

39 Architecture Analysis for Fuel Retail

Industry	Oil & Gas	Client	Vertical Integrated Oil & Gas Company, Fuel Retail Chain
Role	Enterprise Architect		
Key Result	Resolved loyalty issues, gave a future IT landscape improvement plan.		

Situation	Task	Action	Result
Client X, a leading fuel retail company, was experiencing critical system failures at its petrol stations. Loyalty program outages were causing complete service shutdowns at stations, resulting in significant revenue losses and reputational damage.	My task was to investigate the root causes of the disruptions across a complex IT and operational landscape. The goal was to provide actionable recommendations to stabilize current operations and prevent similar issues in the future, thereby restoring operational stability and planning for future IT landscape improvements.	<p>Analyzed the entire enterprise IT landscape: This included a comprehensive analysis of fuel accounting systems, the loyalty programme platform, retail systems, finance systems, POS terminals, and fuel dispensers.</p> <p>Identified integration bottlenecks and failure points: I pinpointed specific issues across both software and hardware layers that were contributing to disruptions.</p> <p>Collaborated with the team: I worked closely with the team to map business processes and system dependencies, gaining a holistic understanding of the operational flow.</p> <p>Delivered a report with detailed findings: I provided a clear root-cause analysis.</p> <p>Developed strategic recommendations: I formulated strategic recommendations for enhancing system resilience and implementing architectural improvements, enabling the client to restore operations and plan future IT enhancements.</p>	The client successfully resolved the immediate disruptions and restored operational stability. The strategic recommendations enabled Client X to plan IT landscape improvements and prevent future incidents during its digital growth.