



Just In Time Deliveries with RMA

Eskimo Ice has been a dominant force in London for over 20 years. With 14 refrigerated trucks, Eskimo Ice is the largest producer in their area, producing up to 300 tons of pure UV-filtered ice cubes per week. They use the latest technology to produce the highest quality packaged ice cubes, crystal clear ice blocks, crushed ice, flake ice, and dry ice. Their modern fleet of refrigerated vehicles provides fast, friendly and efficient delivery service. Their customer base includes London night clubs, hotels, small stores, restaurants, airlines and pubs.



COMPANY PROFILE

CUSTOMER:

Eskimo Ice

INDUSTRY:

Ice

LOCATION:

London

EMPLOYEES:

40

WEB SITE:

www.eskimo-ice.co.uk

SYSTEM:

Route Manager Advanced

WENT LIVE:

4/4/2008

FINDING A SOLUTION

Customer satisfaction is the primary objective of the Eskimo Ice Company and when customers call for ice they have an immediate need. Facing many challenges, Eskimo Ice began looking for a software system that would help them maintain their high standards as a fast, friendly and efficient delivery service. Their objective was to:

- increase the effectiveness of their office staff
- keep delivery people organized and efficient
- reduce costs utilizing the same manpower
- find a user-friendly software package that would provide them with the means to immediately address their customer's needs.

DISCOVERING ROUTE MANAGER

Eskimo Ice was introduced to Advantage Route Systems through our reseller, Mobile Enterprise Solutions. Eskimo Ice was intrigued by the many features and ease-of-use of the Advantage Route Systems 'Route Manager Advanced' software.

VITAL TIME SAVING FEATURE:

The RMLive feature enables them to have real-time transactions and communications between the office and route drivers. With access to this powerful feature, they were able to meet the requirement of providing an immediate-response delivery system.

THE ULTIMATE DELIVERY

Eskimo Ice now has the ultimate in JIT (Just-in-time) delivery for their customers. Here is how it works:

- The customer calls in with an immediate need for ice
- The order is taken
- The order is sent to a driver's handheld via GPRS
- The driver acknowledges receipt of the order and adds it to his delivery list
- The driver makes a prompt delivery, usually in a matter of minutes
- The customer signs for the delivered product (or pays cash, if required)
- The completed order is electronically transmitted to the dispatch center
- Dispatch can track which orders are complete, and see the last location of the driver on a map

Not only does this change allow Eskimo to provide outstanding service to customers, the end result has been a huge cost-savings for Eskimo Ice. Previously, collecting delivery tickets and data from the drivers required at least one day and two members of the office staff, dedicated solely to the task of handling and making sense of delivery tickets from drivers. Now, the entire process is completed in minutes via automatic transmissions from the driver's handheld computer to the home office system. The best part is both process control and accountability have been greatly enhanced. As an added bonus, there is more visibility and accountability of the work of the delivery people!

The Handheld Experts!

#1 in Route Delivery Software.