

The Customer
Advantage



CHESAPEAKE COFFEE & BOTTLED WATER

WORLD CLASS SUPPORT

After a fire destroyed everything, Jon recalled, "We never missed a single delivery. ARS cares about their customers so we can take care of ours. Peace of mind is knowing that help is just a phone call away. That alone will keep us using RM2000 for the life of our business."



Chesapeake Coffee has been a loyal Advantage Route System's customer since October of 1998. Jon Abbott, the General Manager, feels that RM2000 and ARS have made all the difference in their business success. When Chesapeake initially contacted ARS, they were looking for software that combined and managed accounting and customer information all in one database.

START UP CHALLENGES

Even as a new business, Chesapeake Coffee was already facing many challenges. Jon Abbott said, "We started out with 250 customers. Our accounting office and warehouse were 30 miles apart. We had two-part delivery forms that had to be transported to the accounting office for entry. It took days to do everything by hand." Chesapeake also faced the challenge that drivers never had balances or payment information on hand. Customer service was affected because of the lack of information. Their office staff was part-time, so getting "real-time" information was nearly impossible.

RM2000 WAS THE SOLUTION

Many changes took place at Chesapeake when they began using Route Manager. The software has made a huge difference in how the business operates on a day-to-day basis. Daily "real-time" entry and information pertinent to the account is the most essential part of quality customer service. "Our staff appreciate the investment that we made to have a system that not only makes our jobs easier, but also streamlines processes." Chesapeake's customer service personnel can access reports through RM for customers that outline payment history, accounting ledgers, signatures retained, pricing information and delivery dates. The month-end reporting capabilities are helpful to their operation.

TREMENDOUS SUCCESS

The results at Chesapeake have been tremendous. They operate in a very rural area. Some days drivers spend over two hours just coming and going to the route areas. Any amount of time that they can save, cuts cost and increases profitability. They have grown from a mere 250 customers to over 2,150 the last ten years. "This is substantial growth for our region. We would like to recognize that using the RM system has helped us grow by providing superb customer service and communications with our customers," comments Jon Abbott. By using handheld computers and the ability to produce reports on the spot, efficiency was increased.

ADVANTAGE ROUTE SYSTEMS CARES

Chesapeake has paid many compliments to ARS and their support service. In 2006 they suffered a fire that destroyed all office, computers, and route information. With no hesitation, ARS was able to rebuild their database and get them back up and running within days of the fire. Jon remembers, "We never missed a single delivery. ARS cares about their customers so we can take care of ours. Peace of mind is knowing that help is just a phone call away. That alone will keep us using RM2000 for the life of our business."



COMPANY PROFILE

INDUSTRY:

Office Coffee and
Bottled Water Delivery

LOCATION:

Queenstown, Maryland

EMPLOYEES:

12

OF LOCATIONS:

1

SYSTEM:

Route Manager 2000

MODULES IN USE:

Electronic Funds

CUSTOMER SINCE:

1998

We do it all for you. Call 888.294.7688 to schedule a demo or visit www.AdvantageRoute.com

WHO IS ARS?

Advantage Route Systems of Turlock, CA, USA is a global distributor of route-automation solutions. Since 1994, ARS has been the leader in route accounting, handhelds, GPS and other applied technologies for bottled water, water treatment, ice, propane, oil recycling, coffee, and many more industries. With an installed base of over 6,000 routes in 45 countries, ARS consistently brings quality products to the market for progressive companies. Our 24x7 world-wide customer service center is second to none.