

# Benchmarkate delivers efficiency in the Texas Gulf Coast.



[www.Benchmarkate.com](http://www.Benchmarkate.com)

**Benchmarkate  
Markets & Industries:**

- Energy
- General Manufacturing
- Food Products
- Utilities
- Government
- Education
- Golf Industry

Houston Fuel Oil Terminal Company's maintenance team is empowered with Benchmarkate CMMS. Responding quicker, managing repair costs and improving reliability.





[www.hfotco.com](http://www.hfotco.com)

## The Client

### U.S. Gulf Coast's Largest

Houston Fuel Oil Terminal Company (HFOTCO) is the U.S. Gulf Coast's largest black oil facility with 13,300,000 barrels of tankage and 540,000 barrels under construction. Since 1979, HFOTCO has been storing, blending and moving residual oil for carbon black manufacturers, refineries, bunker suppliers and oil traders. Starting in 1992, HFOTCO began storing and delivering crude oil and feedstock to area refineries.

HFOTCO is devoted exclusively to crude and residual oil. All efforts are focused on highly efficient handling of black oil.

---

## Equipment & Components Maintained

- Tanks
- Pumps
- Motors
- All office building equipment
- Tools
- Plant vehicles
- Pipes
- Valves
- Air compressors

---

## Client Maintenance Goals

- Improve response time
- Manage repair costs
- Improve reliability
- Eliminate downtime

---

## Benchmate Solutions Deployed

Houston Fuel Oil Terminal Company utilizes the following Benchmate Software:

- **Benchmate:**  
Used by 4 full time maintenance staff with 10-20 people submitting trouble calls to it.



**Interview excerpts with:**

– Mickey Franco  
Info. Tech. Coordinator

Houston Fuel Oil  
Terminal Company



## Client Feedback

*"We researched several other CMMS programs and in 2003, we purchased Benchmate.*

*It was by far the easiest program to use, and that was the biggest factor in our purchase decision.*

*We have several highly skilled maintenance guys who aren't real computer savvy. Benchmate is used by four full-time maintenance guys, and anywhere from 10-20 employees submit trouble calls to it." says Mickey Franco, Info. Tech. Coordinator.*

Benchmate's CMMS provides a macro-to-micro, real-time status on every piece of equipment and their associated components including: Tanks, pumps, motors, all office building equipment, tools, plant vehicles, pipes, valves, air compressors, etc.

HFOTCO utilizes multiple software programs throughout its facility and understands the necessity for superior technical support. *"Benchmate support is outstanding! We've had a few issues with the software or a new release. We make one call to Bob and he has a patch to us within days. I work with a lot of software on a daily basis and no one provides that kind of turnaround. I'm working with one software that has not fixed a problem I reported over a year ago." says Franco.*

---

## HFOTC's Biggest Benefits for using Benchmate

### History Data:

We have detailed reporting noting trouble calls and resolutions that have been handled on all our equipment since 2003.

### Tracking labor hours:

Our Maintenance Foreman reviews all Maintenance Tickets and tracks labor on everyone who's worked on the equipment. We know the actual costs for each job and equipment.

A SIMPLER CMMS

**Benchmate.**  
Do more with Benchmate



[www.Benchmate.com](http://www.Benchmate.com)

In 1985, Benchmate began developing what has resulted in a long-standing reputation for delivering value-based maintenance management tools to meet the demands of clients in a wide-range of industries.



#### Markets & Industries

General Manufacturing

Food Products

Energy

Utilities

Government

Education

#### About Benchmate

Today, that focus remains unchanged as companies continue to trust and rely on Benchmate to address and resolve their maintenance management challenges.

Benchmate develops and delivers powerful, yet simple to use and easy to learn maintenance management software designed for small to medium size work forces to reduce costs, increase efficiencies and streamline processes.

#### At Benchmate, we:

- Personalize our client relationships and build upon our client-first culture
- Leverage our 20 years of maintenance management software experience by consistently delivering the tools and solutions today's maintenance work forces require
- Focus on the small to medium size maintenance department and design systems that specifically meet their needs
- Equip maintenance personnel with an easy-to-learn and use application that is flexible to adapt to changing user needs without compromising depth of system functionality
- Provide an intuitive interface that enables quick start with minimal training and set-up to facilitate immediate use and ROI

#### Got Questions?

##### **Benchmate Systems, Inc.**

P.O. Box 669  
Coupeville, WA 98239  
Tel: (360) 678.8358  
www.benchmate.com

##### **If you are located in the Southeast US**

(AL, FL, GA, KY, MS, NC, SC, TN, VA or WV)  
Contact: Gene Wyss  
phone: (814) 659-5553  
genew@benchmate.com

##### **If you are located in the Southwest US**

(AZ or So Calif)  
Contact: AGM Technical Solutions, LLC  
phone: (480) 794-1210  
inforequest@agmtechsol.com