



Universal Automation Solution

COMPANY PROFILE



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MASER

MASER

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ABOUT US

Maser is an Italian company present for over 30 years in the fuel systems sector.

Our goal is to be able to satisfy market demands by driving innovation in the sector, from the automation for the oil & gas station to the fuel depot, from the Non-Oil management to the fleet of fuel truck tankers with particular attention to centralized data management, continuing to improve, innovate and raise the standards of our sector.

To date, Maser systems are installed in more than 3.500 service stations, sites and depots in Italy and in some foreign countries, and we aim to gradually expand our brand both in Italy and on the foreign market in the near future.

Our company has invested and still invests significant resources in in-depth analyzes of all segments of the fuel retail industry.

Today, more than 30 years after its birth, Maser combines the profound expertise of those who work in-house with the firm drive of the property, which aims to grow with ambition and determination, leveraging on the most important assets of the company, the people, in order to achieve its primary objective: customer satisfaction.

PRODUCTION

The company has an important production capacity with regard to equipment and automation systems, assembled and produced at the main plant where the company has its headquarter and in a second plant located a few kilometers away. The current productive force allows us to arrive

to manage up to 100 outdoor payment terminals and management systems per week. All production phases are controlled and managed on the basis of the company's production operational plan.

RESEARCH AND DEVELOPMENT

Our "Research & Development" area focuses on the continuous search for new functionalities useful for the management and operation of the service station (HW / SW) where there is room for improvement and optimization. The company is pursuing its growth objectives by strengthening the technical structure and therefore updating the product range, strengthening and reorganizing the commercial, after-sales and assistance structure. In light of the above, Maser Italia is investing over 12% of its annual turnover in Research and Development activities. Currently, 6 IT engineers and 5 technicians are directly employed in the R&D department; 5 other external engineers work full time on the development of our systems and applications. Through our automation technology, we invest in reliability and functionality, therefore in the FUTURE! Maser has created a system: completed, integrated, universal, with open standards, modular, retrofittable.

AFTER SALES SERVICES

Maser Italia has 8 specialist technicians located throughout the national territory who are entrusted with the tasks of starting up new plants, the configuration, updates and support for the external structures assistance and maintenance. Specifically regarding installation and maintenance

ABOUT US

activities, Maser Italia has certified, through specific training at its headquarter, over 40 companies that operate directly throughout the national territory. Some of the installation and maintenance companies, our partners, with technicians certified to operate on our equipment are: Oil & Gas Service, Ima Servizi, Cedem, Torricelli Impianti, Vallarino, TSK, Allieri, Tegon Salvalaggio, Oil Global , Tecnoil, Falli & Dugini, Prado Servizi, Semap, Sami, BRS Eurotecno, RGS Impianti, Atip, TSG Solutions, CDP, LNT Lab, Tecnosannio, Copi Service, Fuel, Impianti, Corima Impianti, Fuel System, Iric, Oil Systems, Martino, C&C, Finmeccanic, EMC Manutenzione, Imip, Ricem, Futura Automation, CM, CTM Impianti, Trend Oil, MDC, Tecnoimpianti, Costman Sud, VA.MA. In addition to in field support , Maser has a team in charge of managing the remote help desk service, guaranteeing its customers real-time, reliable and highly qualified support.





WHY WORKING WITH US

With automation by Maser you get more by investing less. Our integrated technological automation solution has constantly evolved on the basis of over 30 years of experience mainly in the Italian market, which is recognized as the most complete and competitive in the world. Our automation technology focuses on what is most important to our customers: Compliance, Optimization, Security. Our solutions are the result of decades of innovation and natural evolution and have been created to meet the specific needs of the market. What does this mean? If you are looking to invest in a new retail outlet / oil network, or if you are planning to improve and modernize an existing one, Maser is able to provide the most suitable and appropriate forecourt automation solution for specific needs. Our open and modular solution structure allows our system to integrate with any existing equipment (Dispensers, ATG Systems, Price Totems). The company's goal is to maintain a close relationship with the business needs of our customers.

OUR AUTOMATION TECHNOLOGY FOCUSES ON WHAT IS MOST IMPORTANT FOR CUSTOMERS:

COMPLIANCE
LEGAL, FINANCIAL AND TAX
STANDARDS

FIDELITY
RELIABILITY, COMMITMENT
AND FLEXIBILITY

SAFETY
TRUSTWORTHY, CALM
AND PROMPT

OPTIMIZATION
SPEED, COST EFFICIENCY,
INTELLIGENT RESOURCES

BUSINESS
CREATIVITY, INITIATIVE, ORIGINALITY

OUR PRODUCTS / SOLUTIONS



Sistema gestionale OFFICESMART 4.0
GESTIONE REMOTIZZATA DALLA RETE

CARATTERISTICHE

- Soluzione personalizzabile su misura del cliente.
- Scambio di dati con crittografia VPN da HQ a tutte le stazioni di servizio.
- Gestione dati sia in tempo reale che temporizzata.
- Gestione della rete e dell'Head Quarter in modalità completamente automatizzata.
- Gestione da remoto dei prezzi per prodotto:
 - Modifiche dei prezzi in tempo reale
 - Variazioni di prezzo ad orari programmati.
- Diagnostica remota degli erogatori.





Terminale di piazzale MAC 4.0 DUO BIFACCIALE
GESTIONE IN MODALITÀ SELF-SERVICE

CARATTERISTICHE

- Funzionamento non presidiato senza interruzioni della stazione di servizio 24 h / 7 gg
- Sistema operativo Linux
- Architettura Master-Master: gestione del sistema di controllo del piazzale indipendente e autonomo
- Miglioramento dei tempi di gestione delle transazioni e dell'efficienza complessiva del servizio
- Gestione completamente automatizzata dei rifornimenti di carburante in modalità self-service
- Soluzione completamente conforme e certificata per tutti i tipi di pagamenti elettronici:
 - Banconote
 - Carte di debito
 - Carte di credito
 - Carte compagnia
 - Carte fuel
 - Carte fidelity
 - Carte punti
 - Carte aziendali
- Comunicazione automatica bidirezionale in tempo reale con il sistema ERP presso l'HQ
- Istruzioni vocali per i clienti
- Istruzioni Multi-lingua (messaggi a display, su ticket e messaggi vocali)
- Personalizzazioni su richiesta



Il terminale di piazzale MAC 4.0 DUO è la nostra soluzione all-in-one per l'automazione e la gestione autonoma del piazzale. Il MAC 4.0 DUO è un terminale di piazzale autosufficiente, in grado di gestire tutti i processi, dispositivi e sistemi presenti presso la stazione di servizio h 24. Affidabilità Top ottenuta grazie a un design hardware innovativo, robusto, funzionale ed elegante. MAC 4.0 accetta pagamenti in contanti e con carte. Il MAC 4.0 può essere dotato di un piedistallo di sicurezza standard, di un piedistallo a doppia parete di classe 2 oppure di una cassaforte automatica interrata.

PRODUCT PORTFOLIO

- Converters with communication protocols for all existing dispensers.
- Automation Solutions for Networks of any size (POS, OPT, ATG, totem, centralized management, scalability of solutions).
- Single-sided and double-sided outdoor payment terminals.
- TATSUNO fuel dispensers.
- Automated and independent forecourt management systems.
- Inventory control systems for tanks.
- Integrated payment systems.
- Smart management of remote devices.
- Fleet monitoring and management with safety systems.
- Fuel logistics and inventory control.
- Systems for managing and monitoring alarms.

PROFESSIONAL SERVICES

- On-site analysis and consulting services.
- Complete end-to-end project management.
- Construction and renovation consultancy.
- Supply and installation of equipment / systems.
- Flexibility in the customization of management systems.
- Integration of existing hardware and software systems.
- Project management and installation services.
- Maintenance management.
- Help desk 24/7.
- Management of professional services.

OUR PRODUCTS / SOLUTIONS

AUTOMATION SOLUTION BY MASER

What is it?

- Universal automation solution.
- Open, both for new installations and for retrofitting activities.
- Ensures continuous operation of the service station.

Why?

- When creating a new site / network an optimized, compliant and secure end-to-end infrastructure with centralized management is required.
- When improving an existing site / network it is necessary to minimize the investment to update the site.
- Real-time security, monitoring, and analytics are always required on all operations related to the transport of fuel, stocks and retail.
- You always need a stable and durable forecourt infrastructure, which offers an uninterrupted service that is fully functional to specific needs.

Maser is your trusted partner on your journey towards digital transformation! When you need to build from scratch or upgrade your existing yard infrastructure for optimization, cost reduction, modernization or for compliance reasons, you would prefer to invest only in what you need, not in what the equipment supplier has decided to sell you.

Maser offers you the opportunity to build or improve the infrastructure of the forecourt and to grow, minimizing investment costs: You invest less to get more!

PRODUCTS – SYSTEMS – SOLUTIONS

- Centralized data management of Sites OfficeSmart
- Mac 4.0 Self Service Outdoor Payment Terminal
- Mac 4.0 DUO Self Service Outdoor Payment Terminal
- Forecourt Management StoreSmart 4.0
- CardSmart loyalty card management system
- TankSmart management system for tanks
- FillSmart contactless card reader
- SafetySmart alarm management unit
- MediaSmart 4.0 multimedia device
- Data Smart App.
- Totem prices.
- Price kits for existing totems.
- Paychange system
- Electric charging columns.
- TTS truck tanker control system.

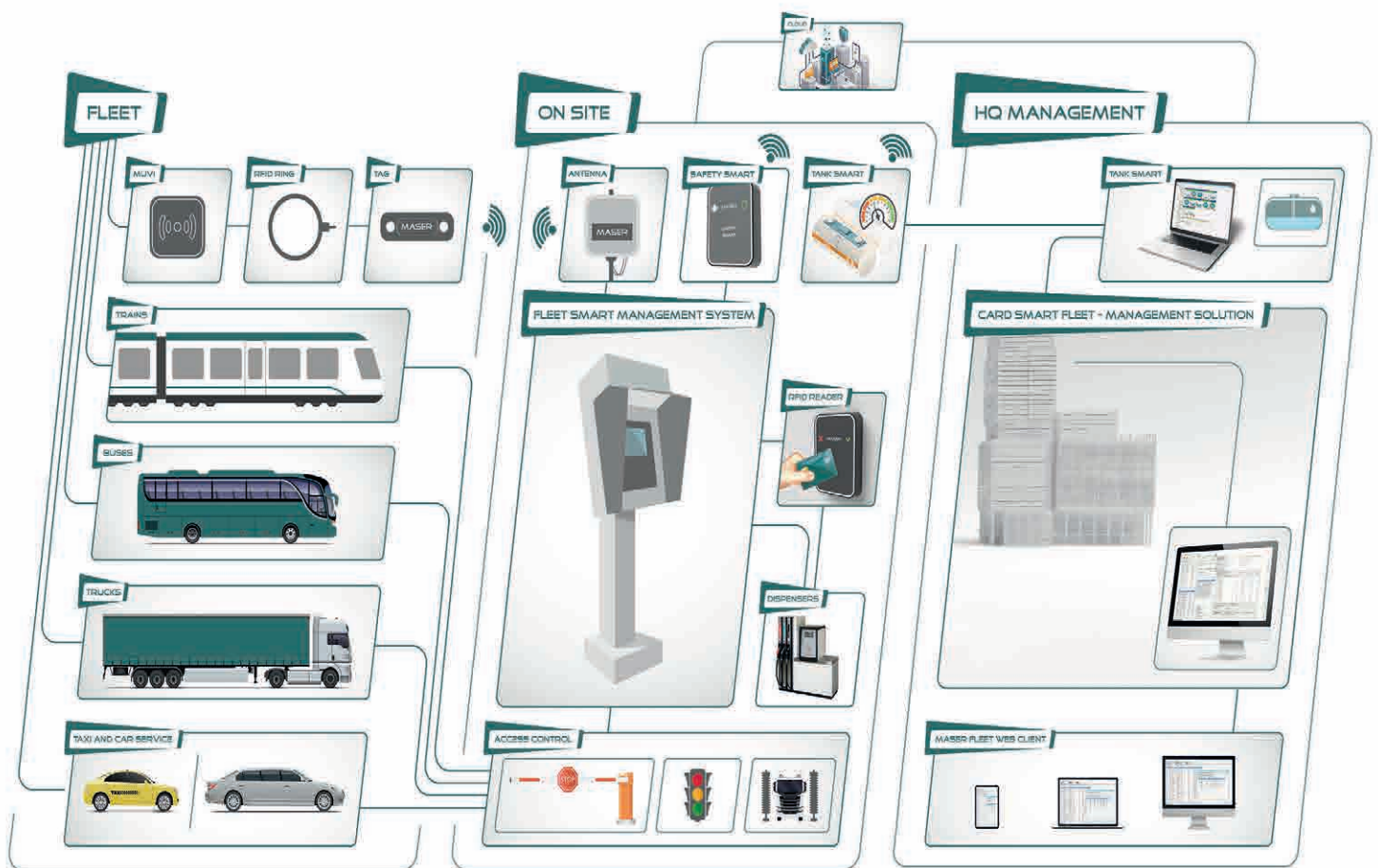
OUR STRUCTURE FOR THE "FUEL NETWORK" MANAGEMENT

OUR AUTOMATION SOLUTIONS COVER THE ENTIRE FUEL MANAGEMENT CHAIN, STARTING FROM THE DEPOTS, TO THE SERVICE STATIONS AND TO THE USERS.

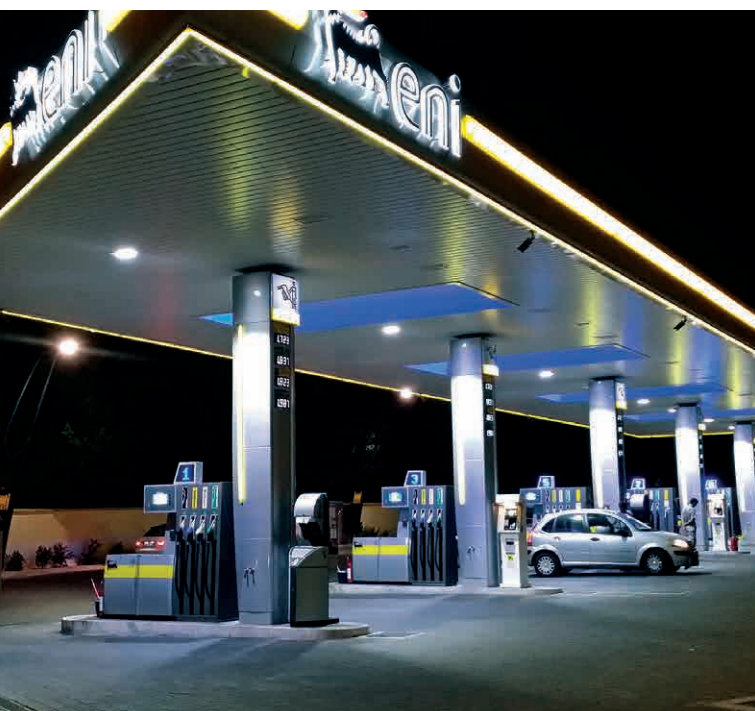


OUR STRUCTURE FOR THE VEHICLES FLEET MANAGEMENT

HERE IS HOW WE MANAGE ALL VEHICLES FLEETS AT INTERNAL AND PRIVATE REFUELING PLANTS.



OUR SERVICES



NETWORK MANAGEMENT AND SUPPORT SERVICES (SLA)

For us, looking after our customers does not end with the opening of a new service station. We offer the full range of industry standard SLA support, monitoring and management services. From the maintenance of the engineering infrastructures, through the 24/7 helpline and the support of 1st and 2nd level systems for administration to the management of all the recurring certification and compliance documentation.

FEATURES

- Help desk 24/7.
- Level I and II customer technical assistance line for monitoring and solving critical yard problems.
- Help desk service from the educational yard operator.
- Remote maintenance for the automation equipment (site management equipment, payment terminals and peripherals).
- Logistics, inventory management and installation of equipment and spare parts for the yard.
- On-site maintenance of the yard equipment under warranty and out of warranty.
- Management of software / firmware and hardware updates on site.
- On-site maintenance of fiscal printers (installation, fiscal configuration, mandatory periodic verification).
- Monitoring and maintenance of central office data collection and integration with the ERP system.
- Development of ad hoc dashboards for campaign management.
- Cost assessment and management services for further work on site, provided by subcontracted companies outside the scope of the contract.
- Centralized management of documentation archive for all sites on the network.
- Procurement of spare parts of obsolete and out of production yard equipment.

OUR SERVICES



FEATURES

- Professional on-site analysis and consulting services.
- Complete end-to-end project management.
- Construction and renovation consultancy.
- Project management and coordination of the construction of new sites and updates / changes to the infrastructure on site.
- Project management engineering on site and supervision of the construction of new sites and infrastructure upgrades / modifications on site.
- Safety management of work in progress for the construction of new sites and updates / changes to the infrastructure on site.
- Delivery and installation of new equipment.
- Complete customization and implementation of the yard management system.
- Retrofitting and integration of existing systems.
- Professional compliance and certification services.

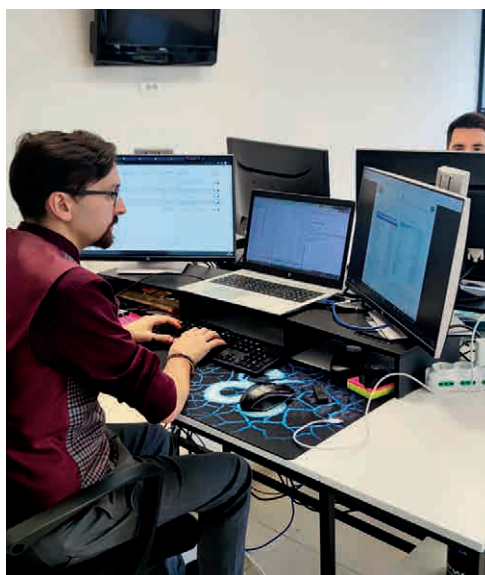
LOGISTICS AND PRODUCTION

Maser production is managed on two production units where the equipment and automation systems are assembled. In addition to the main plant and a second plant located a few kilometers away, the production of Maser in particular for all the processed services and the electronic boards makes use of various companies, each specialized in a specific production segment. All production phases, as well as testing and logistic activities are controlled and managed on the basis of the centralized operational plan which coordinates and supervises all activities.



HELP DESK AND REMOTE SERVICE

As part of the post-sales management tasks to support its customers, Maser Italia has invested in a team of highly qualified technicians who guarantee continuous remote support, thus optimizing intervention times and providing timely, reliable feedback aimed to resolve all the needs coming from the "field".



MAINTENANCE SERVICE

As well as remote support, Maser Italia has a team of technicians for all of “on the field” tasks in order to provide a service to all local installers and maintainers who have to manage our equipment and systems. The team of professionally highly qualified technicians provides support when required so as to give the necessary peace of mind to those who have to get their hands on our equipment.



THE SALES & COMMERCIAL TEAM

Maser Italia can now count on a sales team of 11 people, 8 of which for the national territory and 3 for foreign markets. The team, managed as commercial management by Mauro Tedeschi, is more than ever a close-knit and totally in tune with the corporate strategies.



COURSES AND TRAINING

In order to better manage its range of products and solutions, Maser Italia considers the transfer of "know-how" to the installation and maintenance companies to be fundamental. The company carries out specific training on a bimonthly basis to technicians who work on both Maser products and Tatsuno products. To date, many technicians belonging to over 40 companies operating throughout the national territory have been certificated, as well as the ones from foreign countries in which Maser is present with its products.



EVENTS

The company has organized and will organize various events for its customers in order to have a continuous and constant "feeling", updating the market on the innovations that have been presented and on the ones next to come.



EXHIBITION PARTICIPATIONS

Maser Italia considers trade fairs to be a very important moment to share with existing customers and with potential new customers. Over the years, the company has participated in all the main fuel sector fairs such as Oil, non Oil, Uniti, Autopromotec, Fuels Mobility. In addition to presenting all the new solutions, being present at fairs also allows you to have convivial moments to share ideas with customers and visitors.



TATSUNO PARTNERSHIP

Maser Italia is proud to be the largest reseller of TATSUNO fuel dispensers in Europe. We are the exclusive distributor for Italy and Malta. The relationship with Tatsuno Europe (the European branch of Tatsuno) has been active since 2008 and it is in continuous and constant growth, thanks to the quality of the Tatsuno product and the service that Maser has managed in these years. Aerodynamic design, collaboration, excellence, durability and reliability are just some of the superlatives used to describe the Tatsuno product and technology. All this confirms that we have used the right strategy and the gratitude of the customers who use the Tatsuno regulators installed by Maser in all these years of collaboration demonstrates it.



TATSUNO PARTNERSHIP

The Tatsuno dispenser family is the most complete in the world. The range consists of dispensers of all types and covers all petrol, Diesel, AdBlue, LPG, Methane and Hydrogen fuels. The dispensers in the combined multi-product versions are available in all possible configurations. Tatsuno is also the only producer in the world to have both LPG and Methane in the same dispenser and has also recently introduced the dispenser for Hydrogen.

**TATSUNO STAND
WITH MAC 4.0 TERMINAL**



**TATSUNO DISPENSER
WITH LPG E METHANE**



**TATSUNO DISPENSER
WITH PETROL, LPG E METHANE**



OUR CLIENTS

The company has a very important customer base which we consider the main asset to be conserved and valued day by day. Maser's clients in the oil sector are divided into two main business lines:

- The "retail" line intended as public road systems
- The "fleet" line intended as internal and private systems.

Within the retail line, Maser's customers are:

- Primary Oil Companies.
- Retainers and private owners of service stations.

In the context of fleets with internal fuel systems, Maser's customers are:

- Local / regional public and private transport companies.
- Municipal companies in general.
- Logistics and transport companies.
- Rail transport.
- Taxi and NCC.
- Waste collection companies.

EXAMPLES OF OUR EQUIPMENT USED BY OUR CLIENTS



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EXAMPLES OF OUR EQUIPMENT USED BY OUR CLIENTS



EXAMPLES OF OUR EQUIPMENT USED BY OUR CLIENTS



SOME OF THE INNOVATION 4.0 CERTIFICATIONS THAT WE ARE IN POSSESSION FOR OUR EQUIPMENTS



NOTES



SUCCESS
AUTOMATION
TECHNOLOGY

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