

SUCCESS STORY

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# Success breeds success

Implico's digital solutions have driven Certas Energy's sustainable growth for nine years



In 2014, Certas Energy embarked on a strategic initiative, choosing to acquire 400 retail sites in France, without the supportive IT infrastructure. This decision led to a comprehensive buildup of the IT systems, spanning logistics to back-office operations.

To manage this vast retail network, Certas Energy Retail Europe, a DCC subsidiary, turned to external expertise. Partnering with Implico, the goal was to deploy specialized IT cloud services to achieve operational efficiency.

## A partnership reflecting a shared vision for efficiency and automation

The partnership between Implico and Certas Energy, rooted in mutual trust, showcases their joint dedication to efficiency and automation.

This collaboration has led to the creation of a fully integrated solution that not only caters to Certas Energy's retail sites in France but expands its footprint across Europe. The system, designed for adaptability and scalability, reflects the industry's emphasis on agility in the face of the rapidly evolving energy landscape. With Implico's expertise, the company has focused entirely on its core mission while relying on a trusted partner to handle the intricate IT side of its operations.

With their solution-driven approach, the in-house team from Implico has played a pivotal role in this



partnership. Their expertise means Certas Energy can navigate the complexities of the energy sector without the burden of having to invest in major in-house IT resources.

This forward-thinking approach ensures they remain at the forefront of the industry's green transformation, reinforcing the commitment to a cleaner energy future.

As a leading provider of software solutions for the supply chain of energy and natural resources, Implico has transitioned to a more sophisticated data management approach. It offers seamless data exchange, orchestrates all financial and replenishment systems, and ensures smooth communication with terminals and third-party providers, setting up interfaces and connections with operational excellence.





At its core, Implico's data management team acts as an automated communication hub, transferring, collecting, processing, mapping, and harmonizing data daily from various process participants, and ensuring it is ready for integration with systems like SAP. Any discrepancies in data are promptly addressed, with missing information being supplemented accordingly. This foundation level sets the stage for efficient data management and exchange.

Building on this, Implico has taken over logistics and operational processes for DCC based on a comprehensive managed services approach. This ensures that data flows seamlessly and is managed, interpreted, and acted on without the need for major in-house resources.

At the highest level, Implico's data management can provide a holistic overview of the organization's operations, performance, and profitability. It takes underlying core data, usually distinguished based on operational or commercial areas, and interprets it within an end-to-end business context. This is further enhanced through advanced algorithms that automatically perform data enrichment. By intelligently combining information, Implico uncovers causalities between basic activities and their business impact, enabling organizations to improve in specific areas, mitigate challenges, and ensure operational excellence.

Certas Energy, with its commitment to innovation and excellence, has integrated advanced data management functionalities that align with their strategic

vision. This positions the company to adeptly navigate the complexities of the energy sector, ensuring sustainability and operational efficiency.

SAP continues to provide the necessary operational business processes, while Implico's ASR-module (Automated Stock Replenishment) focuses on retail network forecasting. By leveraging data from tank stock and sales, ASR offers reliable estimates of stock levels and future sales volumes. This ensures efficient replenishment at the right time. DODO retailers (dealer owned, dealer operated) benefit from an integrated portal, allowing them to place orders, manage product demands, and execute credit controls. Haulers then use dealer orders for fulfillment. The haulers, in turn, source fuel from tank terminals, including those run by suppliers, which are now integrated into the data management system.

The supplier's SAP ERP system, which manages fleet card payments and reconciles fuel orders (with affiliated banks handling various transactions), is also seamlessly integrated into this landscape, ensuring automated and efficient data exchange. A cloud-based price management system from a collaboration partner further enhances the overall setup.

*"Implico's data management service helps us to manage relationships with the outside world,"* states John Scully, project manager at DCC plc.

## Seamless data exchange, streamlined communication – on any scale

Interfaces and communication within the Certas Energy Partner Network are now managed by Implico's data management service. It offers maximum risk mitigation, especially in terms of process integration and business process outsourcing (BPO). Automated processes are also supported by the Implico team, thus ensuring minimal administrative work for Certas Energy employees. This facilitates product delivery while providing crucial communication and operational support to suppliers and haulers.

Issues are promptly identified and addressed: "If data, such as a timestamp, is missing, the solution taps into its vast resources to supplement the required information. Expert intervention ensures that all data is complete, well sorted, and fully processable," explains Scully.

The scalability and security of the Implico solution are evident from how it protects the SAP system. Instead of requiring constant SAP programming, SAP remains standard in SDM. This ensures that thousands of standard documents are posted securely each day and remain upgrade-proof. The custom logic, which is flexible yet secure, is now primarily designed and supported by the Implico team. With this service, customers have absolute control. They can pause interfaces with just a few clicks, for instance, until a change has been applied or during scenarios like tax changes, month-end closings, or program changes. New data can be



Image by DCC

sent with ease, first to the test system for checks. The system also facilitates rapid cross-interface checks outside SAP, mass reversals, and mass resends.

In conclusion, Implico's data management service has revolutionized how relationships are managed with the external world for Certas Energy. Data exchange is more seamless than ever. This ensures all stakeholders have access to the information they need and streamlines communication and coordination with terminals, haulers, and banks, thereby reducing potential errors.





## Implementing the EU Aviation Fuel Mandate and other endeavors with Implico's SDM solutions

On another note, it was brought to light that the European Union is on the cusp of introducing groundbreaking legislation concerning aviation fuels. This stands to affect companies such as Certas Energy. The Re-FuelEU Aviation proposal, which has been the subject of intense negotiations, mandates a progressive increase in the use of sustainable aviation fuel (SAF) for flights within and departing from the EU. Starting in 2025, at least 2% of aviation fuels must be SAF, with this percentage rising steadily to 70% by 2050. Furthermore, a specific proportion of this fuel mix will be dedicated to synthetic low-carbon aviation fuels, such as e-fuels or e-SAF, accounting for up to 35% by 2050. Considering these developments, Implico's solutions for secondary distribution management are perfectly poised to support this transition. The software can effectively map out blending requirements, thus ensuring clients are equipped with the information required to adjust their operations in compliance with these new regulations.

Another notable effort is Certas Energy's facilitation of HVO (hydrotreated vegetable oil) blending, which has paved the way for the broader introduction of biofuels in their offerings. This not only reduces the carbon footprint but also supports the global shift towards renewable energy sources. Additionally, recognizing the surge in electric vehicle adoption, Certas has established an EV charging infrastructure in Denmark. This setup both caters to the growing demand for electric vehicle charging and reinforces Certas Energy's commitment to fostering sustainable transportation solutions.

The company has been actively channeling its resources into areas of the highest priority. A remarkable 73% of this year's change requests (CR) were dedicated to low-carbon offering, spearheading renewable energy solutions, especially in the electric vehicles (EV) sector. Additionally, there is a pronounced emphasis on business process improvements, with a keen interest in harnessing automation and simplification to bolster efficiency.

### Enhanced operational efficiency is within reach

Certas Energy's journey has been transformative. While Certas Energy continues to leverage traditional fuel operations, there is a clear trajectory toward evolving the network to include low-carbon offerings. This



vision emphasizes a clear ambition to reduce Scope 3 carbon emissions, underscoring the commitment to a sustainable future.

More efficient planning, both in forecasting and delivery, leads to fewer trips and optimized operations, benefiting both the environment and the bottom line. Implico's products facilitate blending, allowing DCC to roll out their products without any challenges. The offered flexibility means that the customer could modify processes even after 'going live', optimizing older processes to further their green initiatives.

Implico's data management service stands at the heart of this transformation. It acts as a communication bridge between partners, ensuring seamless data management and orchestrating financial and replenishment systems. This innovative collaboration has empowered Certas Energy to delegate its comprehensive IT operations, fostering growth-oriented strategies with precise peer-to-peer support.

As the energy landscape shifts, demanding agility, flexibility, and resilience, this visionary alignment proves invaluable. With steadfast backing from Implico's skilled team, Certas Energy confidently focuses on its core objectives. At the same time, they trust Implico's technical prowess and industry insights to guarantee streamlined operations and sustained success in the years ahead.

## Certas Energy & Implico success in numbers:

**1.040**

Supported fuel stations in Europe

**14**

Serviced airport terminals (incl. helipads)

**260%**

Growth in the number of fuel stations from 2015-2022

**5**

Countries where Certas & Implico operate together

**200**

Different system interfaces

**22.000**

Documents processed via the interfaces each day

### About DCC

DCC is a leading international sales, marketing and support services group. We provide solutions the world needs across three transformative sectors – energy, healthcare and technology – where we acquire, improve and grow diverse businesses. We apply our growth mindset to our businesses in 22 countries across four continents, empowering our 16,000 employees to create long-term value for our shareholders, customers, society and the planet. The world needs cleaner energy for everyone.





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## About Implico

**Implico is a leading provider of solutions for the digitalization of business processes in the downstream segment.** Embedded in the SAP environment and working in accordance with the SAP Clean Core approach, the company develops highly standardized products for S/4HANA that replace customized in-house solutions, thereby significantly increasing efficiency and security.

With over 40 years of experience in the distribution of liquid goods and the operation of filling stations, Implico's expertise is unrivaled when it comes to automating SAP processes and aggregating data. A holistic consulting approach, together with a profound quality assurance program, guarantee the smooth implementation of all solutions in the shortest possible time.

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- **S/4 Transformation**
- **Data-driven process automation**
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