

Fuel and Convenience Retail Trends: Advancing Technology

Fuel and Convenience (F&C) retailers need to embrace technology to transform the way they connect and serve customers.

Shared Mobility

As car ownership decreases, so will fuel demand. Retailers will need to increase their focus on other mobility services that meet consumer needs.

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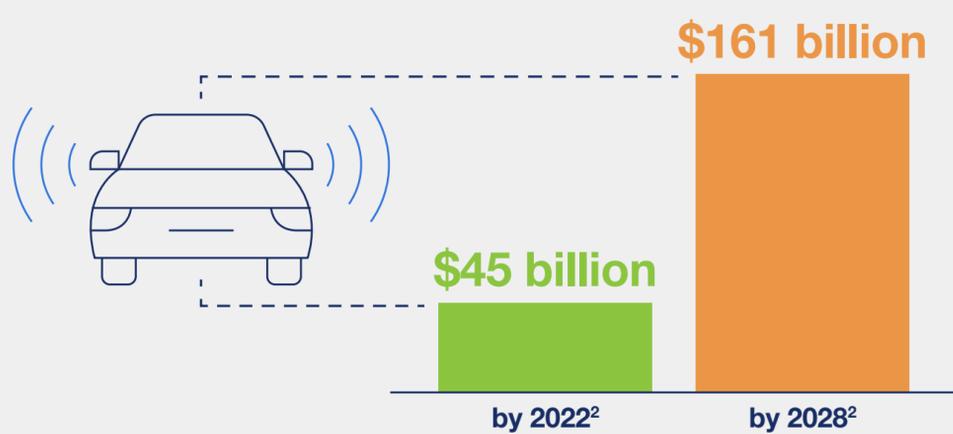
of the global population will live in cities by 2030, where ride-hailing and car sharing services will further reduce car ownerships.¹



Autonomous Vehicles (AV)

As AV and electric vehicle usage increases, savvy fuel and convenience retailers will entice riders into their stores while they are recharging.

Estimated Future Global Autonomous Vehicles Market Size



Persistent Focus on Security

Upgrading efforts to combat cyber security attacks, payment and identity fraud will remain critical for all types of retail. Fuel and Convenience retailers must focus on connecting consumers and meeting their needs through a highly secure, available (or resilient) and flexible service station network.



\$43 billion³

Total lost to identity fraud scams in 2020, worldwide.

Becoming the New Mobility Retailer

Fuel and Convenience retailers need to keep up with the ever-changing technology landscape and maximize the opportunities new technologies present to reinvent their core business. These are the top areas Fuel and Convenience retailers must focus on.



Transform Forecourts

Introduce more attractive forecourt formats, offering consumers more choice and alternatives, with personalized content at pump.



Introduce New Adjacencies

Focus on natural and emerging adjacency services across new fuels, food, retail and other services.



Fulfill Customer Needs

Introduce loyalty, WiFi, personalized experience and digital app. The customer journey starts at home through promotions.



Manage Site and Operations

Introduce self-service, cashless payments, out-of-hour offerings. Manage back office, headquarter and utility expenses.



Manage Portfolio of Services

Consider partnerships and joint ventures to optimize the service station network and geographical positions.



Maintain Compliance and Security Levels

While transforming, remain compliant and stay secure across the service station network and new services offered.



TNS can help transform your fuel and convenience business by:

- Enabling your customers to choose their preferred way to pay across a multi-channel ecosystem—online, via mobile, at the pump or in-store
- Connecting your devices, sites and applications through a highly reliable, agile, scalable and secure end-to-end managed network
- Moving your transactions in real-time from the point of authorization all the way through clearing and settlement

Find out how we can help your fuel and convenience business.

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