

# Frequently Asked Questions

## RDM by DFS

### What is RDM by DFS?

RDM by DFS stands for Remote Diagnostics and Management solution. It is an optional dispenser module, which, once activated, can allow retailers to gather enhanced data, and perform remote monitoring, management, diagnostics and troubleshooting, from anywhere in the world.

### In which regions is RDM by DFS available?

This solution is currently available for Wayne Helix® and Wayne Century™ 3 fuel dispensers supplied from Europe.

### Which products and/or solutions do I need in order to use RDM by DFS?

To benefit from the functionality of RDM by DFS, you are required to have internet connectivity to each fuel dispenser with IP-cabling to our site gateway device, DFS Edge, and have an active DX Monitor® license.

### Why am I required to have DX Monitor®?

DX Monitor® is a cloud-based solution that runs on Microsoft Azure, and operates hand-in-hand with RDM by DFS. Both solutions are required in order for RDM by DFS to work effectively.

DX Monitor® provides the cloud-based portal, from which fuel retailers or service providers can perform remote monitoring, management, diagnostics and troubleshooting of dispensers activated with RDM by DFS.

### Does DX Monitor® come automatically with RDM by DFS, and vice versa?

DX Monitor®, and RDM by DFS, are two separate products.

RDM by DFS enables secure remote connectivity and remote management capability to the fuel dispenser, whereas DX Monitor® provides the user-interface and tools to perform remote monitoring, management, diagnostics and troubleshooting.

Depending on the region, DX Monitor® can also be used to remotely manage other forecourt devices.



## How long does it take to install RDM by DFS?

Activation of RDM by DFS can be done during normal field installation and commissioning of new fuel dispensers. All required site equipment will be prepared ahead of site communication and activation.

## Can RDM by DFS work on more than one site, simultaneously?

Yes. RDM by DFS can work across multiple sites at the same time. You will have full visibility of one dispenser, a site, or an entire network, from a single cloud-based dashboard.

## Why should I consider investing in RDM by DFS?

You can't prevent wear and tear which from time to time might result in equipment issues, but you can reduce the time such issues are affecting your customers and your business, therefore, limiting impact to consumer experience, brand reputation and sales.

By investing in RDM by DFS, you're investing in a truly connected dispenser, and gaining full control of the equipment on your forecourt. This connected solution can quickly and efficiently resolve equipment issues without dispatching an engineer to site, consequently, averting any delays in your day-to-day operations, and reducing maintenance costs.

## How do I make an enquiry, or place an order?

To make a sales enquiry for RDM by DFS, please submit your details via [www.doverfuelingsolutions.com/contact-us](http://www.doverfuelingsolutions.com/contact-us).

# RDM BY DFS

DFS Worldwide Brands

Wayne OPW ClearView AvaLAN Bulloch

TOKHEIM

ProGauge fairbanks

LIQAL

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