

# Quality Support Essential to Meeting Customer Demand



As a family-owned business, Santie Oil has been trusted across several industries supplying customers and manufacturers with high quality oil and lubricant since 1938. They cater to a wide range of applications including jet fuel, propane, and many different categories of lubricants.



**Applications:**  
Lubricant Distribution

**Market:**  
Specialty Lubricants

### Challenge

Santie Oil provides a diverse selection of industrial lubricants and metalworking products with delivery options designed to meet the needs of any size operation. Knowing the level of product in their tanks is imperative when meeting customer demands.

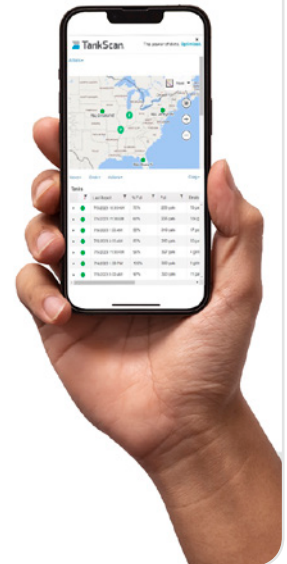
The company struggled with their previous monitoring service to receive the level of support they required and deliver accurate tank level readings. Having access to quality support is essential when monitors experience inaccurate or erratic readings or go unresponsive. A reliable application requires a reliable customer service team.

“We have been using monitors for over 12 years and the ability to have them shipped on time and solve problems with a responsive support team is necessary”, said Robbie, General Manager.

## Solution

In March 2023, Santie Oil Company installed the TankScan TEK811 tank monitoring system at over 50 locations in across the United States. The remote monitoring system leverages existing wireless cellular infrastructure and a cloud software application to eliminate large startup and setup costs associated with typical SCADA systems. The install requires screwing the monitor into a 2" port on the top of tank and plugging in the battery. The cloud application is setup remotely and offers unlimited users, historical trending, and email/text notifications.

The tank levels are viewed from field operator's cell phone or from a PC at a remote office. The system is cost effective due to its use of existing infrastructures through internet connectivity, internet browser, email, text message and cloud compute. The user is provided with accurate readings to devices he already owns, understands and supports.



## Results

Santie Oil has seen numerous benefits from remote level monitoring including:

- Reduced labor and overhead associated with trips to the field locations
- Improved reliability of their delivery operations with remote tank level visibility
- Improved confidence and reduced environmental risk with automated notifications
- Improved safety by reducing travel in hazardous weather conditions
- Enhanced reliability and accuracy with a top tier customer service

“TankScan has been very progressive with problem solving. Michael on the service team has been Johnny on the spot”, said Robbie, General Manager.

