EKOS FAQ

What is EKOS?

EKOS is a SaaS, Cloud based Fuel Management System offering 4 modules that are available both independently and packaged. The modules uniquely integrate with one another when purchased together. The 4 modules are – Fuel Site, Bulk Fuel, Fuel Cards, and Fleet Maintenance.

Fuel Site Module

An overview of the fuel site, that shows all equipment, inventory levels, transactional data, and driver/vehicle information.

Bulk Fuel Module

Order and dispatch fuel, collect and store documentation, reconcile fuel orders and monitor fuel quotes with real time rack prices.

Fleet Maintenance

Manage ALL aspects of the garage operation, from vehicle information, inspections, and preventative maintenance to technician work orders, parts, and vendors.

Fuel Card

Manage on and off-site transactions and reports with a universal fleet card.

Who is the cloud provider?

EKOS uses its own private network, and the data is stored in one of the largest high performance and secure data centers in the United States.

Is my data secure?

EKOS follows NIST SP800 Standards. It uses secure communication for all traffic in and out of our cloud data center using TLS 1.2 and TLS 1.3. All data is in a secure facility that meets PCI, HIPPA, SOC1 and SOC2 compliance.

Is Single Sign On available?

Yes. EKOS uses SAML 2.0 for single sign on.

How do I connect from my fuel site to the cloud?

There are 3 options to communicate to EKOS: Customer Local Area Network (LAN), Edge Technology via secure VPN tunnel, or Private Cellular Network.

How do I access EKOS?

EKOS can be accessed from any web enabled computer, tablet, or mobile device and is browser agnostic.

How am I made aware of updates to the software?

Users receive release notes when the system is updated and enhanced. These occur automatically and users have access to the new features on their next login.

How easy is it to get started?

An EKOS implementation manager is assigned to each account, providing white glove service from the beginning. The customer provides basic fuel site information, including address and equipment, sample required reports and the data required for authorizing a fuel transaction.

What type of reporting is available?

There are standard reports built into the system for ease of use, as well as the opportunity to work with the implementation manager to create customized reports for specific needs.

Can you integrate with my other software systems?

Reports can be created in various formats and sent directly to a customer for import into other software systems.

What equipment can be connected?

EKOS partners and connects directly with Gasboy fuel management controllers and can communicate with a variety of tank inventory monitors.

Can I use my current proprietary cards?

Yes.

Is there a limit on users?

There is no limit on users.