

Beharry Now Saves Time and Money



COMPANY PROFILE

CUSTOMER:

The Beharry Group

INDUSTRY:

Food and Cigarette Delivery

LOCATION:

Georgetown, Guyana

EMPLOYEES:

1500

WEB SITE:

www.beharrygroup.com

SYSTEM:

Route Manager Advanced

ADDITIONAL MODULES:

Advanced Communications

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 companies. It is a family-owned business that started with just three employees. Today, the staff has grown to over 1,500 people. With two locations, a main office, and distribution center at the Beharry Building; the company has interests in manufacturing, insurance, automotive sales, and financial services. The Beharry Group strives to be a leader in excellence!

BEHARRY CHALLENGES

Over the last decade, the Beharry Group has been growing tremendously, but their business operations needed some fine tuning. Paper invoices had become a burden for the entire office staff. Keying the invoices in manually took hours and even days during the busy portion of the season. As operations grew, drivers had more stops, and information was becoming more diluted and their handwriting left more to be desired. All of these challenges lead to out-of-date and hard-to-track inventory. Beharry turned to Advantage Route Systems after they spoke with Mandarin International Trading N.V in Suriname. They contacted ARS looking to find 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 growing demands.

STRIKING IMPROVEMENTS

The competency and effectiveness of the route drivers and the office staff has shown striking improvement. The handhelds have completely eradicated the use of paper tickets; without the



paper tickets likelihood of mathematical errors is nearly zero. Inventory is being tracked and updated in the system often, and the amount of staff work has been reduced in many areas of the operation. 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 the biggest change that Beharry along with so many other Route Manager users see improve. All daily invoices are processed with handheld computers and can be easily accessed on the desktop system; in turn allowing Beharry to provide better customer service and more thorough information. This was obviously not 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 Route Manager has restructured their procedures both while on route and in the office. Beharry's discovery of Route Manager has done away with many route data limitations and will allow the Beharry Group to continue to grow with a reliable software system.

The Handheld Experts!
#1 in Route Delivery Software.