

CASE STUDY

# FuelQuest, Inc. Achieves 100% Uptime for their Cloud-Based Fuel Inventory and Tax Solutions at CyrusOne's Data Center



## The Company

FuelQuest, Inc. is the leading provider of software solutions for the downstream fuel industry. Headquartered in Houston, Texas, FuelQuest offers fuel management and tax automation software using a cloud-hosted Software as a Service (SaaS) model.



FuelQuest's Fuel Management System (FMS) is a web-based software solution that allows fuel retailers like 7-Eleven, Couche-Tard, and Hy-Vee to schedule fuel deliveries and monitor fuel inventories at all their gas stations throughout North America. FMS also monitors price fluctuations in the wholesale fuel market, allowing retailers to buy fuel from suppliers at the lowest available price, and then reconciles the financial records of fuel transactions to ensure those prices are followed.

FuelQuest's Zytax product line enables fuel suppliers, retailers, and distributors to automate the calculation and reporting of fuel taxes to U.S. jurisdictions. In addition, FuelQuest offers managed fuel inventory services through its Fuel Center services group, for clients with ongoing fuel needs (i.e. waste management companies, mining companies) who don't wish to manage their own fuel supply operations.

"We have over 650 customers throughout North America, including Hawaii, Guam, and Puerto Rico," says Tim Blaney, Vice President of Technology at FuelQuest. "Our software solutions manage the replenishment of over 20 billion gallons of fuel per year, and handle about \$70 billion annually in fuel taxes. Using FuelQuest's FMS and Zytax solutions, our clients save money through better fuel purchasing, pay their taxes on time, and manage their supply chain to service their end customers more efficiently."

## The Challenge

FuelQuest needed a data center that was local to the Houston area, to allow them easy access to their cloud servers. At the same time, they required a secure and reliable facility with a strong infrastructure and fully-redundant power and cooling, plus carrier-neutral connectivity to allow clients to access FuelQuest's solutions from anywhere in North America.

“We needed a hosting partner that could guarantee 100% uptime, and was equipped to withstand a major event like a hurricane,” says Blaney. “If there’s a data center outage in Houston, and our customers can’t access our fuel management and tax automation solutions, it disrupts their entire supply chain nationwide and could lead to major lost revenues or tax penalties. We needed a strong and dependable data center to ensure that our clients will always have access to their mission-critical data on our cloud servers.”



“Also, with our current growth plan, scalability was an important factor for us. We needed a data center with abundant power and space to allow us to add more server racks to our cloud. In addition, we needed a data center with top-level security. Our clients require SSAE 16 certification to ensure that their invoice and tax data is not lost or compromised, or shared with their competitors.”

## **The Solution**

FuelQuest decided to establish its primary footprint in CyrusOne's Houston Galleria data center. FuelQuest chose the Houston Galleria facility based on its close proximity to their Houston headquarters, 100% uptime guarantee, redundant power architecture, abundance of available space, carrier-neutral connectivity, and high-end security.

“The Houston Galleria facility had what we needed in terms of redundant power and cooling, plus room and power to expand our cloud footprint,” says Blaney. “Also, the Houston data center has the fiber connectivity to ensure that our clients can access their invoice and tax data and manage their supply chain from anywhere in North America.”

## Benefits

### A Disaster-Proof Data Center

CyrusOne's Houston Galleria is a strong and durable facility, built to withstand hurricanes, tornadoes, and other natural disasters. The data center has a reinforced physical structure that includes steel-lined walls, concrete bollards, storm protection shutters, and bulletproof glass. Also, the facility is equipped with a Very Early Smoke Detection Apparatus (VESDA) fire prevention system.

The Houston Galleria data center offers a 100% uptime service level agreement. The facility has a fully-redundant, dual-feed Uninterruptible Power Supply (UPS), delivered in two individual circuits. Each circuit is powered by a separate electrical grid, so if one local utility circuit goes down, the Galleria facility will automatically switch power over to the other circuit. In addition, the Galleria data center has on-site, diesel-powered backup generators that can power the facility for up to two weeks.

"Even if a hurricane hits Houston, our SaaS clients throughout North America will still be able to access our cloud servers to re-supply their gas stations in Boston, Cleveland, and Seattle," says Ryan Mossman, Vice President and General Manager of FuelQuest's Fuel Center services group. "The power design at CyrusOne's Houston facility ensures that FuelQuest's solutions will always be up and running."

"Also, our Fuel Center group handles about 2.1 million gallons of fuel per day for our managed services clients," adds Mossman. "It's important that our Fuel Center experts should have continued access to FuelQuest's FMS solutions, even in the event of a disaster. If we need to evacuate our employees from Houston and send them to other parts of the state, our fuel experts can still access FuelQuest's applications over the Internet, and manage our clients' fuel supply chains. CyrusOne's facility is able to remain online to support our continued operation during those situations, and to ensure that we have business continuity."



## Room and Power to Grow

CyrusOne's Houston Galleria data center offers a flexible High Performance Computing environment. This allows FuelQuest to easily add more hardware and expand their cloud footprint, without interrupting their SaaS services or having to wait months for the necessary infrastructure.

"We recently provisioned additional server racks to our Houston Galleria footprint," says Blaney. "The engineers and on-site staff helped us to reconfigure the space in our private cage, lay out where the new racks would be, and determine how many servers would go into each rack. They made sure the necessary power and cooling was available, that the connectivity and cross connect to our cage were active, and helped us to load balance the power for the racks and servers. With the additional server capacity, we're able to add more clients and bring new solutions to market faster."

## Security

CyrusOne's Houston Galleria facility carries SSAE 16 certification and provides five layers of physical security. Visitors to the data center must enter through a gate at the perimeter fence, present a government-issued RFID to sign in with the 24/7 security staff, and use a biometric reader to enter the facility through a secure anti-passback door. They must then pass through the locked and secured Data Hall, under video surveillance. Visitors must have a key and/or key card to access the dedicated cage and/or locked cabinets where their company servers are stored.

"CyrusOne understands the needs and security concerns of large-scale enterprise energy companies," Blaney adds. "Their Houston Galleria data center is focused solely on providing hosting services for energy industry clients. Our mutual dedication to serving the Houston energy market has allowed FuelQuest to forge a very cooperative and beneficial relationship with CyrusOne."

**To learn how CyrusOne can help you achieve your goals, visit [www.CyrusOne.com](http://www.CyrusOne.com) or call 1-866-297-8766 today.**

## About CyrusOne

With over two dozen data centers across the globe, CyrusOne helps many of the world's largest global businesses – including 9 of the global Fortune 20 companies and over 100 of the Fortune 1000 – and companies of all sizes take advantage of the latest data center technology and realize top operational efficiencies through:

- **Flexible design** – Scalable, customized data center solutions that are engineered with Massively Modular data center technology to align with your business needs
- **Personalized service** – High touch customer service delivered by data center experts
- **Full transparency** – Full transparency in communication, management, and service delivery
- **High reliability** – Excellent availability using state of the art technology backed by 100% service level agreements (SLA)
- **CyrusOne National IX** – Offers low-cost metro connectivity and city-to-city transport in an ever growing number of cities across the US.

## About the Author



Scott Brueggeman oversees the management of CyrusOne's global marketing, product development, inside sales, and corporate communications including branding, demand creation, and public relations. His 20 years of marketing and sales experience includes Fortune 50 firms, as well as smaller high-growth companies. Prior to CyrusOne, he spent several years with running marketing at a data center hosting and managed services company, as well as Chief

Marketing Officer at an international financial services firm. Prior to that he was VP Marketing for CareerBuilder, and also held leadership positions at AT&T and PepsiCo. Brueggeman serves on several advisory boards.