

The Customer
Advantage



ALPINE VALLEY



EFFICIENCY IS KEY!

"We have become much more efficient in our processes. I am able to have my drivers handle more stops in a timely manner each day. We now have one less driver and one less truck on the road each day allowing us to save."



COMPANY PROFILE

INDUSTRY:

Bottled Water Delivery
Coffee and Tea Delivery

LOCATION:

Cincinnati, OH

OF TRUCKS:

9

SYSTEM:

Route Manager Series 7

CUSTOMER SINCE:

2003

Founder Charlie Hall started Alpine Valley Water and Coffee Company in 1990. The main priority when starting his business was to deliver the highest quality products with exceptional service. With dedication to customers' needs, Alpine made the decision to begin distributing coffee and tea, along with water. Nurturing a small idea, Alpine has grown to serve more than 6,000 residential and commercial customers in the greater Cincinnati area.

MAKING A SHIFT

In February 2003, Alpine Water made a shift to improve their business; they went live with Route Manager Advanced. Alpine's main goal was to improve route efficiency and streamline all processes that pertained to deliveries and invoicing. The growing company was facing many challenges in route efficiency, accounts receivable, accurate reporting and inventory control. The previous system that Alpine was using was limited and did not offer nearly as many features as Route Manager.

The result of their switch to Route Manager can be seen in all aspects of their operation. Jim Gish, Vice President of Sales, said, "We have become much more efficient in our processes. I am able to have my drivers handle more stops in a timely manner. We now have one less driver and one less truck on the road each day allowing us to save."

All activities that are taking place within their organization are running at optimum levels. Jim reports that five years ago they had four customer service representatives and now they have three. Alpine also had eleven drivers and now they only have nine. "With the increase in fuel prices, this has helped us stay ahead and be better prepared financially for the unexpected changes in the economy." This has resulted in cutting daily operation costs.

RELATIONSHIP WITH ARS

Jim Gish and Alpine have seen definite improvements within their operation. Jim states, "We, at Alpine Valley Water and Coffee Company, have been very pleased with the relationship we have built with ARS." Alpine has made tremendous progress within their operation since February of 2003 thanks to Route Manager!

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.