

The Customer
Advantage



JOE RIDER PROPANE



QUICK ROI

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COMPANY PROFILE

INDUSTRY:

Propane Delivery

LOCATION:

Azle, TX

NUMBER OF LOCATIONS:

1

SYSTEM:

Route Manager Advanced

CUSTOMER SINCE:

2018?

A fixture in the propane service industry of Ft. Worth, TX for more than half a century, Joe Rider Propane realized the unrivaled value of top notch customer service. Fulfilling a wide range of customer needs from above and below ground tank installations, to gas grill refills, to large-scale agricultural LP service, the company relies on a well-organized system to ensure deliveries run efficiently and customer satisfaction soars.

A SAVINGS GEARED INVESTMENT

Before choosing Advantage Route Systems software, Joe Rider Propane organized and tracked customer orders and routes using a system described as "remedial," adding that the low cost did not justify the antiquated process. After research led the company to ARS, Joe Rider executives weighed the costs with the benefits of the upgrade and decided that a present change would bring future benefits. "A short time following the installation of the RM Software, we have immediately begun to reap cost savings in the payroll and invoicing processes and expect to see similar results across additional departments."

A STEADY SWITCH

While the transition required staff members to become familiar with new equipment and software, a Joe rider employee said the knowledgeable and accessible ARS Tech Support team has helped ease the change. Moving from pencil-and paper record keeping to a fully electronic and automated system has shaved time from clerical duties, time that can be passed along to customer support and other company improvements. The company plans to continue training, learning more ways to benefit from the RM software. Some of these benefits include calculating the total number of customers on each route as well as drilling down into detailed information regarding the services customers routinely request.

A WIN FOR CUSTOMERS AND BUSINESS

Overall, the decision to convert to a more modernized route management system has cast a wide net of benefits, for not just Joe Rider Propane, but for their customers as well.

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.