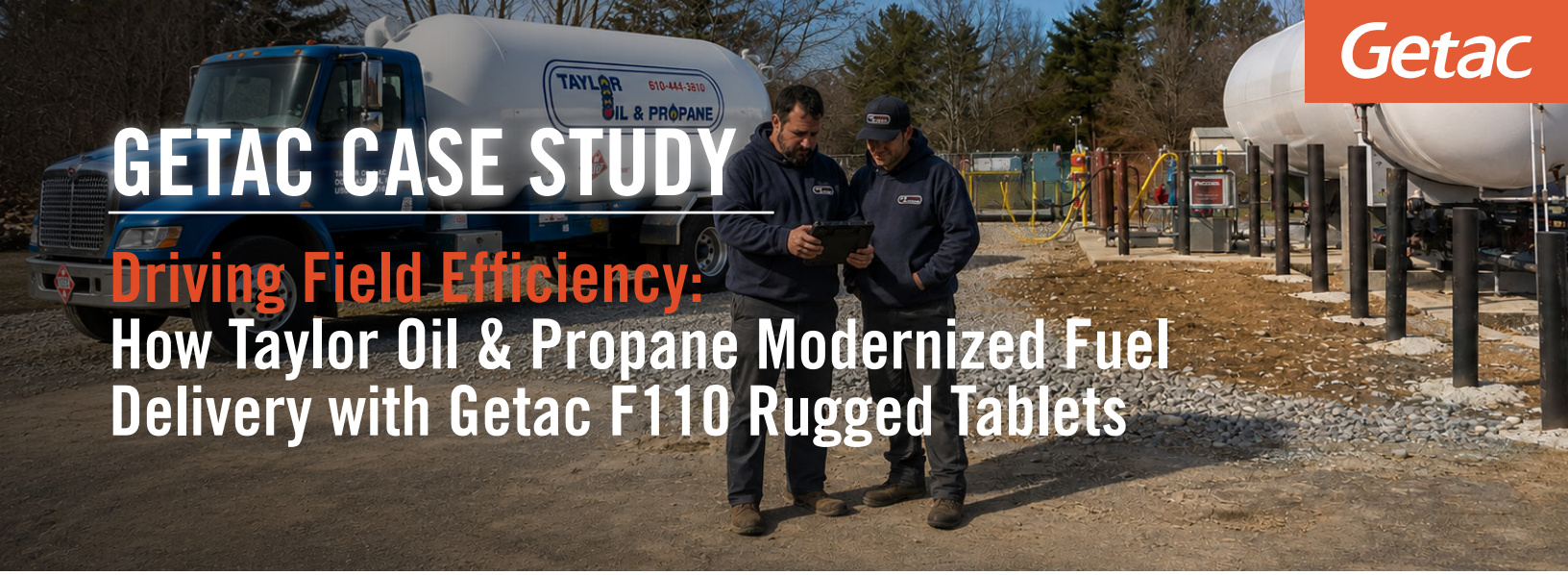


GETAC CASE STUDY

Driving Field Efficiency:
How Taylor Oil & Propane Modernized Fuel Delivery with Getac F110 Rugged Tablets

OVERVIEW

Taylor Oil & Propane is a fourth generation, family owned energy provider based in Kennett Square, Pennsylvania. Founded in 1951 when Francis W. Taylor purchased his first delivery truck, the company spent more than 75 years serving the same Southeastern Pennsylvania communities with heating oil, propane, and HVAC services.

Today, the business remains deeply family run, with 22 employees—eight of whom are Taylors—continuing the hands on approach established by its founder. Operating in a highly competitive commodity market where customers can easily switch providers, Taylor Oil & Propane differentiates itself through service reliability, trust, and long standing community relationships.

> **On the office side, it substitutes probably two people's worth of work in the wintertime. Now the posting of the tickets takes an hour to an hour and a half instead of six or seven hours. It really helped without making errors – it fixed the efficiency, but it also stopped a lot of errors.**
>
> **- Chris Taylor, CTO of Taylor Oil & Propane**

Many customer relationships are multigenerational, spanning children and grandchildren of original customers. In this environment, operational execution is critical, especially during winter months when fuel delivery becomes essential. Consequently, service reliability directly impacts customer retention and operational credibility.

While rooted in tradition, Taylor Oil & Propane has always embraced change, consistently investing in technology to enhance efficiency and customer service. The transition to rugged mobile devices was not a departure from this philosophy, but an extension of it, supporting a small team with tools designed to simplify their daily workflows rather than slowing them down.

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CHALLENGE

Taylor Oil & Propane's operations were historically dependent on manual, paper based workflows that became increasingly inefficient during peak delivery seasons. Delivery tickets were handwritten in the field and manually posted into back office systems, creating a significant administrative burden, particularly during winter months when up to 10 trucks were on the road and daily delivery volume reached between 30,000 and 50,000 gallons. Handwritten tickets were often difficult to read or incomplete, increasing processing time and the potential for errors.

During peak periods, office staff balanced high call volumes with constant data entry, creating operational bottlenecks. Furthermore, drivers were frequently required to return to the office to manually input delivery information, reducing time in the field and delaying workflow completion.

Limited real time visibility between drivers and the office further complicated delivery management, making it difficult to respond proactively to changes, optimize routes, or prevent run outs. These challenges intensified during winter operations, when even small inefficiencies could lead to billing errors, missed opportunities, or delayed emergency responses.

In a business built on trust and reliability, these inefficiencies strained both field and office teams and introduced risk during the moments when customers needed service most.

SOLUTION

Taylor Oil & Propane partnered with trusted Getac Reseller John Geary to identify and deploy a rugged mobility solution that aligned with the realities of fuel delivery operations. With extensive experience supporting mobile workforces, Geary worked closely with the team to evaluate device options, balancing durability, usability, and long-term value. His consultative approach ensured that the final solution would not only meet technical requirements but perform reliably in during peak winter delivery periods.



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Through this evaluation, Taylor Oil & Propane deployed Getac F110 rugged tablets across its delivery fleet, fully integrated with its back office platform.

The fully rugged F110 was selected for its exceptional durability, large 11.6-inch display, and glove-compatible LumiBond touchscreen. Its proven reliability as a ruggedized platform—capable of withstanding the constant daily use, extreme cold, and heavy vibration characteristic of harsh winter environments—made it the ideal choice for their operational requirements. With guidance from Geary, the team also evaluated key differentiators such as warranty coverage, usability in winter conditions, and total cost of ownership, ensuring the platform would deliver long-term value in the field.

Each delivery truck is now equipped with a mounted Getac F110, which serves as the primary interface for field operations and the single system of record for all delivery activity.



Delivery tickets are created and posted directly from the field, eliminating manual back office entry. GPS and geocoded validation ensure deliveries occur at the correct customer location, reducing missed deliveries. Drivers have immediate access to customer account details and delivery history, enabling informed decisions while on route.

DOT required pre trip inspections are fully digitized and embedded into daily workflows, ensuring compliance while streamlining vehicle checks. Office staff can adjust routes and add emergency stops during the day and in real-time, with cellular connectivity maintaining system synchronization across the entire operation.

Drivers now begin each day with preloaded routes, complete inspections digitally, execute deliveries entirely through the tablet, and finish routes without returning to the office for manual data entry, creating a fully closed-loop delivery workflow from dispatch to completion.

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BENEFITS

Since deploying the Getac F110, Taylor Oil & Propane streamlined delivery operations, reduced back-office workload, and significantly improved billing accuracy during peak winter months.

This improved efficiency and reduced errors without changing staffing levels. Office staff were previously overwhelmed by multitasking between ticket posting, phone calls, and driver and customer questions, which often led to missed steps and downstream issues, particularly during peak winter months. With the new system, ticket posting now takes an hour to hour and a half instead of six to seven hours, allowing staff to focus and reducing process errors caused by divided attention.

"We eliminated a lot of manual posting. In the winter, it would take us most of the day. Now it's about an hour instead of six or seven," said Chris Taylor, CTO of Taylor Oil & Propane. The shift to structured digital inputs also reduced human error in billing and delivery documentation by replacing handwritten tickets.
"Once you remove handwritten tickets, you remove a lot of mistakes. People are multitasking, phones are ringing—it just cleaned all of that up," said Pat Taylor, CFO of Taylor Oil & Propane.

Drivers gained real-time visibility into customer accounts, allowing them to proactively identify delivery needs while in the field.

"If a driver passes a house and sees a customer is due, they can just take care of it immediately. That changed how we operate day-to-day," said Chris.

Geocoding and GPS validation introduced a new level of delivery accuracy, alerting drivers when they arrive at incorrect locations and reducing the chance of missed deliveries. From a customer perspective, the improvement in operational responsiveness enhanced service reliability during critical heating periods, particularly in emergency scenarios. The deployment also improved onboarding and training for new drivers, simplifying workflows, and reducing reliance on handwritten processes.

The company implemented a redundancy strategy, maintaining fully rugged F110 devices across the fleet to ensure continuous operations. With a fully digitized delivery workflow now established, Taylor Oil & Propane is strategically positioned to scale its operations, streamline the onboarding of new drivers, and consistently provide reliable service during even the most demanding winter seasons.

In addition to the operational improvements, Taylor Oil & Propane continues to benefit from its ongoing relationship with reseller John Geary, who provides guidance on device lifecycle planning, redundancy strategies, and future upgrades. This partnership ensures the company can evolve its technology alongside its business while maintaining uninterrupted service during peak demand periods.

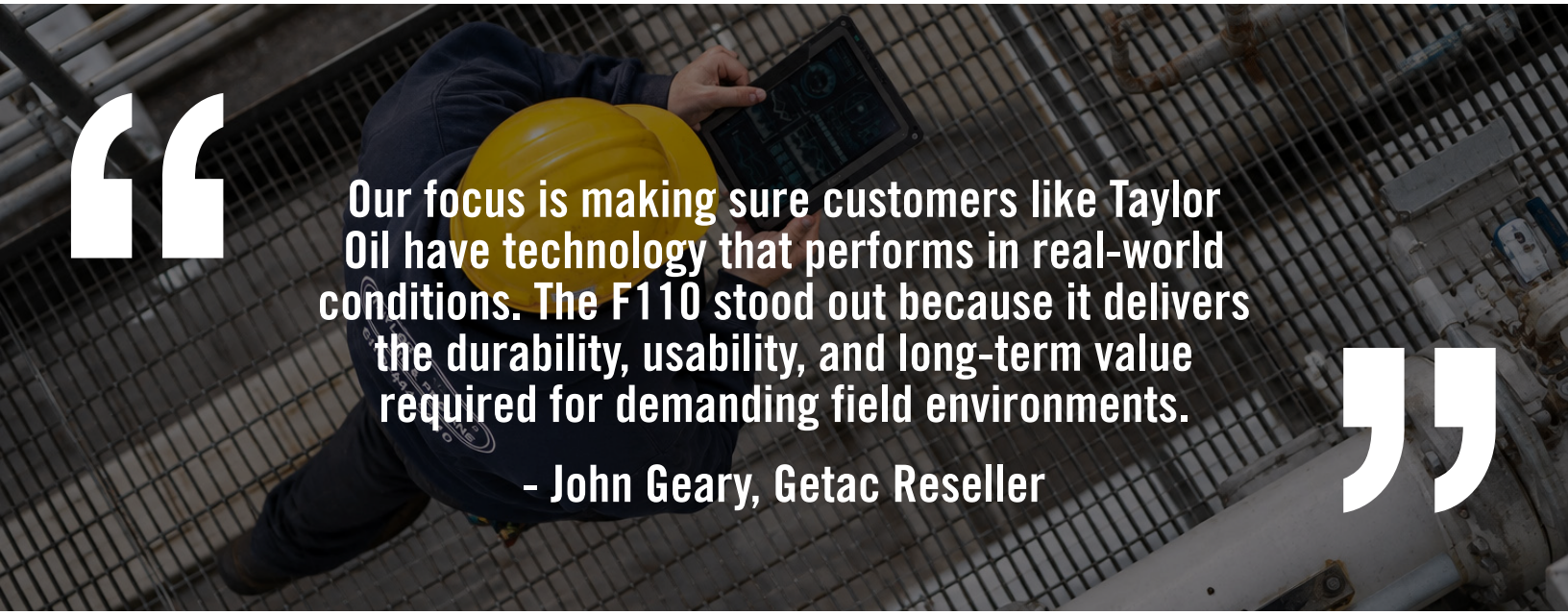
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CONCLUSION

Taylor Oil & Propane's commitment to the community runs deep. It is a natural extension of their service-first model, where the same trust that defines their multigenerational relationships also drives their support for local youth sports, regional parades, and neighborhood organizations.

They view this hands-on, neighborly philosophy as more than just a company value, it is the core of their business. That is why they chose to invest in fully rugged Getac F110 tablets. They needed their delivery operations to be just as dependable as the community ties they have nurtured for over 75 years.

This modernization bridges the gap between their proud history and modern efficiency. It allows them to cut through operational friction and focus on their true mission: supporting the families and businesses that rely on them every day. With a scalable, future-ready system now in place, Taylor Oil & Propane is better equipped than ever to uphold their standard of service for generations to come.



ABOUT GETAC

With over 30 years of experience, Getac is a recognized leader in global rugged device manufacturing. Since, 1989 Getac has been an Original Equipment Manufacturer (OEM) and consistently leads the industry in innovation, technology and design of rugged laptops and tablets. Getac's primary goal is to offer a solution that streamlines productivity and withstands the rigors of the end user environment.

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