

## Beharry Now Saves Time and Money



The Beharry Group, based in Georgetown, Guyana, was established in 1935 by the late Edward B. Beharry and is now one of the Caribbean's leading food and tobacco distribution companies. This family-owned business started with just 3 employees has grown to a staff of over 1,500 people, with two locations, a main office, and distribution center at the Beharry Building. The company also has interests in manufacturing, insurance, automotive sales, and financial services.



### COMPANY PROFILE

**CUSTOMER:**

The Beharry Group

**INDUSTRY:**

Food and Cigarette Delivery

**LOCATION:**

Georgetown, Guyana

**EMPLOYEES:**

1500

**WEB SITE:**

[www.beharrygroup.com](http://www.beharrygroup.com)

**SYSTEM:**

Route Manager Advanced

**ADDITIONAL MODULES:**

Advanced Communications\*<sup>1</sup>

\*<sup>1</sup> Enables wireless transfer of data in one or more branches using Wi-Fi access points

### CHALLENGES WITH GROWTH

Over the last decade, the Beharry Group has grown tremendously, but their business operations needed some fine tuning. Areas that were targets for improvements included:

- Manual data entry of paper invoices that require hours and even days to input
- Driver productivity and performance began to degenerate — Orders were unclear due to handwritten invoices and information became diluted
- Inventory was out-of-date and hard to track

### ARS - THE SOLUTION

Beharry turned to ARS for a working handheld solution that would ultimately streamline delivery operations for their food and cigarette division. ARS' Route Manager Advanced incorporated features that met their needs and daily demands. With ARS' field handheld computer solution, delivery operations have become streamlined, drivers' errors have been eliminated and inventory is now precisely tracked.

### STRIKING IMPROVEMENTS

The competency and effectiveness of the route drivers and office staff has shown drastic improvement.

- Handheld computers have completely eliminated the use of paper tickets and therefore driver errors
- Inventory is tracked and updated in the system
- Elimination of paper tickets has significantly reduced office staff paperwork and tedious data entry

The results are tremendous and cost savings over the months and years has been a payoff that has made Beharry's purchase of the software even more worth while.

### BETTER CUSTOMER SERVICE

Efficiency is one of the biggest challenges that the Beharry Group faced. After the integration of Route Manager Advanced, efficiency is one of their strongest aspects,

*"All of our daily invoices are processed with handheld computers and can be easily accessed on the desktop system. This in turn allows us to provide better customer service with more thorough information."*

This was never the case when using paper tickets that were not keyed into the computer for several days.

### SATISFACTION ACHIEVED

The Beharry Group is extremely satisfied with the way RMA restructured on-route and office procedures. Beharry's discovery of RMA has done away with many route data limitations and has simplified the process that growing companies are often faced with.

**The Handheld Experts!**  
#1 in Route Delivery Software.