Case study

TOTAL : GUICHET UNIQUE PROJECT

CONTEXT

To modernise and improve the customer pathway in its 4,500 petrol stations in 35 countries all over the African continent, TOTAL is deploying an innovative digital solution to provide its customers with:

- A wide range of secure payment methods
  (Digital currency, credit cards or cash)
- Third-party services
  (Multimedia plans, bill payment, money transfer, card recharging, banking and insurance services, etc.)
- A loyalty programme.

This solution meant equipping petrol pump attendants with professional rugged PDAs with ATEX certification. The terminals are designed for use in dangerous areas and explosive environments and guarantee the highest level of security. They were also designed to be managed remotely by including an EMM (Enterprise Mobile Management) tool.

SOLUTION

To provide a technological response for the roll out of the Guichet Unique project in TOTAL petrol stations, Coppernic supplied the C-five by Coppernic. This mobile terminal with a 5-inch screen has all the technical features required by TOTAL and can be used in all situations, especially since it has the ATEX (safety standards) label.
The PDAs are equipped with an MDM produced by SOTI, so that they can be configured remotely for geolocation and updates.

The C-five is also fitted with "Guichet Unique" software developed by a company in Senegal, specialised in One-Stop Shop applications, enabling petrol-station attendants to provide customers with a wide range of services and easy payment solutions.

RESULTS

Coppernic has delivered over 4,000 C-fives to Total in 14 African countries. (Morocco, Senegal, Ivory Coast, Mali, Guinea-Conakry, Cameroon, Kenya, Burkina Faso, Egypt, Tunisia, Nigeria, South Africa, Tanzania, Uganda).

The inclusion of the SOTI EMM has led to improved monitoring and management of the deployment of the mobile terminals in each petrol station directly from France.
Total also entrusted Coppernic with the Managed Services linked to the project in order to guarantee ultra-fast and safe management of the terminals deployed in the numerous petrol stations.

These services are supervised by the TOTAL IT department and help to keep all the terminals operational, to remotely deploy and to provide support for the successive applications packages supplied by the software partners.

The idea of the security and integrity of data is very important, since we are dealing with financial transactions for TOTAL's customers. The Coppernic Services associated with the SOTI Platform carry out this task to perfection.

The success of the collaboration then led to the integration of Coppernic into the Total Pool PME, helping to reinforce the relations existing between France's biggest private company and the small firm Coppernic. This programme means that Coppernic will enjoy international support from Total Regional Development, contacts with major corporations and support from managers on managerial, legal or strategic aspects of a company.