

JANUARY 2026 / MONITORING + MANAGED SERVICES

Turning alarm volume into accountable action at 225 sites

The technology could detect a signal. The missing piece was a managed operating response that could qualify it, assign it, escalate it, and stay with it until closure.

"We were never short on alarms. We were short on confidence that the right person was acting on them."

PORTFOLIO	OPERATOR	ENGAGEMENT
225 sites	Regional fuel network	120-day modeled program

THE OPERATING REALITY

Tank gauges, fuel-inventory tools, and connected forecourt systems produced a steady stream of alarms and equipment notifications. The third-party technology was doing what it was designed to do: identify abnormal conditions and send a signal.

But each notification created a second set of operational questions. Was it actionable or repetitive? Did it require a store check, a remote review, environmental involvement, or a field provider? How quickly should someone respond? If the condition cleared, did that mean it was resolved—or merely quiet?

WHY THE MODEL WAS BREAKING

- **ALERT FATIGUE** - Repeat and administrative notifications competed with conditions requiring intervention.
- **OWNERSHIP GAPS** - Responsibility shifted among store teams, operations, environmental staff, and providers.
- **AGING RISK** - Open items could remain visible in one system but absent from the team's operating rhythm.

THE TURNING POINT

The operator did not need another dashboard. It needed people, rules, and a disciplined cadence around the systems already producing data. SoCo established a managed queue that translated signals into owned operational cases.

WHAT SUCCESS HAD TO LOOK LIKE

- **A QUALIFIED SIGNAL** The operating team needed to know why a notification required action before it was assigned.
- **A NAMED OWNER** Every material event needed a clear response expectation and escalation path.

- **CONTROL OF AGING** Open items needed active review until a documented disposition or closure was reached.

THE SOCO INTERVENTION

A human operating layer around the existing monitoring technology

01 Build the decision context

SoCo validated the hierarchy for sites, tanks, devices, contacts, and provider coverage, then aligned priority and escalation rules to the customer's operating model.

02 Separate noise from action

Notifications were reviewed for repeats, administrative conditions, known maintenance activity, and missing context. Actionable events moved forward with a reason, priority, owner, and expected response.

03 Route with the information needed to act

Store teams, central operations, environmental personnel, and field providers received an assignment appropriate to the situation—not a raw alert stripped of context.

04 Manage acknowledgement, aging, and closure

SoCo monitored response, escalated aging items, connected field findings and corrective work, and reviewed recurring patterns so the queue became a management system rather than an archive of notifications.

HOW THE OPERATING MODEL CHANGED

BEFORE	AFTER
Every notification entered the operating conversation	Signals qualified before intervention was assigned
Ownership depended on who first saw the alarm	Priority, owner, and response expectation assigned consistently
Cleared alarm treated as the end of the story	Closure tied to documented review, action, or disposition

MODELED OUTCOMES

ACKNOWLEDGEMENT	OWNER ASSIGNMENT	AGING REDUCTION
90% of priority events acknowledged within 15 minutes	<90 min modeled median, improved from six hours	25% fewer high-priority items open beyond one business day

REPRESENTATIVE CUSTOMER VOICE

"The signal still comes from the technology. The confidence comes from knowing someone has qualified it, assigned it, and will stay with it until there is a documented ending."

Director of Operations | Regional Fuel Network

THE BUSINESS VALUE

The retailer gained leverage from its existing monitoring investment. The improvement did not come from generating more alerts; it came from making each material alert part of an accountable, visible operating response.

Turn the signals from existing systems into accountable action across every site.