. The inspection automation has completely removed the need for transcribing field inspections into the audit books, saving countless man hours a week in record keeping.

Compliance and Audit Confidence

With over a decade of digital records maintained through multiple company ownership changes, Menzies can retrieve historical inspection records instantly. Photos, documentation, and inspections are tied together in one system, and corrective action logs provide the audit trail auditors expect.



AT A GLANCE

Challenges Solved

- Paper-based inspection and records processes created gaps in compliance tracking
- No visibility into fueler activity, flight dispatch, or equipment status
- Manual fuel accounting required extensive data entry with no automatic reconciliation
- Inventory and receipt records stored in physical boxes, unsearchable and hard to audit
- Corrective actions and discrepancies lacked documentation and traceability

Benefits Added

- Single dashboard operational visibility across fueling, dispatch, and inventory
- Fully digital, searchable records spanning 10+ years of history
- Streamlined fuel accounting with automatic population from eTicket data
- Real-time supervisor-to-fueler communication and assignment
- Structured safety program with digital acknowledgements and positive feedback