



FFS refines logistics with Omniflex' Data2Desktop.

When FFS decided to install remote tank monitoring at their customer's sites to improve service and reduce delivery costs, they chose web based Data2Desktop.



When FFS Refiners (FFS) were looking to improve fuel delivery logistics to improve transport efficiency and improve customer service, they chose the web based Data2Desktop remote monitoring service from Omniflex.

About FFS

FFS Refiners (Pty) Ltd is the largest supplier of industrial heating fuels in South Africa, and has interests the UK and Australia.

The company markets products for a wide variety of uses, including glass making, brick making, steam raising in boilers, billet re-heating, baking, incineration, laundry, road-mix heating, lime kilns, sand and stone drying.

FFS Refiners has 6 processing plants, 7 storage depots and over 50 trucks servicing 250 customers who collectively consume more than 500 000 tons of fuel oil per year.



Mark Butterfield, FFS Refiners National Customer Service Manager, with one of the Data2Desktop screens showing graphical tank usage.

“Service delivery has improved dramatically”

Mark Butterfield
FFS Refiners
National Customer Service Manager.



FFS De-ashing Plant

The Challenge

When fuel consumption is high, storage capacity is low and the supply chain long. The nightmare scenario of running out of fuel can become a reality unless a proactive management system is entrenched.

Fuel management and logistics is often an underestimated activity that can reveal a company's Achilles heel. This is the reason that FFS introduced remote tank level telemetry on their customers' storage facilities.

The Solution

The FFS Telemetry System utilising Data2Desktop technology from Omniflex addresses this problem.

This web-based system allows selected personnel access to tank levels via the Internet, and shows a graphic history of tank level movements and alarms. The powerful alarm function will alert specified personnel by SMS or e-mail of any change, rate of change, maximum and /or minimum, ensuring that there is no time lost in ordering and prioritising new loads of fuel.



An FFS Truck on deliveries

“The result is a fast, reliable and cost effective transmission of data.”

Carl Frankenfeld
General Manager - Sales
FFS Refiners.

The Result

Carl Frankenfeld, General Manager Sales at FFS says, that FFS partnered with Omniflex, because they are leaders in remote monitoring applications. The result of this partnership produced a state-of-the-art GSM-GPRS telemetry based solution that allows for reliable, fast and cost-effective transmission of data using cellular phone networks.

FFS have a dedicated logistics department, who remotely monitor in real time the rate of usage and tank levels of their major customers, and manage the ordering and transport function, ensuring that priority loads arrive on time.

“With both FFS and our Clients having access to the data has dramatically improved service delivery and organisational efficiency adding value to both parties”

“We can see what is happening with a customer’s inventory usage even before they are aware of it – that keeps us ahead of the game”

said Mark Butterfield,
FFS National Customer Service Manager.

The telemetry units are also being used to monitor FFS Refiners’ own steam boilers. A telemetry unit monitors the operating conditions including steam pressures, stack emissions, TDS, blow-down intervals, feed water temperature, etc.

If, for example, the steam pressure drops, or a low water condition is detected, an SMS text message is immediately sent out to the maintenance department so that corrective action can be taken. If the condition continues, then the alarm is escalated and sent out to the next senior level prompting further action.



Used oil collection vehicles at the FFS Refiner's Prospecton Depot.

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