

Onboard Without **Disrupting Dispatch**

Navion deployments follow a structured framework built for bulk fuel logistics — introducing automation gradually while keeping dispatch operations stable throughout.

THE APPROACH

Phased Onboarding. Zero Disruption.

Bulk fuel logistics networks depend on tightly coordinated dispatch, delivery timing, and inventory visibility.

Technology must integrate with these operational systems without interrupting daily delivery workflows.

Navion deployments follow a structured framework designed for bulk fuel logistics—introducing automation gradually while maintaining operational stability.

What Gets Connected

- ✓ Tank monitoring portals
- ✓ Customer inventory sources
- ✓ Existing TMS infrastructure
- ✓ Dispatch rules & constraints
- ✓ Site, tank & product relationships

Deployment Objective

Introduce automated inventory monitoring and order generation without disrupting existing dispatch operations.

DEPLOYMENT PHASES

Typical Deployment Timeline

Full operational deployment typically achieved in **< 90 days**

DISCOVERY → INTEGRATION → PILOT DEVELOPMENT → NETWORK EXPANSION

PHASE 1

ENGAGEMENT & DISCOVERY

Define Scope, Architecture & Operational Dependencies

Navion begins each deployment with a structured discovery phase to understand the operational environment, data sources, and dispatch infrastructure.

- Define project objectives, operational risks, and integration requirements
- Inventory tank monitoring sources and confirm secure data access
- Establish secure connectivity between Navion and the client TMS

Outcome: Validated integration architecture and deployment roadmap aligned with operational workflows.

PHASE 2

CONFIGURATION & INTEGRATION

Connect Monitoring & Dispatch Systems

KeepFill™ integrates tank monitoring portals, inventory sources, and dispatch infrastructure into a unified operational data layer.

- Configure system settings, users, and portal connections
- Map customer sites, tanks, and product relationships
- Deploy Navion TMS Agent and validate system data exchange

Outcome: A unified operational data foundation connecting inventory visibility with delivery planning.

PHASE 3

DEPLOYMENT & SCALE

Introduce Automation Through Controlled Rollout

KeepFill™ is deployed gradually across the delivery network, validating performance before scaling automation across the full site network.

- Validate forecasting accuracy, monitoring signals, and order scenarios
- Activate monitoring and automated order creation across sites
- Provide hypercare monitoring during early production operations

Outcome: Automated inventory monitoring and order generation operating alongside dispatch workflows managed.

Deliver Operational Value After Deployment

Operational value is realized through continued adoption, monitoring, and optimization as delivery networks evolve.

NAVION CUSTOMER SUCCESS FRAMEWORK™

Deployment Is Only The First Step

Bulk fuel logistics networks depend on consistent dispatch performance, accurate inventory visibility, and reliable delivery planning across hundreds of sites. The Navion Customer Success Framework™ is designed for bulk fuel logistics—ensuring KeepFill™ continues delivering measurable operational value as delivery networks evolve.

Typical Customer Success Lifecycle

Customer Success begins immediately and continues throughout the life of the platform.

ADOPTION → OPERATIONAL MONITORING → OPTIMIZATION → NETWORK EXPANSION

1

ADOPTION & OPERATIONAL ALIGNMENT

Integrate KeepFill™ Into Daily Dispatch Workflows

Following deployment, Navion works with operations teams to ensure dispatchers and planners are fully trained and aligned with the monitoring and automation workflows introduced by KeepFill™.

- Align monitoring alerts and order workflows with dispatch operations
- Train dispatchers and operations personnel on system usage
- Monitor adoption and automation utilization across teams

Outcome: KeepFill™ becomes embedded in daily dispatch operations with strong team

2

OPERATIONAL MONITORING

Maintain System Performance & Reliability

Navion continuously monitors system performance to ensure reliable automation within the client's logistics environment.

- Monitor portal integrations, data flows, and automation signals
- Identify data anomalies affecting forecasting accuracy
- Provide responsive operational support and issue resolution

Outcome: Reliable monitoring and automation across the delivery network.

3

OPTIMIZATION & NETWORK EXPANSION

Improve Performance As Operations Grow

As customers expand their delivery networks, Navion works with operations teams to increase automation coverage and improve dispatch efficiency.

- Conduct operational reviews of system usage and automation performance
- Provide visibility into labor savings and operational improvements
- Expand monitored sites, terminals, and data sources

Outcome: Scalable automation and improved operational efficiency across the fuel delivery network.

WHAT CONTINUES AFTER

Ongoing Support Across Your Network

- ✓ Portal integration health monitoring
- ✓ Forecasting accuracy review & tuning
- ✓ Automation utilization reporting
- ✓ Dispatch workflow alignment checks
- ✓ New site & terminal onboarding
- ✓ Issue resolution & escalation support - 24x7 monitoring with proactive alerts

Customer Success Objective

Ensure automated inventory monitoring and order generation continue delivering operational value as the customer's delivery network evolves.

Customer Success begins immediately after deployment and continues throughout the life of the platform — not just during onboarding.

Customer Success Objective

Ensure automated inventory monitoring and order generation continue delivering operational value as the customer's delivery network evolves.

Call **615-246-7810** or
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