



## COMPANY PROFILE

**CUSTOMER:**  
Snow Valley

**INDUSTRY:**  
Bottled Water and Office Coffee

**LOCATION:**  
Baltimore/Washington Metro Area

**EMPLOYEES:**  
52

**WEB SITE:**  
www.SnowH2O.com

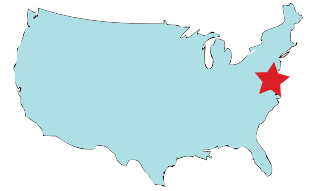
**SYSTEM:**  
Route Manager Advanced

**ADDITIONAL MODULES:**  
Advanced Communications  
E-Funds (Credit Card Processing)  
Advanced Mapping  
Route Data Exchange  
Route Voice  
Electronic Filling  
Bulk Statements

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

## ARS Provides a Winning Solution for Snow Valley

With 52 dedicated employees, the Baltimore/Washington based company Snow Valley, is the largest privately held bottled water company in the area, servicing over 10,000 customers who include private residents and commercial businesses. Snow Valley improved route delivery, customer service on route, and data accuracy by bringing RMAAdvanced into its daily operation nearly a decade ago.



### FACING CHALLENGES AND Y2K

Snow Valley's was facing many major challenges when they turned to Advantage Route Systems.

- An outdated DOS-based systems
- Software that was not industry specific
- Difficulty receiving technical support.

They also needed a software to navigate them through the Y2K conversion. In just 4 months, data was converted, training accomplished, testing done and the year 2000 came and went without a hitch.

### ADD-ON MODULES ENHANCE THEIR EXPERIENCE

As Snow Valley began to progress with RMAAdvanced, they began to acquire modules that would assist in additional tasks that were basic necessities for their operation.

*"We needed a system, that wasn't outdated and slow and that provided us with access to good customer support and ARS was able to provide us with that!" - Rachel Smith*

#### ROUTE VOICE 2000 - AUTOMATED CALLING

RV2000 makes automated phone calls reminding customers of their next delivery date, balance and over due payment information, reducing their overall past due balances.

#### BULK STATEMENT PROCESSING

Printing 5-6,000 statements a month took hours. Now:

- a data file is created and sent to an outsourced vendor
- they print, stuff, post and mail the statements.

The process is done in a few minutes, instead of days.

### WORKING SMARTER AND SERVING CUSTOMERS BETTER

The RMAAdvanced system supports unlimited growth for Snow Valley and they owners and office staff have seen that value over the last nine years. Some of the benefits the office staff are grateful for include:

- Wireless link between the office and field handheld computers enabling real-time transfer of route data
- Elimination of manual data entry and the associated data entry errors
- Access to accurate and timely customer data to address their customers needs quicker

*"Advantage Route Systems is quick to respond and to provide solutions to our issues. They always give us superb customer service and technical support. ARS has made a difference in the way Snow Valley operates and we see the payoff every day".* - Rachel Smith

### ACCURATE AND EFFICIENT WITH RMA

The implementation of the handhelds became the biggest improvement by far. With handhelds, drivers could now:

- print invoices on route
- complete additional orders
- access customer information instantly.

This eliminated driver errors, reduced delivery time and end users could complete their responsibilities more effectively.

*"Accuracy and efficiency that did not exist before ARS has become part of our operation."*

#### EF2000 - ELECTRONIC DOCUMENT STORAGE

Snow Valley has done away with file cabinets and the difficulty of finding a needed document. Now they:

- access all documents and contracts electronically
- scan all incoming documents into the computer and store them in "electronic file cabinets"
- access customer information from any workstation and print or email documents when requested

#### ADVANCED MAPPING

They saved on gas, utilized employees time better and got more accomplished by optimizing their routes.

*I utilize Advanced Mapping to lay out routes and efficiently distribute the routes among my drivers.* - Bryan Thomas, Dispatch Manager