

The Customer  
*Advantage*



# CAPITAL CITY ICE



## SERVICE & SUPPORT

*"ARS doesn't ever risk losing us as clients. They've done everything they ever said they would!"*



Capital City Ice was founded in 1985 and currently service 750 customers from two manufacturing facilities. They have the capability to produce 280,000 pounds of ice daily. Their products include bagged tube ice, dry ice, and block ice for sculpting. They service their customers through delivery, retail dock sales, special events, and warehouse programs. Capital City employs 60 people to service both their packed ice and cold storage business.

### MEETING ARS

Capital City initially contacted Advantage Route Systems at the International Packaged Ice Association convention. At the time, they were facing many challenges within their operation. The system that they were utilizing was DOS based and they were experiencing difficulties getting reliable support. The company was in search of a Windows based product that would incorporate handheld computers as a point-of-sale.

### BIG IMPROVEMENTS

Since going live with Route Manager in 2001, Capital City has seen huge improvements within their operation. They used to use a dot matrix printer to print invoices and receipts every morning. Now that is a thing of the past. Their owner notes that drivers now provide printed receipts on-route. This has resulted in a significant reduction in administrative costs. Capital City Ice prides themselves on always having accurate, up-to-date information for their customers. Processes now run more smoothly with Route Manager and the use of handheld computers has simplified things as their operation continues to grow.

### ARS SUPPORT

After seven years of being a customer of Advantage Route Systems, Capital City Ice takes comfort in knowing that a reliable company has partnered with them to keep their operations efficient. Their owner also stated that, "ARS doesn't ever risk losing us as clients. They've done everything they ever said they would!" With this confidence in ARS and Route Manager, Capital City Ice plans to continue to utilize ARS to keep improving their business and help them meet their long term goals!

## COMPANY PROFILE

### INDUSTRY:

Ice Delivery  
Ice Manufacturing

### LOCATION:

Columbus, OH

### SYSTEM:

RM2000

### CUSTOMER SINCE:

2001

**We do it all for you. Call 888.294.7688 to schedule a demo or visit [www.AdvantageRoute.com](http://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.