



COMPANY PROFILE

CUSTOMER:

Metro Lift Propane

INDUSTRY:

Cylinder Exchange

LOCATION:

24 Locations across the US

EMPLOYEES:

200

WEB SITE:

www.metroliftpropane.com

SYSTEM:

Route Manager Advanced

ADDITIONAL MODULES:

E-Funds*¹ — (Credit Card Processing)

RM Live*²

Advanced Mapping*³

Advanced Communications*⁴

Electronic Filing*⁵

Bulk Statements*⁶

*¹ Receive payments easier, and get paid faster!

*² Enables you to send/receive information to/from the driver's handheld, managing routes on a real-time basis.

*³ Save gas, utilize employees time better and get more accomplished by optimizing your routes and stops.

*⁴ Enables wireless transfer of data in one or more branches using Wi-Fi access points

*⁵ Simply scan a document, save it to an account and then retrieve it at any time by looking up a customer's account in the virtual filing cabinet.

*⁶ No more stuffing envelopes and licking stamps! Send a file and the rest is completed for you.

The Handheld Experts!

#1 in Route Delivery Software.

On Time Deliveries with RMA Enterprise

With 24 branches and 200 employees, Metro Lift Propane is a vibrant, growing company that spans across the United States. They specialize in delivering 37-pound fork lift cylinders to warehouses in 30 states. In cylinder exchange, they pride themselves on tailoring their service to meet their customer's ever changing needs. Metro Lift stands strong in that industrial propane is their "only business."

DISCOVERING ARS

In May 2006, Metro Lift's first branch went live using Advantage Route Systems' RMA Enterprise. Referred by another propane customer, they were intrigued by the possibility of automating their route deliveries. They had 24 branches with hundreds of customers at each location so streamlining and automating was vitally needed.

Before contact with ARS, Metro Lift:

- struggled to obtain current and accurate data
- had many of their branches running on different software systems
- had outdated software
- did not have reliable software support

They wanted to provide better customer service by ensuring that:

- deliveries would be made on time
- correct quantities would be delivered
- invoicing would be accurate
- daily delivery data would be available

IMPROVED EFFICIENCY

Metro Lift has continued to expand and is currently going live with more branches. As Metro Lift grows, uniformity and a streamlined system continues to make a huge difference in operations. They have seen the benefits of having one software package, allowing the corporate office to get automatic daily updates from each of their separate locations.

ARS PROVIDES QUICK SUPPORT

Metro Lift praises ARS support for resolving questions and issues quickly. Metro Lift and ARS continue to work together to drive service in the propane industry to new heights!

TREMENDOUS IMPROVEMENTS

Advantage Route Systems and their powerful RMA Enterprise software has been enhancing Metro Lift's operation for 3 years.

Now, with ARS, Metro Lift has:

- automated, on-time route deliveries
- a reduction in staff head count by eliminating daily data entry and printed tickets
- their drivers provide customers with a printed invoice and receipt
- accurate forecasting of product usage and delivery schedules

Forecasting has been a valuable addition to Metro Lift's daily operation. They wanted the ability to predict how quickly customers would utilize their propane and how soon Metro Lift should return to that particular customer. RMA's forecasting report is critical to Metro Lift's operation, customer service and their business success.