



Case Study

Fueling compliance and fighting fraud: How NexTier uses WEX® to power a 3,200-vehicle fleet

NexTier, a major oil and gas services company, uses WEX to streamline fleet compliance, manage fuel spend, and detect fraud across a massive fleet. In this case study we'll cover how WEX's proactive fraud protection, seamless reporting integrations, and personalized customer service created a winning fleet management solution for NexTier.



NEXTIER





What is NexTier?

NexTier Completion Solutions is a leading oil and gas services company specializing in hydraulic fracturing and completions. Formed in 2019 through the merger of CJ Energy Services and Keane, NexTier carries a legacy of deep industry experience and operational excellence. Though the NexTier name is relatively new, its roots trace back over a decade, with a workforce and leadership team well-versed in the complex needs of energy production.

In recent years, NexTier was acquired by Patterson-UTL, a prominent drilling company. While the two organizations now share a parent company, NexTier continues to operate independently within the oil and gas sector, maintaining its own systems, teams, and service delivery.

NexTier's logistics and compliance operations are vast and intricate. The company manages a fleet of approximately **3,200 light- and heavy-duty vehicles** and **6,000 to 7,000 trailers, with about 65% of its business concentrated in West Texas**. Amy Wilson, the Director of Department of Transportation (DOT) and Fleet Compliance at NexTier, oversees all aspects of vehicle legality and regulatory compliance for the business—from fuel cards and registrations to driver qualification files and federal DOT requirements. With a distributed team of 22 employees supporting fleet and driver compliance nationwide, NexTier relies on efficient systems and strong vendor partnerships to keep its operations running smoothly 24/7.

Challenges

Managing a fleet of thousands of vehicles and trailers across a 24/7 operation presents a unique set of challenges—especially in the demanding and often volatile oil and gas industry. For NexTier, complexity is a constant. From ensuring DOT compliance to monitoring fuel usage and detecting fraud, the company must balance tight regulations, shifting market dynamics, and logistical hurdles every day.

One of the most pressing challenges in today's fleet management industry is **fraud prevention**. Several years ago, NexTier encountered a major fraud incident involving more than **\$130,000 in suspicious fuel charges** tied to a single fueling station. The need for reliable detection methods and rapid response protocols became urgent. In addition to external fraud threats, **internal misuse** of fuel cards occasionally surfaces—such as employees sharing PIN numbers or using cards on days they aren't scheduled to work. With such a large and decentralized fleet, spotting these issues requires constant vigilance, strong data analytics, and teamwork between corporate staff and field managers.

The company also faces challenges related to **fleet compliance and administration**. With thousands of assets on the road, tracking **registrations, titles, and taxes** requires precision and efficiency. Meanwhile, **supporting a high-volume internal customer base**—drivers, supervisors, and departments across the U.S.—demands fast, accurate service from fleet teams. Overlaying all of this is the broader economic uncertainty in the oil and gas industry. Tariffs and global trade disruptions will likely directly impact fleet budgets, supply chain availability, and operational stability. In this volatile environment, NexTier needs to be proactive—both in managing current risks and also in anticipating risks to come.





The WEX Solution

To tackle its growing operational complexity and potential exposure to fraud risk, NexTier (whose parent company has been a WEX customer for over 20 years), relies on WEX for fuel management, from helping the company maintain its regulatory compliance to responding to emerging challenges across NexTier's fleet in an efficient and effective manner. As a long-standing WEX customer, NexTier benefits from a suite of customized tools and services designed by WEX to bring visibility, control, and efficiency to NexTier's fleet managers.

Fleet compliance and reporting

WEX serves as NexTier's central platform for managing fuel cards, transactions, and related compliance data. With thousands of vehicles on the road, NexTier uses WEX to track fuel usage, manage tax reporting, and ensure each vehicle is registered and accounted for. The company has also empowered internal departments—such as their supply chain and operations departments—with direct access to **WEX's ClearView tool**. This fraud protection tool enables the NexTier team to independently retrieve fuel spend reports, vendor-specific data, and discount summaries. ClearView use has significantly reduced NexTier's administrative burden and improved cross-functional collaboration across the business.

Fraud detection and prevention

NexTier's ability to detect and stop fuel card fraud stems directly from the fraud protection capabilities built by WEX. When a six-figure fraud case surfaced in West Texas, the NexTier team—using a combination of WEX transaction data and Samsara GPS data—could pinpoint the source: a skimming operation at an unmanned fuel island. Through WEX's API integration with Samsara, NexTier cross-referenced transactions with GPS location data to identify fraudulent activity and respond quickly. WEX supported the investigation and **refunded the full amount** of confirmed fraudulent charges.

WEX's real-time **email fraud alerts**, introduced in early 2025, have further enhanced NexTier's ability to protect against fraud. Instead of calling customer service and potentially experiencing wait times or other types of delays, the team can now validate transactions directly from the alert and instantly reactivate cards without the driver missing a beat. This shift has had a dramatic effect on WEX customers, particularly those like NexTier with on-call team members supporting 24/7 operations.

Customer support and partnership

In addition to its tools and technology, **WEX's customer service has made WEX a standout** in NexTier's estimation. Dedicated account managers provide fast, knowledgeable support—often responding within hours and following through until an issue is resolved. Whether clarifying duplicate transactions for internal audits or helping with policy questions, WEX's service team is seen as a trusted extension of NexTier's operations.

Results

With WEX as a trusted partner, NexTier has achieved greater control, visibility, and responsiveness across its expansive fleet operations. The impact can be measured in time saved, dollars recovered, and confidence gained.

\$130K in fraud recovered

WEX reporting tools and integration with NexTier's GPS technology (Samsara) were instrumental in helping NexTier detect and recover over \$130,000 in fraudulent fuel charges tied to a skimming operation. The ability to cross-reference transaction data with vehicle locations enabled NexTier to act quickly, shut down the affected cards, and prevent further losses.

Faster fraud resolution with real-time alerts

The shift from WEX's phone-based fraud resolution to the company's use of real-time email alerts has dramatically reduced response times for customers. This accounts for the time between when the call about a concern is placed by a customer and the resolution of suspicious activity. Instead of drivers waiting at pumps for hours, cards can now be validated or reinstated with just a few clicks. This improvement has been especially valuable for NexTier's on-call support team, who must manage urgent fuel issues around the clock.

Streamlined internal operations

WEX ClearView has empowered other departments—particularly NexTier's supply chain team—to pull fuel spend reports and vendor data on their own. What once required time-consuming support from the fleet team is now a self-service function, freeing up resources and increasing operational agility. Dashboards and reporting tools are more intuitive, enabling faster insights and more efficient administrative workflows.

Improved oversight of internal misuse

With WEX data feeding into Samsara (NexTier's GPS technology) customized reports can easily and effectively be generated by NexTier's internal analytics lead. The company has built a robust system to detect internal misuse. One example of that misuse would be PIN sharing. Another example would be off-duty fuel card activity. At a time when fraud is at an all-time high, this data merge is a much-needed capability. Weekly transaction reviews involving field managers add an additional layer of accountability, and help to enforce any fraud prevention policies in place and prevent issues from recurring.

Enhanced customer support experience

WEX has provided NexTier with more than just tools—it has delivered reliable, comprehensive support. Account representatives are responsive, knowledgeable, and solution-oriented, helping the NexTier team navigate everything from audit inquiries to card replacements. This consistent service reinforces NexTier's confidence in WEX as a long-term partner.

In total, NexTier's collaboration with WEX has enabled the company to better manage one of its largest operational costs—fuel—while staying agile and compliant in a demanding and fast-paced industry.



Looking ahead

As NexTier continues to operate within the dynamic landscape of the oil and gas industry, its focus remains on resilience, cost control, and technology-driven decision-making. With economic uncertainty and global trade disruptions continuing to impact fleets, NexTier is preparing for what's next by doubling down on data, partnerships, and innovation.

One key area of investment NexTier is making involves **enhanced security**. The rollout of chip-enabled fuel cards will help NexTier prevent fraud at the point of sale. As more fuel stations support chip technology, NexTier expects this added layer of protection to further reduce its vulnerability to skimming and external fraud.

The company also plans to continue **leveraging API integrations between WEX and Samsara**, refining its data analytics strategy to catch issues earlier, enforcing policy more effectively, and optimizing vehicle utilization. With real-time data playing a growing role in decision-making, NexTier is committed to continuing to expand its data fluency and utilization.

Internally, NexTier is building on early successes by expanding their **cross-departmental self-service access** to WEX's ClearView. As more teams mine the platform for insights on fuel spend, the company anticipates better collaboration and smarter strategic planning across their fleet.

Most importantly, NexTier values its **collaborative relationship with WEX**. The ability to share feedback, request new features, and see improvements to WEX's tools and services is a cornerstone of the partnership's success. As WEX continues to evolve, NexTier looks forward to staying with them on the leading edge of fleet management—fueling smarter decisions, tighter controls, and greater efficiency across its nationwide operations.

“I don't speak highly about companies often—but WEX is at the top of my list. You've made our lives easier in a fast-paced environment.”

Amy Wilson

Director of DOT and Fleet Compliance,
NexTier Completion Solutions



WEX speaks the language of small business operators. Whether you're looking to **modernize your insight and reporting efforts**, save on fuel costs or take advantage of the latest **GPS tracking technologies**, WEX offers solutions to simplify the business of running a business. To learn more about **WEX, a dynamic and nimble global organization**, please **visit our About WEX page**.

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