



Czech Republic: Benzina ORLEN upgrades its fuel card business

The company has optimized the management of its card services through a single platform for customers in the country and neighbouring nations.

Benzina ORLEN has upgraded its fuel card business to modernize management systems as well as services for its customers. The service station chain implemented a single platform to manage the business for users in the Czech Republic as well as in neighbouring countries. It also modernized clients services, allowing for new generation payment services and more flexibility.

“At Benzina ORLEN, we strive to offer the best payment services to our B2C and B2B customers at our filling stations. That’s why it is important for us to partner with the leading experts in the payment field. OpenWay provides one of the best payment solutions in the world, and has experience in large digital transformation projects in Europe,” stated Jan Suchocki, Director of Sales Support & R.D. Section at Benzina ORLEN.

With this new development alongside OpenWay’s Way4 Fleet solution, the firm looks to increase payment efficiency, launch new services for drives and further develop both its local and foreign businesses. The company decided to modernize the system after reaching its technical and capacity limits, which ended up affecting the company’s financial resources and manpower.

With its current service, Benzina ORLEN is now capable of managing its card business in the Czech Republic and Slovakia on a single platform. This development automates and simplifies routine operations for the staff, including customer onboarding, card product setup and changeover of corporate hierarchies.

The firm is now able to personalize pricing schemes, discount rules and credit limits for individual and business customers. Drivers will also have more options with this update, such as the ability to pay with international cards at any of the company's service stations.