

# Global Companies LLC

Real-time views of terminal activity facilitate strategic marketing



## PROJECT AT A GLANCE

### Project Type

Terminal automation system for diversified fuel marketing organization

### Location

Waltham, Massachusetts

### Applications

DTN Guardian3™

## CUSTOMER BENEFITS

- Significantly reduced downtime
- Improved operational efficiencies
- Better customer service



Global Companies LLC is a diversified petroleum and energy marketing organization serving the fuel needs of a broad range of commercial and industrial interests throughout the United States and overseas. Through a network of deepwater and inland terminals, Global wholesales over one billion gallons of distillates and gasoline a year to hundreds of independent home heating oil retailers and gasoline distributors. One of the leading wholesalers of distillates and gasoline throughout the Northeastern United States, Global trades all petroleum products and derivatives throughout the world.

## Challenges

Global, a leader in wet-barrel contract sales, offers a number of risk management tools that are among the most inventive and flexible in the industry, along with a seasoned sales team that help guide customers through their purchases.

Global's hedging and risk management programs rely on accurate, timely sales information from the terminals in order to re-hedge product throughout the day and take advantage of market opportunities.

“With DTN Guardian3 systems, our whole team has access to faster, better sales information from the terminals. We’ve asked for the tools we need, and Schneider Electric has delivered. Now our people can do their work—which is to provide consistently excellent customer service.”

Dan Donovan, inventory manager, Global Companies LLC



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### Solution

The flexible DTN Guardian3 (DTN G3) terminal automation system from Schneider Electric gives Global an at-a-glance snapshot view of terminal activity at each lane, which makes it easy to monitor real-time volume coming from all terminals.

“We’re set up to automatically feed translated bills of lading minute-by-minute to our trading group, schedulers, and terminal management. We can see the real-time volume at each terminal, so we can take advantage of changing market conditions to cover hedges,” says Donovan, inventory manager for Global. “Our IT group has worked with Schneider Electric to come up with creative, cutting-edge solutions that improve efficiencies in operations. We can invoice a customer five minutes after the truck leaves the terminal,” says Donovan. “We take every opportunity to streamline our operations because efficient service shows our customers that we appreciate them.”

### The Bottom Line

DTN G3 automates Global’s process from gate access to load lift to digitally capturing driver signatures on bills of lading, and it’s all fully backed by Schneider Electric experts who ensure that Global’s system is properly installed and supported. Global is set up with Schneider Electric’s first class maintenance option to ensure optimum system performance and a maximum level of customer service. “First class maintenance makes sense for Global,” says Donovan. “It’s about supporting our people and our customers.

We wanted the same automation system across the board, so that our terminal operators could turn to Schneider Electric whenever they need help, 24/7. We’re impressed with the system integrity and the level of cooperation we see from Schneider Electric. Since they began working with our IT staff, our downtime has been cut by 80 percent.”